



# ACADEMIC PROGRESS POLICY AND PROCEDURES

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## Purpose

Lincoln Education Australia (LEA) admits students into coursework programs with every intention and expectation that students will maintain satisfactory progress throughout the duration of their course and fulfil all of the academic requirements for completion of their degree. LEA is committed to maintaining high academic standards and will operationalise systems and measures to monitor student progress and support students who are at risk of unsatisfactory course progression.

This *Academic Progress Policy and Procedures* provides a framework to guide decisions regarding student's academic performance and progression. It articulates clear responsibilities and accountabilities for decisions and processes about academic progression and ensures that these are undertaken in a transparent, consistent and equitable manner. It details the ways in which students are identified as 'at risk of making unsatisfactory progress' and 'making unsatisfactory progress', and the actions LEA will take in response to each situation.

## Scope

This policy applies to all students enrolled in coursework subjects and coursework degrees and all staff involved in teaching and learning and student support at LEA.

## Principles

### *Academic Progress*

Students enrolled in a course are expected to maintain satisfactory academic progress, that is, to advance in their course of study by meeting all of the academic requirements. This includes:

- completing all academic requirements of their course at a satisfactory level
- maintaining a satisfactory rate of academic progress

Subject lecturers are initially responsible for monitoring academic progress at the subject level, such as: attendance, assessment results, hurdle requirements and identifying students who may be potentially be considered 'at risk'. Subject lecturers will alert Course Coordinators, who have oversight and will continue to work closely with lecturers to continually monitor the progress of 'at risk' students to ensure that they receive any and all necessary supports.



### ***Students “At Risk”***

Students will be identified as “at risk” of making unsatisfactory progress in their course of study if they:

- show signs of failing a subject due to poor achievement in assessment tasks;
- fail a compulsory unit for the first time;
- fail 50% or more of their enrolled credit points in the study period under review;
- fail to meet attendance requirements or hurdle tasks; or,
- are unlikely to complete the course within the maximum period of study.

### ***Unsatisfactory Academic Progress***

Students will be considered to have made unsatisfactory progress if the student:

- fails 50% or more of their enrolled credit points in each of the last two active study periods;
- fails a compulsory unit for the second time;
- fails a non-compulsory unit for a second time;
- cannot complete the course within the maximum study period;
- fails to fulfill a requirement imposed as part of an earlier academic progress review process.

### ***Academic Progress Exemptions***

The Academic Board may impose variations to academic progress requirements and consequent actions, by category, on students who are identified as making unsatisfactory progress in their course.

### ***Leave of Absence***

Students who take leave of absence are subject to the requirements of this policy which will be applied equally to the subsequent progress review period upon the student’s return to studies.

### **Monitoring Progress**

Student progress towards meeting the academic progress requirements for their course is reviewed at the end of each teaching period, and determined as:

- Satisfactory academic progress
- At risk of unsatisfactory academic progress
- Unsatisfactory academic progress.



All students will have access to LEA's on-line Learning Management System (LMS) through which they will be able to access their subject outlines, learning outcomes, and assessment instructions. Students' ongoing progress will be recorded and will be accessible by relevant staff, including lecturers, academic leaders and administrators. Students will have access to their assessment marks/grades via the LMS.

For any given subject, student assessments are generally marked by the lecturer and marks given. Whilst it is not essential for students to pass all assessments, it is critical they achieve an overall pass mark of 50%. The LMS will be used to record the students' in-semester marks.

If there are breaches of academic integrity requirements, this will indicate the student is potentially at risk of unsatisfactory course progress. For more information on academic integrity and misconduct, see the *Academic Integrity and Misconduct Policy*.

## **Intervention Strategies**

Intervention strategies are put in place during the teaching period and before the final summative assessment date where a student is identified as at risk of failing a subject.

All students' academic progress is monitored and reviewed during the semester and after the finalisation of semester results.

LEA aims to keep attrition at a minimum in all its courses. Attrition may be higher in certain cohorts such as:

- students in their first year of study
- part-time students
- students for whom English is not their first language
- students with significant family responsibilities and/or financial difficulties
- students on an overseas student visa
- students who are among the first in their family to enrol in higher education courses
- students who commence a course late
- adult learners who have not participated in a higher education course before
- students from a disadvantaged group

Where a student falls into two or more of the above categories, the risk of unsatisfactory progress/ attrition increases. LEA will put in place preventative actions to address these risks so that students are supported to the extent possible to lessen the possibility that they will become 'at risk'.

In addition to the orientation at commencement, students will be:

- given sufficient information about courses, thereby enabling better-informed course choices



- informed of relevant course details including withdrawal dates for subjects and courses
- given opportunities to engage in training on relevant technologies, research methods and study skills in an attempt to enhance their likelihood of success
- given individual attention, personal service, and the timely tracking of success or failure
- identified and followed up by student support staff where they are deemed not to be appropriately engaged with their studies
- be given additional academic support when they are experiencing difficulties in their studies because of poor academic performance or some other cause
- as necessary, offered additional English language instruction, such as one-on-one consultations with a Student Advisor
- given access to a range of support resources, particularly for students who may need greater assistance
- referred to qualified practitioners in cases where they feel overwhelmed, such as the initial period of adaptation when studying in a different country

Reporting on students at risk and intervention data will be provided to the relevant managers (Student Experience Manager, the Academic Quality Manager, Course Coordinator, Academic Dean) and through them to the CEO and the Academic Board.

### ***Assistance to Individual Students***

Students identified as 'at risk' or making unsatisfactory academic progress will be assigned an academic support person (typically the subject lecturer) and a Student Support Officer to provide support on non-academic matters.

Students will be required to complete a short questionnaire and undertake an academic counselling interview to discuss their questionnaire responses and to formalise an intervention strategy to assist them in their studies.

The student will receive notice of at least 5 business days to attend the meeting and may bring a support person approved by LEA to this meeting. The meeting attendees will be:

- the Course Coordinator
- relevant teaching staff member
- relevant Student Support Officer
- the 'at risk' student (who may bring a support person)

Intervention strategies to address academic progress of individual students may include:

- enforcing minimum attendance requirements
- regular meetings with an identified LEA staff member to address key issues



- English language support at LEA
- mandatory study plans including specific activities that are to be completed by the student
- counselling, referral to appropriate medical services and/or other appropriate support
- additional academic support
- referral to wellbeing support services
- approving leave or suspension of studies
- specific activities that are to be completed by the student

If a student who has been identified and contacted as being 'at risk' fails to attend the required academic counselling interview or does not participate in the alternative process, may be subject to the following courses of action:

- a Study Plan developed in the student's absence and sent to the student, which will constitute agreement on the part of the student to the conditions of the learning plan.
- the student will be required to meet with the Academic Dean or delegate to show cause as to why they should not be excluded from the course

### ***Suspension or Termination of Enrolment***

The Course Coordinator is responsible for monitoring and tracking students who are at risk and who have been identified as making unsatisfactory progress.

If a student has failed to comply with conditions put in place to improve ~~to improve~~ academic performance and/or has demonstrated unsatisfactory progress, the Course Coordinator or a delegate of the Dean may require a student to show cause as to why their enrolment should not be suspended or terminated.

The student will be required to respond in writing to the show cause letter and explain any circumstances to support their written submission.

### **Appeals**

Students may appeal decisions made by the Course Coordinator through the process outlined in the *Student Grievances and Appeals Policy and Procedures* on the following grounds:

- That there was a procedural irregularity
- That the decision was manifestly unfair
- That new information has come to hand that was previously not able to be presented.

### ***International Students***



LEA shall comply with relevant legal and regulatory frameworks governing the delivery of education to international students, in particular the *Education Services for Overseas Students Act 2000* (ESOS Act).

Students on an overseas student visa are required to maintain satisfactory course progress as a condition of their student visa. Students who fail to maintain satisfactory course progress will be identified and an appropriate intervention strategy implemented.

If an intervention strategy has been implemented and a student fails to meet satisfactory course progress in the following semester, the student will be provided with written notification of an intention to cancel their enrolment and to report them to the Department of Home Affairs for failing to achieve satisfactory course progress, which may result in the cancellation of their student visa.

The student shall be informed that they have 21 days to submit an appeal regarding this decision. If the student does not submit an appeal within 21 days, the student's enrolment will be cancelled, and a notification will then be made to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS) that the student has failed to maintain satisfactory course progress. The student will be informed of the cancellation of their enrolment via a standard letter which will be also placed in the student's file.

## **Policy Implementation and Monitoring**

The Academic Board delegates responsibility for the day-to-day implementation of this policy to the Chief Executive Officer who in turn delegates the various aspects of the responsibilities to the Academic Dean, Course Coordinator and other managers (e.g., Student Experience Manager, Academic Quality Manager).

The Academic Board will review all periodic reports from relevant committees and staff members.

Additionally, the Academic Board will review all relevant student complaints, concerns raised by staff members, and instances of student or staff misconduct on an ongoing basis. This will include a consideration of the number and type of open cases of student at risk notifications and unsatisfactory progress notifications.

Based on these monitoring activities, the Academic Board shall provide a report to the Corporate Governance Board and ensure that findings are taken into account in planning, quality assurance and improvement processes.

## **Compliance**

All staff members and students at Lincoln are required to comply with this policy and its procedures and with related policies and respective procedures. Non-compliance may result in disciplinary action or withdrawal of rights.



<b>File Number</b>	LEA-GEN-COR-70004-D
<b>Responsible Officer</b>	Chief Executive Officer
<b>Contact Officer</b>	Academic Dean
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• <i>Higher Education Standards Framework (Threshold Standards) 2015</i></li> <li>• <i>Tertiary Education Quality and Standards Agency Act 2011</i></li> <li>• <i>Education Services for Overseas Students Act 2000 (ESOS Act)</i></li> <li>• <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018.</i></li> </ul>
<b>Supporting Documents</b>	
<b>Related Documents</b>	<ul style="list-style-type: none"> <li>• <i>Student Grievances, Complaints and Appeals Policy and Procedures</i></li> <li>• <i>English Language Entry Requirements Policy</i></li> <li>• <i>Student Learning Support Policy and Procedures</i></li> <li>• <i>Course Review and Continual Improvement Policy and Procedures</i></li> <li>• <i>Assessment Policy</i></li> <li>• <i>Equity and Diversity Policy and Procedures</i></li> <li>• <i>Disability Support Policy</i></li> <li>• <i>Course Modification and Tuition Fee Refund Policy and Procedures</i></li> <li>• <i>International Student Services Policy and Procedures</i></li> </ul>
<b>Superseded Documents</b>	
<b>Effective Date</b>	1 January 2022
<b>Next Review</b>	3 years from the effective date

## Definitions

**Academic Board:** Governing body responsible for academic matters, including learning and teaching, course approval, workforce planning, academic staff appointments, research and professional development, academic policies and procedures, overseeing student grievances and appeals processes.

**Academic Dean:** Senior member of academic staff at LEA who responsible for the academic standards of LEA and for maintaining and developing academic courses, teaching excellence and interaction with stakeholders. Plays a crucial role in defining, disseminating and supporting academic standards and values across LEA.

**Academic Progress Committee:** An ad hoc committee responsible for reviewing a student’s unsatisfactory academic progress and determining whether conditions should be imposed or if the student should continue with their enrolment.

**Academic Progress Plan:** a plan that documents a student’s academic results from the previous semester, reasons for unsatisfactory progress in a specific subject (or subjects),



actions that the student has agreed to undertake in order to improve academic performance and relevant support services at LEA and externally.

**Appeal:** Process by which a student can dispute a decision made by LEA.

**'At risk' student:** Student who is identified as being at risk of failing a subject and therefore at risk of unsatisfactory progress through a course of study; or a student who fails a core or compulsory subject or fails 50% or more of the credit points in a study period and is thus 'at risk' of unsatisfactory progress.

**Course:** Sequenced program of subjects that a student enrolls in and for which they receive a degree upon graduation.

**Course Coordinator:** Senior academic staff member responsible for the planning and development of a course, particularly subject curriculum, and works in conjunction with other senior academic staff.

**Credit points:** Points allocated for successful completion of a subject. A student must complete a predetermined number of credit points to be awarded their degree.

**Education Services for Overseas Students Act 2000 (ESOS Act):** Australian federal legislation establishing legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

**Hurdle requirement:** Specified attendance requirement or an assessment requirement for a subject that must be completed or submitted to pass the subject but does not have a mark that contributes to the overall mark or grade for the subject.

**International student:** Person enrolled in a course of study at LEA who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa by the Department of Immigration and Border Protection (DIBP) to study full-time in Australia.

## Review Schedule

This policy shall be reviewed by the Academic Board every three years.

Version History			
Version number:	Approved by:	Approval Date:	Revision Notes:
1.0	Academic Board	17/09/2020	New policy
1.1	Academic Board	29/11/2021	Identifying and managing unsatisfactory progress revised



