

# Student Academic Progress Procedure

## Purpose

This procedure outlines the process for identifying, notifying and assisting students who are at risk of unsatisfactory progress or demonstrating unsatisfactory progress.

## Scope

This procedure applies to:

- all Monash College (the College) pathway programs staff and students involved with student academic progress activities; and University Deputy Vice-Chancellor Education (or nominee) is satisfied that the process followed by Monash College was in compliance with any relevant legislative requirement imposed on the University.

This procedure is intended to provide guidance for International Partners who are expected to comply with Monash College policies as per the Third-Party Arrangement contracts between the College and Partners.

The procedure does not apply to Professional Year or Non-accredited programs.

## Procedure

### 1. Early intervention

Ref	Process Steps	Responsibility
1.1	<p>Identify any student who might be at risk of unsatisfactory progress based on a range of early indicators:</p> <ul style="list-style-type: none"> <li>• A student has failed a <i>Monash English Level</i> for the first time.</li> <li>• A student has failed to submit a study skill key task in their Monash English Bridging program.</li> <li>• Late enrolment.</li> <li>• Evidence of non-engagement including lack of Moodle engagement and poor class attendance.</li> <li>• Teacher's observation through class engagement, academic performance, or interactions in class.</li> </ul>	Relevant Academic Operations, Student Support Team and/or Teacher
1.2	<p>Based on identification of students through the early indicators, intervention strategies may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• sending an email to students including a list of support services;</li> <li>• advising students to attend a consultation and/or specified academic support workshops;</li> <li>• recommending students access independent learning activities where applicable and/or engage with academic or non-academic support services;</li> <li>• joining a study group; and</li> <li>• inviting students to the next appointment where appropriate.</li> </ul>	Relevant Student Support Team and Teacher

## 2. Reviewing student's academic progress

Ref	Process Steps	Responsibility
2.1	<p>Generate a report at the end of each <i>study period</i> following the result release date and identify students' academic progress status based on the results of their current enrolled program, except where:</p> <ul style="list-style-type: none"> <li>• withdrawn (WDN and WI) grades are awarded.</li> <li>• their results for deferred assessment and deferred examination are unfinalised.</li> </ul> <p>Determine whether a student is identified as level 1 (at risk of unsatisfactory progress) or level 2 (unsatisfactory progress). Note that the student identified as level 2 must have been previously identified as level 1.</p>	Student Administration

## 3. Academic progress risk level 1: At Risk of Unsatisfactory Progress

Ref	Process Steps	Responsibility
3.1	<p>Notify students who have been identified as at risk of unsatisfactory progress (level 1) within two working days from the date of result release. This includes the following information:</p> <ul style="list-style-type: none"> <li>• the unit(s)/level/program the student failed;</li> <li>• inform the student that they have been identified as at risk of unsatisfactory progress;</li> <li>• advise the student to complete the <i>Academic Success Plan (ASP)</i> (or equivalent) by <i>the first week of the following study period</i>;</li> <li>• recommend the student contact a teaching staff member, learning support staff member or other support service staff members to discuss support requirements; and</li> <li>• a list of support services and contact details.</li> </ul>	Student Administration
3.2	<p>For ASPs that have been completed within the specified timeframe, contact the relevant Student Support Team using the self-referral tool in the ASPs.</p>	Student
3.3	<p>For ASPs that have been unattempted or incomplete, follow up with the student to provide additional support.</p>	Learning Skills Adviser or Academic Process and Policy where applicable
3.4	<p>Provide academic and/or student support for students as may be required in response to the completed ASPs. Where appropriate, meet and discuss the following:</p> <ul style="list-style-type: none"> <li>• the completed ASP;</li> <li>• the academic or non-academic matters that are affecting their academic progress; and</li> <li>• support service options.</li> </ul>	Relevant Student Support Team
3.4.1	<p>Recommend interventions as may be required such as:</p> <ul style="list-style-type: none"> <li>• following a study plan including reduction in study load;</li> <li>• attending specified academic support workshops;</li> <li>• accessing independent learning activities where applicable;</li> </ul>	Relevant Student Support Team

	<ul style="list-style-type: none"> <li>engaging with academic or non-academic support services; and</li> <li>scheduling a follow-up appointment where appropriate.</li> </ul>	
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#### 4. Academic progress risk level 2: Unsatisfactory Progress

Ref	Process Steps	Responsibility
4.1	<p>Notify students who have been identified as demonstrating unsatisfactory progress (level 2) within two working days from the date of result release. This includes the following information:</p> <ul style="list-style-type: none"> <li>the unit(s)/level/program the student failed;</li> <li>inform the student that they have been identified as demonstrating unsatisfactory progress;</li> <li>advise the student to complete a <i>Student Response Form</i>; and</li> <li>the Academic Progress Committee process and possible outcomes, list of support services and contact details.</li> </ul>	Student Administration
<i>Student response and providing evidence</i>		
4.2	<p>Prepare and submit the required documentation within seven working days of receiving the notification of unsatisfactory progress by:</p> <ul style="list-style-type: none"> <li>completing and submitting the Student Response Form (including any compassionate and compelling reasons), and any additional supporting documentation to the Student Administration team.</li> </ul>	Student
4.3	Ensure that all documentation is in English or accompanied by a translation by an accredited translator (e.g., NAATI in Australia).	Student

#### 5. Academic Progress Committee (APC)

Ref	Process Steps	Responsibility
5.1	Appoint the APC membership.	Education Director (or equivalent)
5.2	<p>The APC will consist of three to four members and must include:</p> <ul style="list-style-type: none"> <li>Chair of the Committee may be the Education Director or delegate*.</li> <li>One senior staff member from Student Administration to provide secretariat assistance.</li> <li>One academic staff member from the following: <ul style="list-style-type: none"> <li>English language programs: Program Leader or delegate*;</li> <li>Foundation program: Discipline Leader or delegate*;</li> <li>Diploma program: Team Leader or delegate*.</li> </ul> </li> </ul> <p>The Education Director or equivalent will ensure that all delegations have appropriate expertise and impartiality.</p>	<p>Education Director (or equivalent)</p> <p>English language programs: Program Leader (or equivalent) or delegate</p> <p>Foundation program: Discipline Leader (or equivalent) or delegate</p> <p>Diploma program: Team Leader (or equivalent) or delegate</p> <p>Student Administration</p>

	*a delegate must be a senior (academic) staff member from an alternative program: English language, Foundation or Diploma.	
5.3	A staff member who has been the subject of a formal complaint made by the student under review, must not serve as an APC member in any meeting or hearing relating to that student	Education Director (or equivalent)
5.4	A staff member who may be affected by a reasonable perception of bias must notify the relevant Education Director and must not serve as an APC member in any meeting or hearing relating to that student.	Academic Progress Committee member(s)

## 6. Academic Progress Committee Meeting

Ref	Process Steps	Responsibility
6.1	The <i>APC meeting</i> should take place prior to the end of the first week of the following study period.	Academic Progress Committee
<i>Decision making criteria</i>		
6.2	<p>Consider the academic progress of all students who have been sent a notification for unsatisfactory progress, and any evidence provided which may include but is not limited to:</p> <ul style="list-style-type: none"> <li>information provided in the Student Response Form including <i>evidence of compassionate and compelling circumstances</i>;</li> <li>entire academic record including unit results and academic progress to date;</li> <li>probability of successfully completing the course within the maximum allowable duration;</li> <li>any other academic progress communication and the student responses including ASPs and</li> <li>any other factors that might affect the probability of successfully completing their program.</li> </ul>	Academic Progress Committee
<i>Possible outcomes</i>		
6.3	<p>Determine one or more of the following outcomes and advise the student in writing of the outcome within five working days:</p> <ul style="list-style-type: none"> <li>set conditions on the student's enrolment; or</li> <li>refer the student to an <i>APC hearing</i>.</li> </ul>	Academic Progress Committee
<i>Enrolment conditions</i>		
6.4	<p><i>Enrolment conditions</i> may include but are not limited to:</p> <ul style="list-style-type: none"> <li>completing the program within a specified period;</li> <li>specifying units in which the student is required/not required to enrol or is not allowed to enrol;</li> <li>reducing study load in the following study period;</li> <li>attending study skills support sessions.</li> </ul> <p>Students are also advised:</p> <ul style="list-style-type: none"> <li>to attend scheduled meetings with a staff member(s); and/or</li> <li>that they are expected to attend 100% of their scheduled contact hours for their course. Refer to the Attendance policy for minimum attendance requirement.</li> </ul>	Academic Progress Committee
<i>Recommended actions</i>		

6.4.1	<p>Where the APC meeting decides to allow the student to remain enrolled with conditions, the APC may also recommend actions to be taken by the student to support their academic progress which may include:</p> <ul style="list-style-type: none"> <li>• taking an intermission for a specified period;</li> <li>• considering options to transfer to a different program within the College; and/or</li> <li>• seeking other support services at the College.</li> </ul>	Academic Progress Committee
6.5	<p>Where a student:</p> <ul style="list-style-type: none"> <li>• does not submit a Student Response Form, or</li> <li>• has not responded to any previous academic progress communication to date</li> </ul> <p>The Committee will determine the outcomes based on information available at the time of the meeting. This may include inviting the student to an APC hearing.</p>	Academic Progress Committee

## 7. Academic Progress Committee Hearing

Ref	Process Steps	Responsibility
7.1	Notify the student of the APC hearing and APC process at least five working days before the hearing where applicable. The hearing date must be included in the notice of hearing.	Student Administration
7.2	<p>In addition to the APC membership composition set out in section 5.2, a Student Support/Student Administration staff member who is appointed by Student Administration will:</p> <ul style="list-style-type: none"> <li>• provide administrative support during the adjournment.</li> <li>• where required, refer students to the relevant student support services during the adjournment.</li> </ul>	Manager, Student Administration (or equivalent) or delegate
7.3	<p>Students may be accompanied and assisted, but not represented, by one support person at the APC hearing including a student of the College or a close family member or friend of the student.</p> <p>Students must provide the details of any support person at least two working days before the hearing and ask permission for that support person to attend the hearing.</p>	Student
7.4	The hearing should take place within the first three weeks of the following study period.	Academic Progress Committee
7.5	The student can request to discontinue prior to the APC hearing, and they will not be required to attend the hearing.	Student
7.6	The student can submit additional supporting documentation three working days before the hearing.	Student
7.7	<p>Review any evidence, including information submitted by the student in writing and/or in person (refer to criteria set out in 6.2), and determines one or more of the following outcomes:</p> <ul style="list-style-type: none"> <li>• set conditions on the student's enrolment (see 6.4 and 6.4.1); or</li> <li>• exclude the student from the course.</li> </ul>	Academic Progress Committee
<i>Exclusion criteria</i>		

7.8	<p>The APC hearing will consider the following information when deciding to exclude a student:</p> <ul style="list-style-type: none"> <li>• Maximum program duration;</li> <li>• Student's academic performance;</li> <li>• Unsatisfactory academic performance relative to their program, including number and nature of failed units (i.e., core units and level of difficulty);</li> <li>• Action taken to improve their performance, including any enrolment conditions set previously;</li> <li>• Viability of their plan to address the factors negatively affecting their academic progress; and</li> <li>• Student's response (or no response or lack of response) to the Student Response Form.</li> <li>• Any other extenuating circumstances presented by the student</li> </ul>	Academic Progress Committee
7.9	The student can request to discontinue during the adjournment.	Student
7.10	Where the APC hearing decides to exclude a student from their program, they cannot discontinue or transfer to another program. An exception applies where they have had a successful appeal.	Student
7.11	Where a student does not submit a Student Response Form or does not attend the hearing, the APC hearing will determine the outcomes based on information available at the time of the hearing.	Academic Progress Committee
7.12	Notify the student of the APC outcome within seven working days following the hearing.	Student Administration

## 8. Appeals

Ref	Process Steps	Responsibility
8.1	A student who is dissatisfied with an outcome of the APC may lodge an appeal within 20 working days from the date on the outcome letter from the APC. Refer to the Student Complaint Policy for the appeals processes.	Student
8.2	A student will remain enrolled during the appeal period.	Student

## 9. Reporting and cancellation of enrolment

Ref	Process Steps	Responsibility
9.1	The College will not proceed with reporting and/or cancelling the student's enrolment until all avenues of appeal, internal and external have been completed.	Student Administration
<i>Applicable to overseas students on an Australian student visa</i>		
9.2	A student who has been excluded by the APC and has either chosen not to lodge an appeal or had their appeal rejected, will be reported to the relevant Australian Government higher education and immigration agencies.	Student Administration
<i>Applicable to domestic students and students on non-Australian student visa</i>		

9.3	A student who has been excluded by the APC and has either chosen not to lodge an appeal or had their appeal rejected, will have their enrolment cancelled.	Student Administration
<i>Applicable to all students</i>		
9.4	Where a student does not lodge an appeal, reporting and/or cancellation of enrolment will occur within 20 working days of the APC hearing outcome.	Student Administration
9.5	Where a student has had their appeal rejected, reporting and/or cancellation of enrolment will occur within 10 working days of the APC hearing outcome.	Student Administration
9.6	If a student decides to pursue an external appeal, the student must inform the Monash College Student Appeals Office in writing from their student email account to <a href="mailto:pathways.appeals@monashcollege.edu.au">pathways.appeals@monashcollege.edu.au</a> within 10 working days of the appeal notification outcome.	Student
9.7	A student whose enrolment has been cancelled under this policy will be excluded from their course for 12 months following the outcome of any appeals.	Student Administration
9.8	Students who are excluded from the course for 12 months will be required to re-apply for admission to the course through the normal application process.	Student

## Definitions

Academic Progress	Academic progress is the process by which students are able to advance in their course of study, having fulfilled all academic requirements.
Academic Progress Committee (APC)	A committee that is responsible for reviewing students' academic progress and makes determinations in relation to students with unsatisfactory progress.
Academic Progress Committee Hearing	A formal meeting with students to determine outcomes in response to unsatisfactory progress.
Academic Progress Committee Meeting	A meeting to discuss and recommend enrolment conditions, support options and/or referral to an APC hearing for those students who have been identified as demonstrating unsatisfactory progress.
Academic Progress Risk Level 1	A stage where a student is identified as at risk of unsatisfactory progress. Students are advised of academic and non-academic support services to assist in achieving satisfactory progress.
Academic Progress Risk Level 2	A stage where a student is identified as demonstrating unsatisfactory progress. This stage provides a formal review process in response to students' unsatisfactory progress which may result in enrolment conditions and/or exclusion
Appeals Committee	A committee that considers appeals from students in response to decisions determined by the APC.
Early intervention	Strategies applied early in the study period to identify and assist those students requiring additional support to improve their academic performance.
Enrolment conditions	Conditions determined by the APC, applied in the subsequent study period, to assist students in achieving satisfactory progress.

Evidence of compassionate and compelling circumstances	<p>Evidence of compassionate and compelling circumstances can include:</p> <ul style="list-style-type: none"> <li>serious illness or injury, where a medical certificate states that the student was unable to attend classes.</li> <li>bereavement of close family members such as parents or grandparents (Where possible, a death certificate should be provided).</li> <li>major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or</li> <li>a traumatic experience which could include but is not limited to involvement in or witnessing a serious accident; or witnessing or being the victim of a serious crime. Where this has impacted on the student, these cases should be supported by information provided by relevant professionals such as police, psychologists, GP or other professionals.</li> </ul>
Exclusion	A decision determined by the APC to cancel a student's enrolment in response to unsatisfactory progress.
Academic Success Plan	A documented plan developed by a student (identified as at risk of unsatisfactory progress) that articulates the actions the student will undertake to improve their academic performance.
Monash English Level	Monash English is made up of three proficiency levels: intermediate, upper-intermediate and pre-advanced. Each level is made up of two modules and is a full-time, 10-week course or 200 hours of class tuition.
Student Response Form	A documented student submission to provide additional supporting information for the APC to consider as part of its determination in response to unsatisfactory progress.
Study period	A discrete period of study within a program such as a term, semester or trimester.

## Related Documents

Parent Policy	Student Academic Progress Policy
Legislation and Standards	<a href="#">Education Services for Overseas Students Act 2000 (Cth)</a> <a href="#">ELICOS Standards 2018</a> <a href="#">Foundation Program Standards 2021</a> <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a>
Reference Policies, Procedures and Supporting Documentation	Student Complaints Procedure

## Version control and accountability table

<b>Accountable Area</b>	Education
<b>Responsible Officer</b>	Executive Director, Education
<b>Review Date</b>	March 2026

<b>Approved by</b>				
Academic Board DATE 29 MARCH 2023 MEETING NUMBER 1/2023 / AGENDA ITEM 2.3				
<b>Endorsed by</b>				
Learning and Teaching Committee DATE 1 MARCH 2023 MEETING NUMBER 1/2023 / AGENDA ITEM 2.1.2				
<b>Version</b>	<b>Authored by</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
2.2	Senior Consultant Education - Policy and Procedures	Minor amendments to clarify that the scope of this policy includes Monash University students undertaking a pathway program at Monash College.	03/10/2025	06/10/2025
2.1	Senior Consultant Education - Policy and Procedures	Replacement of the word 'within', with 'by' in clause 3.1	27/10/2023	27/10/2023
2.0	Senior Coordinator Education - Policy and Procedures	Consolidation of pathway procedures	29/03/2023	12/06/2023
1.0	Director, Diplomas	Academic Progress and Intervention Diplomas Procedure	10/02/2020	10/02/2020
1.0	Foundation Year Board of Studies	Academic Progress and Intervention Foundation Procedure	12/05/2021	12/05/2021
1.0	Director, English	Academic Progress and Intervention - Monash English Procedure	05/03/2020	05/03/2020
1.0	Director, English	Academic Progress and Intervention - Monash English Bridging Procedure	05/03/2020	05/03/2020