Student Enrolment, Progression and Exclusion Policy and Procedure

Policy Category	Academic
Policy Code	ACA-HE-07
Policy owner	Principal Executive Officer
Responsible Officer	Dean
Approving authority	Academic Board
Approval date	9 July 2024
Commencement date	10 July 2024
Review date	3 years
Version	2024.1
Related Documents	Advanced Standing Policy Advanced Standing Procedure National Code of Practice for Providers of Education and Training to Overseas Students 2018 Student Admission Policy Student Admission Procedure Students At Risk and Early Identification Policy Students At Risk and Early Identification Procedure Student Complaint and Appeal Policy Student Complaint and Appeal Procedure Support For Students Policy and Procedure International Student Deferment, Suspension and Cancellation of Study Policy International Student Deferment, Suspension and Cancellation of Study Procedure
HESF (Threshold Standards) 2021	1.3.1; 1.3.2; 1.3.3; 1.3.4; 1.3.5; 1.3.6; 7.2.2

1.   Purpose

This Policy and Procedure detail the rules for meeting enrolment and course progression requirements at the Australian Institute of Higher Education Pty Ltd ('the Institute'), outline the process and define the grounds for exclusion due to unsatisfactory course progression.

2.   Principles

The key principles informing this Policy and Procedure are to:

- Provide the framework and guiding principles for the enrolment of commencing and continuing students at the Institute; and

- Set out the Institute's obligations and expectations for the management and review of academic progress.

3.   Context

This Policy and Procedure has been developed to express the Institute's commitment to providing a supportive student-centred learning environment which maximises the potential for its students to succeed in their studies.

Enrolment is the process by which a student selects and registers for their selected units to study in a course for that year, semester or block through the AIH student management system (SMS). The status of a student's academic progress and other factors may impact on a student's eligibility to enrol or remain enrolled in a course or courses. The Institute requires that the academic achievement of each student is monitored so that students who are assessed as being "at risk" can be provided with advice and support to ensure successful course completion where possible.

Academic progress is the process by which a student advances in their program of study by incrementally meeting the academic and administrative requirements for the program. Maintaining satisfactory academic progression is essential as it signifies that a student is achieving the learning outcomes for each stage of their course and is on track to complete the course. A student's progress through a course may be advanced if they have been granted credit for prior learning.

4. Scope

This Policy and Procedure applies to all students enrolled at the Institute.

Clauses related to course progression apply to students enrolled in award courses only.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy and Procedure Details

Requirements for enrolment and satisfactory academic progress that apply to the Institute include:
- compulsory study periods;
- a maximum time in which a student must complete their course;
- a minimum and maximum study load; and
- limits on the number of times a student may repeat a failed subject.

Students are required to maintain continuous enrolment in their course, unless they have taken approved leave or are on suspension.

Course-specific academic progress and enrolment requirements may be determined by the Dean and approved in accordance with the course proposal approval process. These requirements may include conditions imposed by accreditation bodies or organisations that provide professional placements.

International students studying in Australia on a student visa must comply with the academic progression and enrolment conditions of their visa.

6.1 Maximum Time for Completion

Students must meet the requirements of a course within a prescribed number of years from

the date of first enrolment. The rationale for placing a timeframe on course completion is to ensure that the qualification awarded reflects currency of knowledge and skill.

A student must complete their course within the maximum time for completion of their course.

- For undergraduate and postgraduate coursework courses, the maximum time for completion is 2n + 1 year (where n = normal full-time duration of the course in years) or part-time equivalent.

- The Dean may specify a shorter or longer time limit in the course rules for a particular course, subject to the approval of the Academic Board.

- All absences (both approved and unapproved) and any study for credit towards a course (at the Institute or another higher education provider) will be included in the calculation.

- If a student is granted credit towards their course, the normal full-time duration of their course used in the maximum time calculation will be reduced on a pro rata basis. For example, if a student is admitted to a three (3) year undergraduate course with one (1) year of credit, the maximum time for completion will be five (5) years (i.e. 2 x 2 years + 1 year)

Course durations listed above are the maximum time approved for a student studying without visa restrictions. Student visa holders must maintain a full-time study load and complete their course within the time indicated on the Confirmation of Enrolment (CoE) and in accordance with their visa conditions.

6.2   Block Delivery Model

The Institute offers a Block Delivery Model framework to provide students with the ability to study one unit at a time within a four-week period or block.

The Institute's Academic Calendar comprises of eight (8) compulsory study blocks which are numbered from 1 to 8 and two (2) additional non-compulsory Winter and Summer study blocks. Blocks 1 to 4 constitute Semester 1, and Blocks 5 to 8 constitute Semester 2, with both semesters being compulsory study periods.

Mandating compulsory study blocks enables students to effectively plan their academic schedules and supports course progression. Non-compulsory study blocks provide students with the opportunity to repeat any failed units, maintain academic progression, or complete the course in a shorter duration.

Upon commencing their course, all students are required to enrol in units in each of the compulsory study blocks (1 to 8) to maintain their enrolment with the Institute, unless they have an approved leave of absence or suspension, or there is no requisite unit offered for a student's course.

6.3   Study Loads

6.3.1 A standard full-time study load is defined as 80 credit points per calendar year. The minimum study load allowed is 10 credit points per compulsory Block.

6.3.2 International students are required to maintain full-time study and enrol in all compulsory Blocks.

6.3.3 A full-time study load for commencing students will be applied on a pro rata basis in the first calendar year should a student commence after Block 1. For example, if a student commenced their course in Block 3, then 60 credit points in the first calendar year is deemed to be a full-time study load.

6.3.4 The structure of award courses and the calculation of student tuition fees and the student services and amenities fee are based on the principle that 80 credit units represents a standard equivalent full-time student load (1.0 EFTSL).

6.3.5 Where a student enrols in a combination of subjects that amounts to more than 10 credit points in any Block, this corresponds to an overload.

6.3.6 A student who wishes to enrol in more than 10 credit points in a single Block must seek approval from the Dean. In their request, the student must indicate the subjects in which they seek enrolment and the reasons for wishing to take the overload.

6.3.7 In assessing a request for an overload, the Dean will:

- determine whether the overload will unduly prejudice the student's chances of successfully completing the subjects to be studied during the period of overload; and

- consider the reasons submitted by the student, the student's previous academic record, and any other relevant matters.

6.3.8 Students must pay any fees and charges associated with the additional load.

6.4 Satisfactory Course Progress

All students are required to meet minimum academic standards in order to achieve satisfactory course progression. Students do not meet minimum academic standards if they, during their course engagement;

- fail to maintain sufficient progress so as to enable the student to complete all award requirements within the prescribed maximum course durations or, for international students, within the Confirmation of Enrolment (CoE) timeframe; or

- fail a particular unit of study for a second or third time; or

- fail 50% or more of four (4) consecutive units of study attempted; or

- fail to enrol after an approved study break.

Students who are awarded a supplementary or deferred assessment, or who have any un-finalised grades, will be subject to the provisions of this policy until all their grades are finalised and they are seen to have made satisfactory course progress.

Students' academic performance is assessed against the minimum academic standards by the Board of Examiners. Results are collated and checked before results are released.

If any unforeseen circumstances may arise, causing students to fall behind in their academic progression. In such cases, it may become necessary for students to enrol in additional units in the non-compulsory Winter Block or Summer Block, as determined by the academic calendar.

Enrolling in the Winter Block or Summer Block allows students to enrol in units required to progress in their course, as not all units are offered in each Study Period.

Students who believe their personal circumstances may impact on their ability to meet the Institute's expectations of satisfactory course progress are advised to seek advice from Students Services, the Academic Success Team, or Academic Success Manager and discuss what action and support they require.

6.5 Students Identified as Not Achieving Satisfactory Course Progress & deemed "At Risk"

If a student is found to not be making satisfactory course progress, the student will be placed on Academic Probation in the next Block with unit enrolments. The Institute identifies students as "at risk" of unsatisfactory course progression in various ways.

6.5.1 Deemed 'At Risk'

Identification of Students at Risk are classified in the following categories:

- history of unsatisfactory academic progression in previous academic institutions;
- failing a particular unit of study for a second or third time;
- failing 50% or more of four (4) consecutive units of study attempted ;
- failing to enrol after an approved study break;
- failing to maintain sufficient progress so as to enable the student to complete all award requirements within the prescribed maximum course durations or, for international students, within the Confirmation of Enrolment (CoE) timeframe.

6.5.2 Early Identification & Intervention Strategies

Students may also be identified as requiring additional support without being deemed 'at risk'. Academic staff may identify students throughout the study period who:

- have not been attending scheduled unit sessions regularly;
- not submitting or failing the first assessment task in a scheduled unit;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

The Institute will communicate with and offer academic counselling to any student identified as not achieving satisfactory course progress, through the Academic Success Team. Further information can be found in the Action and Responsibilities section below.

6.6 Students Who Continue to Fail to Meet Minimum Academic Standards

If a student does not make satisfactory course progress after being identified as 'at risk', the student will be issued with a notification outlining the Institute's intention to exclude the student from the Institute.

6.7 Appeals

Students may appeal against a decision made under this Policy and the associated Procedure. Appeals must be made as prescribed in the appeals process outlined in the **Student Complaint and Appeal Policy and associated Procedure**.

7. Actions and Responsibilities

7.1 Unit Enrolment in Blocks

7.1.1 Administration of enrolments

Enrolment in units for all students is administered centrally via the student management system (SMS). The Institute will:

• provide students with the enrolment information and requirements for the relevant Block/s;
• support students to enrol, including advising students in relation to their study plan; and
• monitor and manage classes and timetabling.

7.1.2 Students will manage their own enrolment

A student admitted to an award course must enrol in the units that he or she intends to study in accordance with published first and last dates to enrol for the Block/s.

The first day to enrol in each Block is four (4) weeks before the commencement date; and the last day to enrol is the commencement date of the Block. (Refer to Academic Calendar for specific dates).

The selected units must conform to the course rule requirements for the course. Any enrolment outside of the course requirements may only be undertaken as non-award study.

Concurrent enrolment in two or more award courses is permitted subject to the student fulfilling the admission requirements of each course and any restrictions that may be specified in a course rule.

7.2 Unit Enrolment Restrictions and Conditions

7.2.1 Units with prerequisite knowledge

Where relevant, prerequisites, corequisites, prior assumed knowledge, incompatible (enrolment not permitted) and restricted units (special approval required) will be specified as enrolment requirements of the unit and published on the Institute website.

Prerequisites, concurrent prerequisites and corequisites may be placed on units for one or more of the following reasons:
• to limit the availability of a unit to a specific cohort of students undertaking a designated course or program of study;
• to provide students with an appropriate knowledge and skill base for progression to more complex and advanced units;
• or to comply with an educational or academic requirement approved by the Academic

Board or nominee on the recommendation of the Dean.

Unless otherwise specified the minimum grade required to satisfy a prerequisite condition is a Pass (P).

Students will be permitted to enrol in units for which prerequisites apply provided they have met or have the potential to meet the specified prerequisites, i.e., they are enrolled/completed for the required prerequisite(s) pending final unit results.

If a student fails any prerequisite unit, it is their responsibility to check that they still meet the prerequisites for their enrolled units, obtain approval for a prerequisite waiver, or change their enrolment.

The Dean (or their nominee) may waive a prerequisite or corequisite condition on application from a student, provided the student is able to satisfy the requirements of the prerequisite or corequisite through an alternative mechanism (e.g. completion of prior study in a unit assessed as providing equivalent learning outcomes as the designated prerequisite unit).

7.2.2   Other restrictions to enrolment

The enrolment or re-enrolment of a student or former student with a restriction arising from an outstanding debt will be required to settle any monies owing to the Institute before they are permitted to enrol in a unit, and subject to the requirements and conditions specified in the **Refund Policy for International and Domestic Students**.

A student or former student with a restriction preventing them from enrolling or re-enrolling in a course or unit arising from a determination made under the provisions of the **Student Enrolment, Progression and Exclusion Policy** or **Student Code of Conduct** will not be permitted to enrol or re-enrol until any time period associated with the restriction has elapsed, or the matter leading to the restriction is resolved, or the relevant approval authority has authorised the restriction to be lifted.

7.3   Progression Rules

7.3.1   Applications for an extension of time

Students who are likely to fail to complete the course within the prescribed period and who can reasonably be expected to meet the course requirements within two additional terms of study may apply for an extension of time. Each application will be considered on its merits and with reference to the student's academic performance to date.

Applications for an extension of time to complete the course must be made in writing to the Dean at least one Semester prior to the expiry of the student's prescribed period of Confirmation of Enrolment (CoE). The application must include reasons and evidence for their inability to complete the qualification in the prescribed time period. The Dean or delegate will provide a written response to the student within 20 working days outlining their decision and informing the student of their right to appeal the decision.

7.3.2   Students who fail to complete the course within the time limit

Students who fail to complete course requirements before the specified time limit (including any extension of CoE) will have their enrolment terminated.

A statement noting that the maximum period of CoE has been exceeded will appear on the final academic transcript issued to the student. The student will be advised in writing of the decision to terminate their enrolment and will also be advised that they have 20 working days from receiving notification of the decision to terminate their enrolment in which to appeal the decision.

7.4 Satisfactory Course Progress

7.4.1 Recording and assessing course progress

Students will be monitored as outlined in Annexures 1 & 2 of this Procedure.

7.4.2 Students deemed "Student At Risk"

All students found to not be making satisfactory course progress as per this Policy and Procedure will be placed on Academic Probation in the next Semester with active unit enrolments and will be expected to take responsibility for improving their academic performance.

The Academic Success Team will notify students in writing (via email or letter) why they have been identified "Student At Risk" (Academic Probation Monitoring, Letter 1, Letter 2 & Letter 3) (see Annexure 1: Flowchart – Student at Risk Process).

The Academic Success Team will monitor students while on Academic Probation. Students must receive a progression grade for 50% or more of units scheduled within four (4) consecutive Blocks or their risk rating will increase.

Students will be contacted as per the schedule in Annexures 1 or 2 of this Procedure. It is the student's responsibility to ensure they make a genuine effort to improve their results by attending scheduled unit sessions, attempting all scheduled unit assessments and participating in scheduled support workshops. Students can contact the Academic Success Team directly by emailing academicsuccess@aih.edu.au or visiting the Learning Hub in person. Should the student submit a late assignment or fail to attempt an assessment, if eligible they need to apply for special consideration as per the **Student Assessment Policy and Procedure**.

7.4.3 Students who continue to fail to meet academic course progress requirements

In an instance where a student:

- fails to meet minimum academic standards in future Blocks after additional support has been provided, or
- fails to enrol in a study load that will enable them to make sufficient progress, or
- fails to follow the conditions of their academic probation;

the student will be issued with a written notice, Letter 2 sent via email outlining the Institute's intention to exclude / cancel the student from the Institute (see Annexure 1: Flowchart – Student at Risk Process).

Students will be given 20 working days from the issuing date of the notice to appeal the decision in accordance with the Student Complaint and Appeal Procedure. A student who does not submit an appeal within 20 working days will have their enrolment terminated.

Once the appeal has been assessed, the Institute may choose to:

- terminate the student's enrolment; or
- allow the student to continue without conditions; or
- allow the student to continue the course with specific conditions (see Annexure 1: Flowchart – Student at Risk Process).

A student who is allowed to continue their enrolment in the course with conditions imposed, who again fails to meet the minimum academic standards or breaches the conditions imposed, will have their enrolment terminated (Letter 3).

Other circumstances where students might have their enrolment terminated are outlined in the Institute's **Student Academic Misconduct Policy and associated Procedure**, **Student Code of Conduct** and the **International Student Deferment, Suspension and Cancellation Policy and Procedure**.

7.4.4   Consequences of termination of enrolment

A student whose enrolment is terminated due to exceeding the maximum period of CoE, and who still wishes to complete further study, will need to apply to the Institute for admission in line with the **Student Admission Policy**.

A student whose enrolment is terminated due to failure to meet minimum academic standards and who applies for admission to return to study at the Institute in the future may only be admitted by the choice of the Dean.

7.5   Early Identification & Intervention Strategy

Students who may need additional support to succeed may be identified by early intervention. Identification is based on:

- Low-level attendance of classes;
- not submitting an early assessment task;
- not performing adequately in assessment tasks;
- not logging into or not engaging with the Learning Management System (Moodle).

All students identified within the early identification process, are contacted by the Lecturers or the Academic Success Team to offer support. Students will be contacted as per the schedule in Annexure 1 or 2 in the Student Progression and Exclusion procedure. It is the student's responsibility to ensure they participate in any additional support strategies suggested. Students can contact the Academic Success Team directly by emailing academicsuccess@aih.edu.au or visiting the Learning Hub in person.

7.6 Academic Support

All students are offered Academic Support. The Academic Success Team manage the Learning Hub.

7.6.1   Learning Hub

Students can obtain general academic assistance by approaching the Academic Success Team staff at any time during the Learning Hub's opening hours, Monday to Friday from 9am to 5pm or by emailing academicsuccess@aih.edu.au.

Students can obtain specific academic assistance face-to-face or online, including in relation to research skills, academic writing, referencing, presentation skills and examination preparation, by contacting the Academic Success Team directly by email.

The Learning Hub has a Drop-in Centre for students to drop in to request help with any Academic Skills, English Proficiency and Numeracy issues.

Students can obtain support videos, quick study tips and useful links through LMS (Moodle).

7.6.2   Academic Literacy and English Language Proficiency

Academic literacy and English language proficiency are important factors in a student being able to satisfactorily progress through their course. 'Academic Literacy' refers to the capacity of a student to commence formal study and to understand and communicate course-specific knowledge. 'English language proficiency' refers to the student's ability to understand and communicate knowledge effectively in both written and spoken English.

Higher Education Providers are responsible for ensuring their students are sufficiently competent in the English language to participate effectively in their studies.

Any student identified by their lecturer as requiring further development of their academic literacy and English language proficiency skills may be requested to complete an academic skills assessment.

Following the assessment, the Academic Success Manager may put in place an intervention strategy to assist the student to enhance their academic literacy and English language proficiency skills. This may include:

- attending learning support workshops; and/or
- attending tutorial or study groups; and/or
- receiving one-on-one support and coaching services.
- Students may contact the Academic Success Team for assistance with academic literacy and English language proficiency at any time. Students can expect a response within 2 working days.

7.6.3   Learning Support Workshops

Academic Success Team offer various learning support workshops to all students by face-to-face and online. These workshops cover skills of researching, paraphrasing & referencing, writing assessments, academic integrity, presentation skills and group work. The team also offers career skills workshops such as resume and cover letter writing, job interview essentials, using social media in searching for jobs, and workplace communication skills.

7.6.4   Peer to Peer Mentoring Program

Early Intervention Students and those who are identified as "at risk" can be assigned a Peer Mentor for one or more units. The Peer Mentor will be assigned by the Academic Success Team and will meet with the student once per week for a one-hour session, to answer

questions related to the unit content. Peer Mentors are subject to availability of volunteers of appropriate academic performance.

7.7   Failing a Prerequisite Unit of Study

Course progression rules require that a student who has, in a previous Block, failed the prerequisite for entry to a unit of study cannot be enrolled in that unit of study. However, where a student believes that this rule may adversely affect their course progress, they may seek a review of this rule by writing to the Dean (or delegate).

The Dean (or delegate) will assess the student's academic record and if they believe the student has a fair chance of success, they may allow the student to repeat the prerequisite unit of study at the same time as the unit of study for which it is a prerequisite, or may decide to waive the prerequisite.

7.8   International Students

Where the Registrar (or delegate) has assessed an international student as not achieving satisfactory course progress as detailed in this Procedure, the Registrar (or delegate) will notify the student via email of:

- the Registrar's intention to report them to the Department of Home Affairs through PRISMS;
- the reasons for the Registrar's intention to report them to the Department of Home Affairs; and
- the student's right to appeal the decision under the Institute's **Student Complaint and Appeal Policy and associated Procedure** within 20 working days.

The Institute will only report a student to the Department of Home Affairs for unsatisfactory course progress in PRISMS (in accordance with section 19(2) of the ESOS Act) if:

- the appeals process under the Institute's **Student Complaint and Appeal Policy and associated Procedure** has been completed and the decision or recommendation supports the Institute's decision to report the student to the Department of Home Affairs for unsatisfactory course progress; or
- the student has chosen not to access the appeal process under the Institute's **Student Complaint and Appeal Policy and associated Procedure** within 20 working days of receiving the Institute's decision; or
- the student has chosen not to access the external appeals process after completion of the internal appeals process under the Institute's **Student Complaint and Appeal Policy and associated Procedure** has been completed; or
- the student has withdrawn from the appeals process under the Institute's **Student Complaint and Appeal Policy and associated Procedure** and has notified the Institute of that withdrawal in writing.

During the 20 working days for lodging an appeal and then the appeal being considered, the student has a right to continue their studies in the course.

If the student is reported to the Department of Home Affairs via PRISMS, the Institute will provide a copy of the Section 20 notice generated by PRISMS to the student. A student who has their enrolment terminated should contact the Department of Home Affairs to

discuss the impact on their visa.

7.9 Extension of Confirmation of Enrolment (CoE)

An extension of the student's CoE may only be granted where it is clear that the student will not complete the course within the expected duration, as specified on the CoE, if:

- there are compassionate, compelling or extenuating circumstances as defined in the Institute's **International Student Deferment, Suspension and Cancellation of Study Policy**;
- not completing as a result of a revised enrolment pattern due to the implementation of an Institute intervention strategy for a student who was "at risk" of not making satisfactory academic progress in the course; or
- an approved deferment or suspension of study has been granted under the Institute's **International Student Deferment, Suspension and Cancellation of Study Policy and associated Procedure**.

If an extension to the student's CoE is granted, the Institute will advise the student in writing to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Should the variation affect the student's duration on their CoE, a new CoE will be issued via PRISMS and this will be recorded as such.

7.10 Overloading on Units and Cross-Institutional Study

7.10.1 Undertaking more than a full-time load in a Block

Students who wish to take more than a full-time load in a Block need to obtain at least a 'Credit' average for units completed in previous Blocks. A full-time load is one (1) unit in a compulsory Block.

Students who have failed units previously will not be eligible to study more than a full-time load.

Exceptions to the above may be made by the Dean (or delegate). This may include a situation where a student requires more than a full-time load in their final Block in order to graduate and the student can demonstrate their academic performance has improved as their studies have progressed. The Dean (or delegate) will consider the student's past academic record to determine if the student can academically cope with an increased study load. Students may request this via the *Rule Waiver Form* available on the Institute's website.

7.10.2 Cross-institutional study

Cross-institutional study is where a student completes units of study at another registered higher education institution, and receives advanced standing for those units at the Institute. A student may only commence cross-institutional study with the prior written consent of the Dean (or delegate). Students may apply in writing by submitting the *Application for Cross-institutional Study Form*. A Student that has failed a unit twice will

need to apply for permission to study the unit at the Institute a third time and may be directed to complete the unit via cross-institutional study at an approved provider.

The Dean (or delegate) will deny the request for cross-institutional study if:
- the unit is offered during the Block when the unit is required;
- the unit is not of relevance and benefit to the student's course;
- the student needs to graduate but the need for cross-institutional study arose due to a failure in the unit, and the unit will be offered in the next Block;
- there is no substantial equivalence as outlined in the Institute's **Advanced Standing Policy**; or the student has already been granted the maximum amount of advanced standing as outlined in the Institute's **Advanced Standing Policy**.

7.11   Appeals

An applicant may appeal against a decision made under this Procedure. Appeals must be made as prescribed in the appeals process outlined in the **Student Complaint and Appeal Policy and associated Procedure**. Students may request this via email to Student Services using the ***Complaint and Appeal Form***.

8.   Legislation

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 is designed to support the integrity of the Australian Government's migration laws by requiring international students to complete their course within its expected duration (i.e. the standard number of study periods for a student undertaking a full-time load, or the registered course duration). International student visas include a condition that requires the student to progress through their course satisfactorily. Satisfactory course progress for the purposes of this Policy and Procedure is defined as meeting the minimum academic standards as defined in section 4.4.

In addition, this Policy and Procedure comply with the following Higher Education Standards Framework standards:

1.3 (Orientation and Progression), which specifies that:

"1. Successful transition into courses of study is achieved through orientation programs that are tailored to the needs of student cohorts and include specific consideration for international students adjusting to living and studying in Australia.

2. Specific strategies support transition, including:

a) assessing the needs and preparedness of individual students and cohorts
b) undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support, and
c) providing access to informed advice and timely referral to academic or other support.

3. Methods of assessment or monitoring that determine progress within or between units of study or in research training validly assess progress and, in the case of formative assessment, provide students with timely feedback that assists in their achievement of learning outcomes.

4. Processes that identify students at risk of unsatisfactory progress and provide specific support are implemented across all courses of study.

5. Trends in rates of retention, progression and completion of student cohorts through courses of study are monitored to enable review and improvement.

6. Students have equivalent opportunities for successful transition into and progression through their course of study, irrespective of their educational background, entry pathway, mode or place of study."

7.2 (Information for Prospective and Current Students), which specifies that:

"2. Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes:

a. information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practice where applicable

b. information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies

c. information to outline the obligations of students and their liabilities to the higher education provider including expected standards of behaviour, financial obligations to the higher education provider, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, particular obligations of international students, disciplinary procedures, misconduct and grounds for suspension or exclusion

d. information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment

e. information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable

f. information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy, and

g. information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependents (including the possibility that school fees may be incurred).

9　Version Control

This Policy and Procedure has been endorsed by the Australia Institute of Higher Education Academic Board as at July 2024 and is reviewed every 3 years. The Policy and Procedure is published and available on the Australian Institute of Higher Education website http://www.aih.edu.au/ under 'Policies and Procedures'.

Change and Version Control				
Version	**Authored by**	**Brief Description of the changes**	**Date Approved:**	**Effective Date:**
2016-2	Registrar	Updated template.	14 July 2016	15 July 2016
2017-1	Ms. McCoy	Revised and edited content Renamed section on International Students to 'Relevant Legislation' Restructured document; added table at beginning	22 February 2017	6 March 2017
2017-2	Registrar	Updated to reflect change in the National Code.	15 December 2017	16 December 2017
2018.1	Registrar	Updated course progress rules.	19 February 2018	19 February 2018
2019.1	Principal	Update the Title of Policy Owner and Responsible Officer to Principal and updated Section 6.0	18 November 2019	19 November 2019
2020.1	Chief Executive Officer	Update for Postgraduate courses Update the Title of Policy Owner and Responsible Officer to Chief Executive Officer	24 April 2020	24 April 2020
2020.2	Academic Success Manager/Chief Executive Officer	Updated course progress support details, formatting and proofed for student comprehension	24 September 2020	25 September 2020
2021.1	Registrar	Updated policy owner and responsible officer to CEO/Principal	14 April 2021	15 April 2021
2022.1	Registrar	Updated to reflect change in processes and Block Model delivery. Updated Higher Education Standards Framework [Threshold Standard] 2021	25 May 2022	26 May 2022
2023.1	Principal Executive Officer	Further updates for the block model to reflect mandatory study periods, full-time study requirements and maximum time for course completion.	29 November 2023	30 November 2023
2024.1	Academic Success Manager/Head of Quality Assurance	Combined Policy and Procedure into one document; updated Responsible Officer; minor updates; updated Annexure flowcharts to reflect block model.	9 July 2024	10 July 2024

AUSTRALIAN INSTITUTE
OF HIGHER EDUCATION

Annexure 1: Flowchart – Student at Risk Process (Student Copy)

SAR ENTRY

1. Student is identified as a SAR Entry student upon first enrolment at AIH.

2. Admissions Team provides student with an Offer Letter that includes conditions of enrolment.

3. Academic Success Team provides ongoing support options to students.

4a. If more than 50% passing marks = Student will be removed from SAR list in the next semester with active unit enrolments.

4b. If 50% failing marks or more = Student's SAR level will be increased by one level in the next semester with active unit enrolments.

SAR 1

1. Academic Services Team releases grades for previous semester.

2. Student is identified as a SAR 1 student.

3. Academic Success Team provides student with Academic Probation Letter 1.

4. Student to meet certain conditions in order to improve academic performance in the next semester.

5a. If more than 50% passing marks = Student's SAR Level will be decreased by one level n the next semester with active unit enrolments.

5b. If 50% failing marks or more = Student's SAR Level will be increased by one level in the next semester with active unit enrolments.

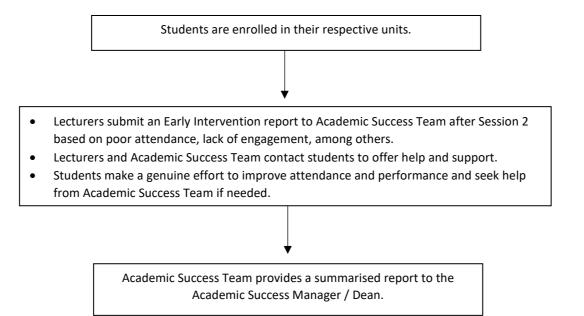| SAR 2	SAR 3
1. Academic Services Team releases grades for previous semester.	**1.** Academic Services Team releases grades for previous semester.
2. Student is identified as a SAR 2 student	**2.** Student is identified as a SAR 3 student
3. Academic Success Team provides student with Academic Probation Letter 2.	**3.** Academic Success Team provides student with a Notice of Intention to Report Letter.
4. SAR Level 2 student submits a Complaint Form with supporting evidence within 20 working days of the SAR Letter 2 issue date.	**4.** SAR Level 3 student submits a Complaint Form to Academic Services with supporting evidence within 20 working days of the SAR Letter 3 issue date.
5a. If complaint is upheld = Student is notified in writing within 20 working days with any conditions associated with the outcome. **5b.** If complaint is declined, student is notified in writing within 20 working days of the outcome and their right to access the appeal process.	**5a.** If complaint is upheld = Student is notified in writing within 20 working days with any conditions associated with the outcome. **5b.** If complaint is declined, student is notified in writing within 20 working days of the outcome and their right to access the appeal process.
6. . Student to meet certain conditions, including following an 'Academic Success Intervention Strategy Plan' in order to improve academic performance in the next semester	**6.** Student to meet certain conditions, including following an 'Academic Success Intervention Strategy Plan' in order to improve academic performance in the next semester.
7a. If more than 50% passing marks = Student's SAR level will be decreased by one level in the next semester with active unit enrolments. **7b.** If 50% failing marks or more = Student's SAR level will be increased by one level in the next semester with active unit enrolments.	**7a.** If more than 50% passing marks = Student's SAR Level will be decreased by one level n the next semester with active unit enrolments. **7b.** If 50% failing marks or more = Student's SAR Level will be increased by one level in the next semester with active unit enrolments.

Note: If SAR Level 2/Level 3 student takes no action within 20 working days of the SAR Letter 2/Letter 3 issue date, student will be notified in writing and will be **excluded** from studying at AIH.

Annexure 2: Flowchart - Early Intervention Process (Student Copy)

All Students – Four-Week Block Delivery

```
┌─────────────────────────────────────────────────────────┐
│           Students are enrolled in their respective units.│
└─────────────────────────────────────────────────────────┘
                            │
                            ▼
┌─────────────────────────────────────────────────────────────────┐
│  • Lecturers submit an Early Intervention report to Academic      │
│    Success Team after Session 2 based on poor attendance, lack    │
│    of engagement, among others.                                   │
│  • Lecturers and Academic Success Team contact students to offer  │
│    help and support.                                              │
│  • Students make a genuine effort to improve attendance and       │
│    performance and seek help from Academic Success Team if needed.│
└─────────────────────────────────────────────────────────────────┘
                            │
                            ▼
┌─────────────────────────────────────────────────────────┐
│  Academic Success Team provides a summarised report to the│
│          Academic Success Manager / Dean.                 │
└─────────────────────────────────────────────────────────┘
```

![Australian Institute of Higher Education logo]

Annexure 3a: Flowchart – Student at Risk Process (Staff Reference Copy)

SAR Monitoring, SAR Entry Students and SAR Level 1 Students

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

↓

Who: Academic Success Officer. Enrolment data to be supplied by Student Services.
Action: Create a SAR Master List for the upcoming semester.
Identify what level of SAR each enrolled student is, (null, Entry SAR, SAR Monitoring, SAR L1, SAR L2, or SAR L3) from Admission conditions (new students) and previous semester results (continuing students).
Identify on this list which students have requested to enrol in the upcoming semester.
Update the Student Management System to indicate the SAR status within the field 'Course Progression Status'.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

↓

SAR 1 Students (i.e. students increased from SAR L0 or SAR Entry)	Recent SAR 1 Students (i.e. students recently reduced from SAR L2)

↓

Who: Academic Success Officer. Action: Email an Academic Probation Letter 1 to SAR L1 Students who have requested to be enrolled in units in the upcoming semester. When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).	Who: Academic Success Officer. Action: Email an Academic Probation Level 1 – Change of Conditions to SAR L1 Students who have requested to be enrolled in units in the upcoming semester. When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

↓

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

↓

If the student passes more than 50% of their study load within the semester, the student's SAR Level will be decreased by one level in the next semester with active unit enrolments. SAR Monitoring is the lowest level for students who have previously been deemed 'At Risk' at the institute. Note: this does not include SAR Entry Students.	If the student fails 50% or more of their study load within the semester, the student's SAR Level will be increased by one level in the next semester with active unit enrolments.

SAR Level 2 Students

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

Who: Academic Success Officers and Wellbeing Officers. Enrolment data to be supplied by Student Services.
Actions: Create a SAR Master List for the upcoming semester.
Identify what level of SAR each enrolled student is, (null, Entry SAR, SAR Monitoring, SAR L1, SAR L2, or SAR L3) from Admission conditions (new students) and previous semester results (continuing students).
Identify on this list which students have requested to enrol in units in the upcoming semester.
Update the Student Management System to indicate the SAR status within the field 'Course Progression Status'.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

SAR L2 Students

Who: Academic Success Officer.
Action: Email an Academic Probation Letter 2 to all SAR L2 Students who have requested to be enrolled in units in the upcoming semester.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

Who: SAR L2 student.
Action: Submit a Complaint Form with supporting evidence.
When: Within 20 working days of the SAR Letter 2 issue date.

OR

Who: SAR L2 student.
Action: No action.
When: Within 20 working days of the SAR Letter 2 issue date.

Who: Dean or delegate.
Action: Consider the Student Complaint upon its merits and in accordance with the *Student Complaint and Appeal Policy & Procedure*.
Note: The student is entitled to continue their study uninterrupted until this process has been completed.
When: Within 10 working days of the completion of the Complaint Form. If the Complaint requires further investigation, the outcome can be delayed, however the student must be informed in writing.

Who: Academic Services Team.
Action: The complaint is upheld. Notify the student in writing that the complaint has been upheld and any conditions associated with the outcome.
When: Within 20 working days of the SAR Letter 2 issue date or longer if the student is informed of the extension in writing.

OR

Who: Academic Services Team.
Action: The complaint is declined. Inform the student of the outcome and their right to access the Appeal process if they are not satisfied with the outcome reached.
When: Within 20 working days of the SAR Letter 2 issue date or longer if the student is informed of the extension in writing.

Who: Academic Services Team.
Action: Inform Accounts, Admissions and Student Services team that the student is being excluded from study at AIH. Request Accounts Team to finalise any outstanding invoices. Request Admissions Team to report the student to the Department of Home Affairs for unsatisfactory course progress in PRISMS (in accordance with section 19(2) of the ESOS Act) at the end of the current semester.
When: After the 20 working days have elapsed or the complaint and appeal process has been completed.

Who: Academic Success Officers
Action: Implement an Academic Success Intervention Strategy Plan to provide support to students.
When: During the semester.
&
Who: SAR L2 Student
Action: Follow the prescribed Academic Success Intervention Strategy Plan from Academic Success Officer. Make a genuine effort to successfully complete all enrolled units.
When: During study periods with active unit enrolments.

Who: Admissions Team.
Action: Update the student's Course enrolment Status on the SMS to 'Excluded'. Provide a copy of the Section 20 notice generated by PRISMS to the student.
When Within 5 days of being informed by Academic Services or after the student's units within the current semester have been resulted.

END

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

If the student passes more than 50% of their study load within the semester, the student's SAR Level will be decreased by one level in the next semester with active unit enrolments. SAR Monitoring is the lowest level for students who have previously been deemed 'At Risk' at the institute. Note: this does not include SAR Entry Students

If the student fails 50% or more of their study load within the semester, the student's SAR Level will be increased by one level in the next semester with active unit enrolments.

Annexure 3c: Flowchart – Student at Risk Process (cont.)

SAR Level 3 Students

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

↓

Who: Academic Success Officer. Enrolment data to be supplied by Student Services.
Action: Create a SAR Master List for the upcoming semester.
Identify what level of SAR each enrolled student is, (null, Entry SAR, SAR Monitoring, SAR L1, SAR L2, or SAR L3) from Admission conditions (new students) and previous semester results (continuing students).
Identify on this list which students have requested to enrol in the upcoming semester.
Update the Student Management System to indicate the SAR status within the field 'Course Progression Status'.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

↓

SAR L3 Students

↓

Who: Academic Success Officer and Academic Services.
Action: Academic Success Officer sends SAR L3 list to Academic Services which then emails a Notice of Intention to Report to all SAR L3 students who have a course enrolment status of "Enrolled" regardless of unit enrolment status. Students who have requested to withdraw or have completed all academic requirements of their course may be waived from this process. Note: The student is entitled to continue their study uninterrupted until this process has been completed.
When: When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest).

| ↓ | **OR** | ↓ |

Who: SAR Level 3 student
Action: Submits a Complaint Form with supporting evidence.
When: Within 20 working days of the SAR Letter 3 issue date.

OR

Who: SAR Level 3 student
Action: No action.
When: Within 20 working days of the SAR Letter 3 issue date.

↓ (left)

Who: Dean or delegate.
Action: Consider the Student Complaint upon its merits and in accordance with the *Student Complaint and Appeal Policy & Procedure*.
Note: The student is entitled to continue their study uninterrupted until this process has been completed.
When: Within 20 working days of the completion of the Complaint Form. If the Complaint required full investigation, the outcome can be delayed; however, the student must be informed in writing.

↓

Who: Academic Services Team.
Action: The complaint is upheld. Notify the student in writing that the complaint has been upheld and any conditions associated with the outcome.
When: Within 20 working days of the SAR Letter 3 issue date or longer if the student is informed of the extension in writing.

OR

Who: Academic Services Team.
Action: Complaint is declined. Inform the student of the outcome and their right to access the appeal process if they are not satisfied with the outcome reached.
When: Within 20 working days of the SAR Letter 3 issue date or longer if the student is informed of the extension in writing.

↓ (from upheld, left)

Who: Academic Success Officers
Action: Implement an Academic Success Intervention Strategy Plan to provide support to students.
When: During the semester.
&
Who: SAR L3 Student
Action: Follow the prescribed Academic Success Intervention Strategy Plan from Academic Success Officer. Make a genuine effort to successfully complete all enrolled units.
When: During semesters with active unit enrolments.

↓ (right branch, from "No action")

Who: Academic Services Team.
Action: Inform Accounts, Admissions and Student Services team that the student is being excluded from study at AIH. Request Accounts Team to finalise any outstanding invoices. Request Admissions Team to report the student to the Department of Home Affairs for unsatisfactory course progress in PRISMS (in accordance with section 19(2) of the ESOS Act) at the end of the current semester.
When: After the 20 working days have elapsed or the complaint and appeal process has been completed.

↓

Who: Admissions Team.
Action: Update the student's Course enrolment Status on the SMS to 'Excluded'. Provide a copy of the Section 20 notice generated by PRISMS to the student.
When Within 5 days of being informed by Academic Services or after the student's units within the current semester have been resulted.

↓

END

↓ (from Academic Success Officers / SAR L3 Student box)

Who: Academic Services for the Grade Ratification Committee.
Action: Ratify and release grades for previous semester.
When: As per published Grade Release dates

| ↓ | | ↓ |

If the student passes more than 50% of their study load within the semester, the student's SAR Level will be decreased by one level in the next semester with active unit enrolments. SAR Monitoring is the lowest level for students who have previously been deemed 'At Risk' at the institute. Note: this does not include SAR Entry Students.

If the student fails 50% or more of their study load within the semester, the student's SAR Level will be increased by one level in the next semester with active unit enrolments.

Annexure 4: Flowchart – Early Intervention Process (Staff Reference Copy)

All Students

```
Who: Student Services.
Action: Review enrolment survey response and enrol the student in
appropriate units for the upcoming semester.
When: Before semester commencement or once student indicates
their desire to enrol (whichever is latest)
```

```
Who: LMS Administrator.
Action: Create Unit and group shells on the Learning Management System (LMS). Download and import scheduled unit enrolment data to enable access to unit
materials and links.
When: Prior to the commencement of the next semester OR +3 days after a unit enrolment is confirmed (whichever is latest)
```

```
Who: All Students
Action: Attend scheduled classes. Request support from Lecturer/ Academic Success Officers /
Peer Mentor as relevant. Inform Lecturer of any absences. Make a genuine effort to
successfully complete all enrolled units. Check designated emails regularly.
When: During study periods with active unit enrolments.
```
```
Who: Lecturer
Action: Run scheduled classes. Offer and provide support to
students. Contact absent students.
When: After each session until Session 2.
```
```
Who: LMS Administrator.
Action: Run and collate a report that indicates students with 1 or 2 absences. Distribute the
report to the Program Managers, Dean and Academic Success Team.
When: At the end of Session 2 for each study period.
```

```
Who: Peer Mentors.
Action: Offer and provide support to students as allocated by
Academic Success Team. Discuss the mentoring with the Academic
Success Team as relevant.
When: During the study period.
```
```
Who: Lecturer
Action: Track and list students with poor attendance or who are not
submitting assessments. Provide the Academic Success Team with
the list of students requiring support.
When: After Session 2.
```
```
Who: Academic Success Team
Action: Offer and provide support to students. Contact absent students.
When: After each session until Session 2 and throughout the study
period as needed.
```

```
Who: Academic Success Team
Action: Track and list students who require Early Intervention.
Provide a summarised report to the Academic Success Manager /
Dean.
When: After each block.
```