

## PROCEDURE S8.2-P8.2

# DOMESTIC STUDENT PROGRESSION AND SUPPORT

## 1.0 INTRODUCTION

### 1.1 Related Policy

Domestic Student Progression and Support Policy

### 1.2 Purpose

This procedure outlines the responsibilities and processes whereby the AIM Business School (ABS) will record, monitor, and respond to a student's academic progress, as well as ABS's approach to identifying students at risk and the intervention and support strategies available to them.

### 1.3 Scope

This procedure applies to all students of ABS and its Third-Party Partners irrespective of location, activity, premises, or mode of study.

This procedure applies to academic and non-academic staff in terms of the actions required to monitor, intervene and, where appropriate, develop a Support Plan for the student.

### 1.4 Scope Exceptions

None.

## 2.0 RESPONSIBILITIES

1. The Admissions Team, in conjunction with Head of School, ABS, is responsible for identifying any students who have applied for admission to any ABS course who, in the opinion of the Head of School, ABS, may be at-risk of not achieving satisfactory course progress unless a Support Plan is put in place for the identified student(s).
2. Academic Staff are required to identify any at-risk students throughout study periods and bring these to the attention of the Head of School, ABS.
3. The Head Success Coach is responsible for providing an update to the Head of School, ABS on the progress of students at-risk on a Support Plan or making recommendations that a student should be placed on a Support Plan.
4. The Assessment Review Committee (ARC) is responsible for identifying any 'at risk' students who are found to be making unsatisfactory course progress to the Head of School, ABS at the end of each study period.

5. At-risk students are responsible for following the requirements outlined in their Support Plan and Intervention Strategy (where applicable) and proactively seek additional support when required.
6. Success Coaches and academic staff are responsible for implementing this procedure and reporting any concerns relating to a Support Plan to the Head of School, ABS or nominee.
7. The Head Success Coach is responsible for supervising and maintaining a Students At-Risk Register and providing adequate academic learning support resources to assist students in meeting their obligations under their Support Plan (where applicable).

## 3.0 PROCEDURE

### 3.1 Pre-Enrolment

1. Students can be deemed at-risk at the time they are admitted, or shortly after, and require a Support Plan.
2. At the time of pre-enrolment, all applications are assessed for completeness, including but not limited to, an assessment of an applicant meeting the entry criteria for their selected course. If an application is incomplete, Admissions staff will follow up with the student concerned.
3. The application form for admission to an ABS course provides sections where a student may self-identify about a disability. Students may consult the website and/ or marketing material for further information on support services which may be available to them.
4. Where a student, in the opinion of the Admissions Team, has not met one or more of the admission criteria but may have the capacity to succeed if they were placed on a Support Plan, the Admissions Team will consult with the Head of School, ABS.
5. If, in the opinion of the Head of School, ABS, a student has not met one or more of the admissions criteria, but has the potential to make satisfactory course progress if they were placed on a Support Plan, the Head of School, ABS may approve the application. If, in the opinion of the Head of School, ABS, the applicant would require more assistance than a Support Plan could provide and the applicant has the potential for not making satisfactory course progress, then the application may be rejected. The Head of School, ABS will consult the Student Diversity and Equity Policy to assist with this decision.
6. Where a student is admitted to a course of study based upon an approved Support Plan, the student will be issued with written confirmation which includes the details of the plan.

7. The Support Plan for the student may include one or more support strategies, including:
  - a. individual case management where a student is provided with additional academic and/or language, literacy, and numeracy support;
  - b. individual case management where a student is provided with a dedicated Success Coach to assist academic matters;
  - c. counselling or support meetings with a Counsellor from EAP Access;
  - d. receiving assistance with personal issues which may hinder progress; and/or
  - e. a combination of the above.
8. The student must confirm in writing their acceptance of the Support Plan to the Admissions Team. Non-acceptance of the Support Plan may result in the student's application being rejected.
9. At the beginning of each study period the Admissions Team will provide the Head of School, ABS with a full list of students who have been approved to enter a course based upon a Support Plan.

### **3.2 Monitoring students on a Support Plan during a study period**

1. At the beginning of each study period, the Head Success Coach provides a list of all students who are on a Support Plan to the relevant Success Coaches and Facilitators. This list may comprise new students who have been admitted on a Support Plan and continuing students who have been previously identified as at-risk students in the preceding study period by the Assessment Review Committee (ARC) and are continuing their studies in a subsequent study period.
2. Throughout the unit delivery, based on feedback from Success Coaches and Facilitators to the Assessment Review Committee and Teaching and Learning Committee, and where, in the opinion of the Head of School, ABS, a student may be deemed potentially at risk, a Support Plan may be initiated during the study period by the Success Coach.
3. Copies of each Support Plan will be available on the student's file, and Facilitators and Success Coaches are required to apprise themselves of the contents of each Support Plan at the beginning of each study period.
4. The Head of School, ABS will ensure that an agenda item "Students at Risk" is tabled at each Teaching and Learning Committee (TLC) meeting and at-risk students are discussed. The Head of School, ABS will advise the TLC of any concerns with academic progress of any student which may include, but is not limited to the following:
  - a. initial assessments of discussion questions, quizzes and early diagnostics that appear in all units are not completed by the student; or
  - b. at any other time during their studies, a student fails to complete work when due or fails to achieve a satisfactory progress mark, and

- c. the cumulative attendance rate of the student.

### 3.3 Student course progress

1. Student course progress is assessed at the end of each study period by the Assessment Review Committee (ARC).
2. **Satisfactory course progress** is when the student passes 50% or more of the units in which they are enrolled in a study period.
3. **Unsatisfactory course progress** is when the assessment at the end of study period indicates that the student is making unsatisfactory progress at any of three (3) stages:
  - a. **Stage 1 At risk:** the student fails 50% or more of their enrolled units in one study period.
  - b. **Stage 2 At risk:** the student fails 50% or more of enrolled units for a consecutive study period and/or the student fails the same unit for the second time.
  - c. **Stage 3 At risk:** the student fails 50% or more of their enrolled units for more than two consecutive study periods and/or the student fails the same unit for more than two times.
4. Unsatisfactory course progress can be redeemed as follows:
  - a. a student at Stage 1 At Risk who, in the next study period, passes at least 50% of enrolled units, will return to satisfactory academic progress.
  - b. A student at Stage 2 At Risk, who, in the next study period, passes at least 50% of enrolled units, and/or passes a unit previously failed for the second time, will return to Stage 1 At Risk. If the student then passes at least 50% of enrolled units, they will return to satisfactory academic progress.
  - c. A student at Stage 3 At Risk, who is given the opportunity by the ARC to continue their studies (see clause 3.4.5) and who then passes 50% or more of enrolled units and/or passes the unit previously failed three times, returns to Stage 2 At Risk. If the student then continues to pass at least 50% of enrolled units, they will return to Stage 1 At Risk. If they then pass at least 50% of enrolled units, they will return to satisfactory progress.
5. Intervention strategies initiated at the end of a study period. At the end of each study period, the Assessment Review Committee will be convened by the Head of School, ABS to review and approve final results for each unit of study undertaken by each ABS student during that study period.
6. Where, in the opinion of the Assessment Review Committee, a student is identified as potentially being at-risk in a future study period based upon their study period results (but has still passed more than 50% of their study load), the

student is required to enter into a Support Plan. The Head Success Coach or nominee will notify the student, establish the Support Plan and meet with the student to discuss the plan. The student will be monitored as outlined in clause 3.2.

7. **Stage 1 At Risk** - where a student has failed 50% or more of their study load, the student will be identified as Stage 1 At Risk by the ARC.
  - a. The Head of School will send the student a *Stage 1 At Risk notification*, explaining to them the status means, why the at-risk status applies to them, and inviting them to meet with the Success Coach.
  - b. The Head Success Coach or nominee will meet with the student concerned, further discussing why they are at Stage 1 At Risk, what is involved in the Stage 1 Intervention Strategy, which includes a Support Plan, and providing documentation on the strategy. At this meeting, the Head Success Coach or nominee may refer the student to additional academic and/ or welfare support. The meeting will be documented, and a note placed on the student's file.
  - c. Where a student who is on an existing Support Plan or a Stage 1 Intervention Strategy successfully passes more than 50% of their study load in the next consecutive study period, then the Head Success Coach or nominee will advise the student in writing that the requirement to be on a Support Plan has been removed. Removal is voluntary, and the student will be consulted to determine if they may wish to remain on the Support Plan for ongoing support.
  
8. **Stage 2 At Risk** - where a student fails 50% or more of enrolled units in a study period for a second time or in two consecutive study periods or fails the same unit for the second time then the ARC initiates a Stage 2 Intervention Strategy.
  - a. The Head of School, ABS, sends the student a *Stage 2 At Risk Notification* to formally advise them they are on Stage 2 At Risk and are being placed on a Stage 2 Intervention Strategy which includes a Support Plan. The Support Plan may contain one or a combination of support strategies, including:
    - i. individual case management where a student is provided with additional academic and/or language, literacy and numeracy support;
    - ii. individual case management where a student is provided with a dedicated Success Coach to assist academic matters;
    - iii. counselling or support meetings with a Counsellor from EAP Access;
    - iv. receiving assistance with personal issues which are hindering progress;

- v. where possible, being placed in a suitable, alternative unit within the course or a suitable, alternative course; and/ or
    - vi. a combination of the above and a reduction in course load. The student is provided with a copy of the Support Plan and a copy is recorded on the student's file.
  - b. The Head Success Coach or nominee meets with the student to discuss the Stage 2 Intervention Strategy, the support provided, and the importance that the student engages with the strategy.
9. **Stage 3 At Risk**- students who have previously been at Stage 2 At Risk and who have subsequently failed 50% or more of their enrolled units for more than two times or more than two consecutive study periods and who are then notified by the ARC as being at Stage 3 At Risk. At the meeting of the ARC, a range of strategies going forward will be discussed.
  - a. The Head of School will send the student a *Stage 3 At Risk Notification* (intention to cancel) and will be required to meet with the Head of School, ABS.
  - b. At this meeting, the Head of School, ABS will advise the student of the decision of the ARC, which may include:
    - i. a Stage 3 Intervention Strategy, including further reduction in study load; and
    - ii. additional academic support; or
    - iii. exclusion from the course for a period of not less than two (2) academic years. Excluded students can re-apply for admission after the exclusion period by following the admissions procedure. Admission is not guaranteed.
10. A student at Stage 3 At Risk who is placed under a Stage 3 Intervention Strategy but does not follow the strategy and/or who again passes less than 50% of enrolled load, or who fails the same unit again will be automatically excluded.

### 3.4 Appeals, grievances, or complaints

1. Students may appeal against any decision made under this policy and procedure by following the Student Grievances and Complaints Policy and Procedure.

## 4.0 DEFINITIONS

- **At-risk student** - A student who has not met (or is at risk of not meeting) course progress requirements.
- **Assessment Review Committee** - A Committee chaired by the Head of School, ABS, convened to review student results.

- **Course of Study** - A qualification which a student may be enrolled in as a full time or part time student.
- **Exclusion** - a student who is excluded under the Domestic Student Progression and Support Policy has their enrolment cancelled for a period of not less than two (2) academic years, and must formally re-apply for admission, in the prescribed manner, at the end of the Exclusion period.
- **Satisfactory Course Progress** - The successful completion of more than 50% of a study load within any given study period.
- **Support Plan** - A written plan between ABS and Student which outlines specific undertakings a student must engage with in order to maintain their enrolment in a course of study.
- **Study Period** - A scheduled period of time (e.g., semester, trimester, term) within a course of study.
- **Study Load** - An allocated number of subjects required to be successfully completed by a student within a given study period.

## 5.0 REFERENCES AND ASSOCIATED INFORMATION

- Assessment and Reassessment Policy
- Domestic Selection and Admissions Policy
- Retention and Success Plan
- Student Assistance and Consultation on Academic Matters Policy
- Student Diversity and Equity Policy
- Student Grievances and Complaints Policy
- Domestic Student Progression and Support Policy

## 6.0 POLICY/PROCEDURE OWNERSHIP

Policy Owner	Director of Education
Status	Reviewed on July 2021
Approval Authority	ABS Academic Board
Date of Approval	14/09/2021
Effective Date	20/10/2021
Implementation Owner	Head of School, ABS
Maintenance Owner	Senior Policy and Compliance Officer
Review Due	August 2024
Content Enquiries	Ehsan Ahmed - Head of School, ABS Email: <a href="mailto:ehsan.ahmed@aim.com.au">ehsan.ahmed@aim.com.au</a>

## 7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made By (Position)	Amendment Details
S8.0-P8.0	10 July 2017	Head of Compliance / Director ABS	Initial document review after purchase of MHMHE
S8.1-P8.1	10 March 2020	Academic Board	General review
S8.2-P8.2	14 September 2021	Director of Education	<p>Procedure separated from policy.</p> <p>New template.</p> <p>Revised context and purpose.</p> <p>Revised scope.</p> <p>At Risk stages added.</p> <p>Unsatisfactory progress made clearer.</p> <p>Revised definitions.</p>