

# PROCEDURE

## Procedure Title

Academic Progress and Intervention Diplomas Procedure

## Parent Policy

Academic Progress and Intervention Diplomas Policy

## Preamble

The Academic Progress and Intervention Procedures set out the process for identifying and assisting students who are 'at risk' of making unsatisfactory course progress. The procedures specifies the process for contacting identified students and the options available to assist students to achieve satisfactory course progress. The procedure is implemented when a student meets the requirements for the Early Warning, Academic Review Panel or Academic Progress Committee process.

## Definitions

### ARP

Academic Review Panel. The panel reviews the academic performance of students who have failed two or more units for the first time in a trimester.

### Academic Support Meeting

A face-to-face meeting between a staff member and a student to discuss the student's academic progress

### APC

Academic Progress Committee. The Committee reviews the academic performance of students who have met the APC triggers over two or more trimesters.

### APC Trigger

The criteria for referral to the APC is:

- Failure of 50% or more of the enrolled units,
- Failure of the same unit twice, or
- Failure to comply with the requirements of conditional enrolment imposed by Monash College Diplomas.

### Bias

A reasonable perception of bias can be:

- An unwillingness to fully take into account a student's circumstances
- Pre-judgement of the case without proper consideration
- Judgement being influenced by personal factors.

### Conditional Enrolment

Conditions set by the ARP or APC that a student must meet in order to continue their enrolment and maintain satisfactory academic progress

### Early Academic Progress Warning Letter

A letter sent to students who have failed one unit for the first time in any trimester.

### ESOS

Education Services for Overseas Students

**Notice of Referral (NOR) - Unsatisfactory Academic Progress Letter**

A letter sent to students who have met any of the APC triggers over two or more trimesters and may be considered for exclusion.

**The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students or National Code 2007**

A set of nationally consistent standards that govern the protection of overseas students and delivery of courses to those students by providers registered on CRICOS - the Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS courses can be offered to international students studying in Australia on a student visa.

**PRISMS**

Provider Registration and International Students Management System

**Student Response Form (SRF)**

Form completed by students to explain their academic performance to either the ARP or APC.

**Unsatisfactory Academic Progress Warning Letter**

A letter sent to students who have failed two or more units for the first time in a trimester.

**Procedure**

Ref	Steps	Responsibility
1.	<p><b>Identifying Students</b></p> <p>At the end of each trimester, students may be sent one of the following letters based on their performance:</p> <ul style="list-style-type: none"> <li>• Early Academic Progress Warning Letter</li> <li>• Unsatisfactory Academic Progress Warning Letter</li> <li>• Notice of Referral (NOR) – Unsatisfactory Academic Progress Letter</li> </ul>	Student Administration
2.	<p><b>Early Warning</b></p> <p><b>Early Academic Progress Warning Letter</b></p> <p>At the completion of a trimester, letters are sent to students who have failed one unit for the first time in any trimester.</p> <p>The letter will advise the student:</p> <ul style="list-style-type: none"> <li>• The unit they failed</li> <li>• The support services available</li> <li>• The recommendation to arrange an Academic Support Meeting.</li> </ul> <p><b>Academic Support Meeting</b></p> <p>It is the responsibility of the student to contact the relevant support services to organise an Academic Support Meeting. This includes Learning Consultants, the Student Counsellor or relevant Teaching staff. The purpose of the Academic Support Meeting is to:</p> <ul style="list-style-type: none"> <li>• Help identify difficulties (academic or other) that are affecting their academic progress</li> <li>• Inform or refer the student to support services</li> </ul>	<p>Student Administration</p> <p>Students</p> <p>Learning Consultants</p> <p>Student Counsellor</p> <p>Relevant Unit Leader/ Subject Coordinator</p>

<p><b>3.</b></p>	<p><b>Academic Review Panel (ARP)</b>  <b>Unsatisfactory Academic Progress Warning Letter</b></p> <p>At the completion of a trimester, a letter will be sent to students who have failed two or more units for the first time in a trimester.</p> <p>The letter will advise the student:</p> <ul style="list-style-type: none"> <li>• Information about the Student Response Form</li> <li>• The list of support services available</li> <li>• The recommendation to arrange an Academic Support Meeting</li> <li>• The ARP review process and the possible outcomes</li> <li>• The need to be contactable.</li> </ul>	<p>Student Administration</p> <p>Student</p>
<p><b>4.</b></p>	<p><b>Student Response Form (SRF) for the ARP</b></p> <p>The Student Response Form requires students to explain the circumstances in detail that impacted on their studies, such as:</p> <ul style="list-style-type: none"> <li>• Major trauma/event amongst immediate family (death, birth, injury, marriage breakdown or illness)</li> <li>• Financial problems</li> <li>• Disability that impacted their study</li> <li>• Serious health problem</li> <li>• Work commitments</li> <li>• Living away from home for the first time</li> <li>• Accommodation issues</li> <li>• Language and learning difficulties</li> <li>• Problems adapting to college life</li> <li>• Personal relationship difficulties</li> <li>• Ineffective study skills.</li> </ul> <p>In addition to the personal submissions, supporting documentation can include:</p> <ul style="list-style-type: none"> <li>• <u>Medical issues</u>: evidence provided by a treating medical practitioner, psychologist or psychiatrist</li> <li>• <u>Hardship/trauma</u>: evidence provided by professionals who are registered with a professional body, such as police or lawyers</li> <li>• <u>Loss and bereavement</u>: a death notice or certificate.</li> </ul> <p>Any medical report should (if the student consents) include the diagnosis, an explanation of the condition, the treatment plan and prognosis for the student's health and likely future impact on the student's study.</p> <p>All documentation should be in English, or accompanied by an authorised translation. Students should provide all additional documentation via email to Student Administration by the specified due date.</p>	<p>Students</p> <p>Student Administration</p>
<p><b>5.</b></p>	<p><b>Academic Review Panel - Meeting</b></p> <p>The ARP will review the SRF's submitted and discuss the academic progress of the students. The ARP will examine all information that may have impacted on the students' academic progress.</p>	<p>Academic Review Panel Committee</p>

	<p>Note: If a student does not submit an SRF within 7 working days of receiving their letter, the ARP will still review the student's academic progress and make a decision.</p> <p>The ARP will be comprised of:</p> <ul style="list-style-type: none"> <li>• Relevant Team Leader/ Academic Manager or nominee (Chair)</li> <li>• Senior Student Administration Officer</li> <li>• Team Leader, Learning Consultants or nominee (Student Support).</li> </ul> <p>The Academic Review Panel (ARP) is a sub-committee of the Academic Progress Committee (APC).</p>	<p>Relevant Team Leader/ Academic Manager</p> <p>Senior Student Administration Officer</p> <p>Team Leader, Learning Consultants</p>
<p>6.</p>	<p><b>Academic Review Panel - Outcomes</b></p> <p>Following the meeting of the ARP, students are notified of the outcomes by email.</p> <p>The ARP can make the following recommendations:</p> <ul style="list-style-type: none"> <li>• The student can continue their Diploma without conditions applied, or</li> <li>• The student can to continue their Diploma with conditions applied.</li> </ul> <p><b>Conditional Enrolment</b></p> <p>Students who are granted conditional enrolment will receive an email requiring the student to meet with a Learning Consultant.</p> <p>The student must meet with a Learning Consultant within two weeks of receiving the email. At the meeting, the conditions will be explained and they will be asked to sign an online Learning Contract acknowledging their understanding and agreement to the enrolment conditions. A copy of the Learning Contract will be kept on file in TRIM.</p> <p>When there is underload approval resulting in students needing further time to complete their course, National Code 2007, Standard 9.2 permits students additional time to complete their course.</p> <p>Students may be issued a new Confirmation of Enrolment to apply for a new student visa. Approval to underload can be given either by direct Diplomas action or following application by the student. Students must complete the underload application form.</p>	<p>Student Administration</p> <p>Student</p> <p>Learning Consultant</p>
<p>7.</p>	<p><b>Academic Progress Committee (APC)</b></p> <p><b>Notice of Referral - Unsatisfactory Academic Progress Letter</b></p> <p>At the completion of a trimester, a letter will be sent to students who have met any of the APC triggers over two or more trimesters.</p> <p>The letter will advise the student:</p> <ul style="list-style-type: none"> <li>• Information about the Student Response Form</li> <li>• The APC review process and outcomes</li> </ul>	<p>Student Administration</p> <p>Student</p>

	<ul style="list-style-type: none"> <li>• The list of support services available</li> <li>• The recommendation for the student to arrange an Academic Support Meeting</li> <li>• The consequences of not responding to the Notice of Referral and Hearing</li> <li>• The need to be contactable.</li> </ul>	
<p><b>8.</b></p>	<p><b>Student Response Form (SRF) for the APC</b></p> <p>Students are provided with a Student Response Form to facilitate their submission of information and documentation to the APC. For information on circumstances and supporting documentation, refer to section 4.</p> <p>A student can select one option when submitting the SRF:</p> <ol style="list-style-type: none"> <li>1. Attend the APC Hearing in person</li> <li>2. Not attend the APC Hearing in person</li> <li>3. Discontinue their enrolment. Student Administration will record the student's decision to discontinue as a result of APC.</li> </ol>	<p>Student</p> <p>Student Administration</p>
<p><b>9.</b></p>	<p><b>Academic Progress Committee Meetings</b></p> <p>There are two meetings of the APC:</p> <ol style="list-style-type: none"> <li>1. Initial APC Meeting</li> <li>2. APC Hearing</li> </ol> <p>The APC will review and discuss the academic progress of all students who have met any of the APC triggers over two or more trimesters.</p> <p>The Academic Progress Committee (APC) will be comprised of:</p> <ul style="list-style-type: none"> <li>• Deputy Director or Head of Studies or nominee (Chair)</li> <li>• Relevant Team Leader/ Academic Manager</li> <li>• Manager, Student Administration or nominee (Secretary), and</li> <li>• Team Leader, Learning Consultants or nominee (Student Support).</li> </ul> <p>Where possible, there should be a gender balance in the membership. At least one member should have completed training on the obligations to students with a disability.</p> <p>Any member recently participating in formal procedures relating to the conduct or complaint of the student must consider if it is appropriate for them to participate as a member of the APC, and whether they are affected by a reasonable perception of bias. This can apply to:</p> <ul style="list-style-type: none"> <li>• A member of staff involved in determining a grievance made by the student</li> <li>• A member of staff reporting or deciding whether a student's work is to be disallowed by reason of plagiarism/cheating</li> <li>• A member of staff or a student participating in a disciplinary committee that hears allegations against the student, or</li> <li>• Any member of the staff who refers a student to a disciplinary committee.</li> </ul>	<p>Academic Progress Committee</p> <p>Deputy Director</p> <p>Relevant Head of Studies</p> <p>Relevant Team Leader/ Academic Manager</p> <p>Manager, Student Administration Team Leader, Learning Consultants</p>

	<p>Members of the APC should consult with the APC Secretary in advance if there is concern regarding perception of bias. Prior to the APC Hearing commencing, the APC Chair shall prompt members to consider whether a reasonable perception of bias could affect their participation for any particular student. If affected, the APC member should withdraw while that student's case is considered and determined.</p>	
<p><b>10.</b></p>	<p><b>Initial APC Meeting</b></p> <p>The initial APC meeting is to review the SRF and the students who failed to meet APC conditions. The APC will make one of the following decisions:</p> <ol style="list-style-type: none"> <li>1. Place student on conditional enrolment, or</li> <li>2. Request the student to attend an APC Hearing.</li> </ol> <p>Note: If a student does not submit an SRF within 7 working days of receiving their letter, the APC will review student's academic progress and make a decision.</p> <p><b>1. Decision for Conditional Enrolment</b></p> <p>Students will receive an online Learning Contract via email to sign electronically acknowledging their understanding and agreement to the conditions. The student must meet with a Learning Consultant within two weeks of receiving this email. A copy of the Learning Contract will be kept on file in TRIM. When there is underload approval resulting in students needing further time to complete their course, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, permits students additional time to complete their course (refer to section 6).</p> <p><b>2. Confirmation of APC Hearing</b></p> <p>Students will receive an email confirming the APC Hearing and it will include:</p> <ul style="list-style-type: none"> <li>• Details of the Hearing</li> <li>• Referral to the Disability Services to accommodate a disability</li> <li>• The need to advise the APC Secretary the support person attending (if different to a Learning Consultant)</li> <li>• Outline the possible outcomes</li> <li>• Information about submission of further documentation.</li> </ul>	<p>Academic Progress Committee</p> <p>Student Administration Student</p> <p>Learning Consultant</p>
<p><b>11.</b></p>	<p><b>APC Hearing</b></p> <p>An APC Hearing will start with the Chair introducing the members of the APC and explaining the Hearing process. The Hearing will be conducted in English.</p> <p>The APC Chair should ask the student if they have any objection to the Hearing proceeding at that time or to any of the APC members hearing their case (for example, on the grounds of a reasonable perception of bias). If the student raises an objection, the Chair must ask the reasons for the objection. The APC may take a short adjournment to determine the objection. An objection will only be granted if justifiable grounds are raised in support.</p>	<p>Academic Progress Committee</p> <p>Learning Consultant</p> <p>Student</p>

	<p>Where the objection is allowed, the APC Hearing must be conducted according to that decision. This may necessitate the Hearing being adjourned to another time set by the APC Chair, or for the APC membership to be altered and the APC Hearing to then proceed. If the objection is denied, the APC Hearing should proceed.</p> <p>The Chair will invite the student to:</p> <ul style="list-style-type: none"> <li>• Explain reasons for their academic performance in the past trimesters</li> <li>• Explain any personal or other circumstances contributing to this progress</li> <li>• Explain what steps they have taken to address their lack of academic success/progress</li> <li>• Explain how they plan to academically succeed/progress in the future</li> <li>• Respond to why they should not be excluded</li> <li>• Comment on any documents provided to the APC.</li> </ul> <p>At the absolute discretion of Diplomas, a student may be permitted to attend the Hearing via teleconference facilities or video conference, if it is not possible for the student to be physically present due to exceptional circumstances. A student must apply to the APC secretary for permission to attend via alternate arrangements within two working days prior to the Hearing date.</p> <p>The student is entitled to make a written statement and/or be heard personally. The student may be accompanied by either a Learning Consultant, or another support person approved by the Committee who is not a legal practitioner. A Learning Consultant will attempt to make contact with all students required to attend an APC Hearing to explain the process.</p> <p>During the APC Hearing process, the student will be allowed an adjournment of 5 minutes to speak in private with their support person. The APC Chair will explain the purpose of the adjournment and the student's options. No indication of the outcome of the Hearing may be given to the student prior to adjournment.</p> <p>Students who do not attend the APC Hearing will have their case heard in their absence based on information available to the APC, including the student's academic results and information on the student file.</p>	<p>Student Administration</p> <p>Support Person</p>
<p><b>12.</b></p>	<p><b>Academic Progress Committee Hearing Decision</b></p> <p>The APC will review all the information and communicate one of the following decisions:</p> <ol style="list-style-type: none"> <li>1. Place the student on conditional enrolment, or</li> <li>2. Exclude the student.</li> </ol> <p>The APC's decision will be communicated in the Hearing and a Notice of Decision will be emailed to the student within 7 working days of the APC Hearing.</p>	<p>Academic Progress Committee</p> <p>Students</p>

<p>The Notice of Decision should contain:</p> <ul style="list-style-type: none"> <li>• Whether the student attended the APC Hearing and submitted evidence</li> <li>• Any relevant factors about the student's circumstances</li> <li>• The reasons for the decision</li> <li>• Advice on academic support available</li> <li>• Appeal options</li> <li>• Information regarding visa implications (if relevant).</li> </ul> <p>The APC Secretary will record the reasons for the decision at the hearing for record-keeping purposes. The minutes will outline:</p> <ul style="list-style-type: none"> <li>• The panel members who determine the case</li> <li>• Whether any objection was raised to a panel member and the decision on the objection</li> <li>• A summary of student's case (e.g. health, family, personal, financial issues etc.)</li> <li>• A list of material/evidence on which the decision is based (e.g. medical certificates, reports, statutory declarations, verbal advice)</li> <li>• Conclusions reached about the student's circumstances</li> <li>• Enrolment conditions given to the student.</li> </ul> <p><b>1. Conditional Enrolment Decision from APC Hearing</b></p> <p>At the APC Hearing, the enrolment conditions will be explained and students will be asked to sign an Academic Conditions Form to indicate their understanding and agreement to the conditions. Students who have a condition placed on their enrolment are at risk of being excluded from their course for unsatisfactory course progress if the condition is not met.</p> <p>When there is underload approval resulting in students needing further time to complete their course, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, permits students additional time to complete their course (refer to section 6).</p> <p>A copy of the conditions will be given to the student and kept on file in TRIM.</p> <p><b>2. Exclusion Decision from APC Hearing</b></p> <p>The Notice of Decision to exclude must be given to the student personally or sent via registered post to the student's address as detailed on Monash College records, as well as emailed to the student, within 7 working days of the APC decision. The Notice of Decision to exclude will include:</p> <ul style="list-style-type: none"> <li>• Reasons for the decision, and</li> <li>• Appeal information.</li> </ul> <p>If a student does not submit a SRF or does not attend the Hearing, a decision to exclude may be made based on the information available at the time of the Hearing.</p> <p>The exclusion will take effect once the appeal period against exclusion has expired. The appeal period is 20 working days from the date of the APC decision.</p>	<p>Student Administration</p>
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	Student Administration will report the student to the Department of Home Affairs via PRISMS (if applicable) for an exclusion decision.	
<b>13.</b>	<p><b>Discontinuation Process in APC</b></p> <p>A student can discontinue prior to the APC Hearing or during the Adjournment.</p> <p>The student will complete the Discontinuation Form, have it signed by the Learning Consultant and submit it to Student Administration.</p> <p>Subject to the successful outcome of any appeal, students cannot discontinue or transfer to another course after the APC has decided to exclude.</p>	<p>Students</p> <p>Learning Consultant</p> <p>Student Administration</p>
<b>14.</b>	<p><b>Appeal against Exclusion</b></p> <p>A student excluded by Monash College has the right to submit an appeal via email <a href="mailto:diplomas-appeals@monashcollege.edu.au">diplomas-appeals@monashcollege.edu.au</a> to the Director, Diplomas (or nominee). These rights depend of the level of engagement the student made with the APC process. If a student appeals the APC decision to exclude, the student is entitled to continue to enrol in units until the outcome of their appeal is determined.</p> <p>Any appeal must be received by Monash College within 20 working days of the date of the letter or of being personally notified of the decision to Exclude. An appeal must be lodged on the grounds of</p> <ul style="list-style-type: none"> <li>• New evidence not available at the time of the Hearing, or</li> <li>• Procedural irregularity.</li> </ul> <p>The appeal process will commence within 10 working days of the appeal being submitted to the Director. The student will be given an opportunity to present their case and they may be accompanied by either a Learning Consultant, or another support person approved by the Director who is not a legal practitioner. There are no restrictions to who the Director may consult with to assist with the decision process.</p> <p>There are only two possible outcomes to an appeal:</p> <ul style="list-style-type: none"> <li>• The appeal is dismissed, or</li> <li>• The appeal is granted and the Director will impose conditions on the student's enrolment.</li> </ul> <p>The following would not normally be accepted as grounds for an appeal:</p> <ul style="list-style-type: none"> <li>• Failure to have paid any outstanding fees</li> <li>• Failure to notify Monash College a changed address</li> <li>• Failure to have adequate forwarding arrangements for mail, or</li> <li>• Failure to keep copies and records of correspondence.</li> </ul> <p>A written record of the appeal decision will be given to the student and stored in TRIM.</p> <p>Students who have lodged an appeal within the required time period will not be reported to Department of Home Affairs until the appeal process is concluded. If a student does not submit an</p>	<p>Director, Diplomas</p> <p>Student Administration</p> <p>Students</p>

	appeal, they withdraw from the process, or the process is completed and results in a decision supporting Monash College, Monash College will notify the Department of Home Affairs through PRISMS as soon as practical.	
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<b>Legislation and Standards</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018
<b>Reference Policies and Supporting Documentation</b>	Application for Release Letter – International Student Form Application to Underload – International Students Application for Discontinuation of Studies at Monash College Application for Intermission of Studies at Monash College Course or Unit/s Variation Form
<b>Responsibility for Implementation</b>	Director, Diplomas Deputy Director, Diplomas Heads of Studies, Diplomas Team Leader, Learning Consultants Team Leaders, Diplomas Academic Manager, Diplomas Unit Leaders/ Subject Coordinator, Diplomas Student Administration Team
<b>Status</b>	Revised
<b>Key Stakeholders</b>	Director, Diplomas Deputy Director, Diplomas Heads of Studies, Diplomas Team Leaders, Diplomas Academic Manager, Diplomas Unit Leaders/ Subject Coordinator, Diplomas Student Administration Team Learning Consultants, Diplomas Student Counsellor Offshore Partners, Diplomas Teachers, Diplomas Students, Diplomas
<b>Approval Body</b>	Monash College Board of Studies

<b>Date Effective</b>	10/02/2020
<b>Next Review Date</b>	10/02/2023
<b>Owner Job Title</b>	Director, Diplomas
<b>Procedure Author</b>	Education Process Improvement Analyst, Diplomas

### Change History

<b>Version number</b>	<b>Approval date</b>	<b>Approved by</b>	<b>Brief outline of changes</b>
1.0	26/07/2012	Monash College Board of Studies	Procedure created
1.1	19/05/2016	N/A	Minor amendment to confirm that Academic Warning Letter and the Unsatisfactory Course Progress Letter will be sent via email rather than posted.
2.0	15/11/2016	Monash College Board of Studies	Introduction of SRF for ARP, reference to the National Code 2007, further details of the APC hearing such as bias, disability support and appeals process
2.1	04/01/2018	N/A	Minor amendment – change Department of Immigration and Border Protection (DIBP) to Department of Home Affairs.
2.2	04/06/2019	Governance	Removed hyperlinks; updated role titles; updated legislation references.
3.0	10/2/2020	Director, Diplomas	Document reviewed. Role titles updated. Minor changes in 6 to update document title to 'online Learning Contract and 10.1 changed from student receives contract in meeting to student receives online Learning Contract prior to meeting.