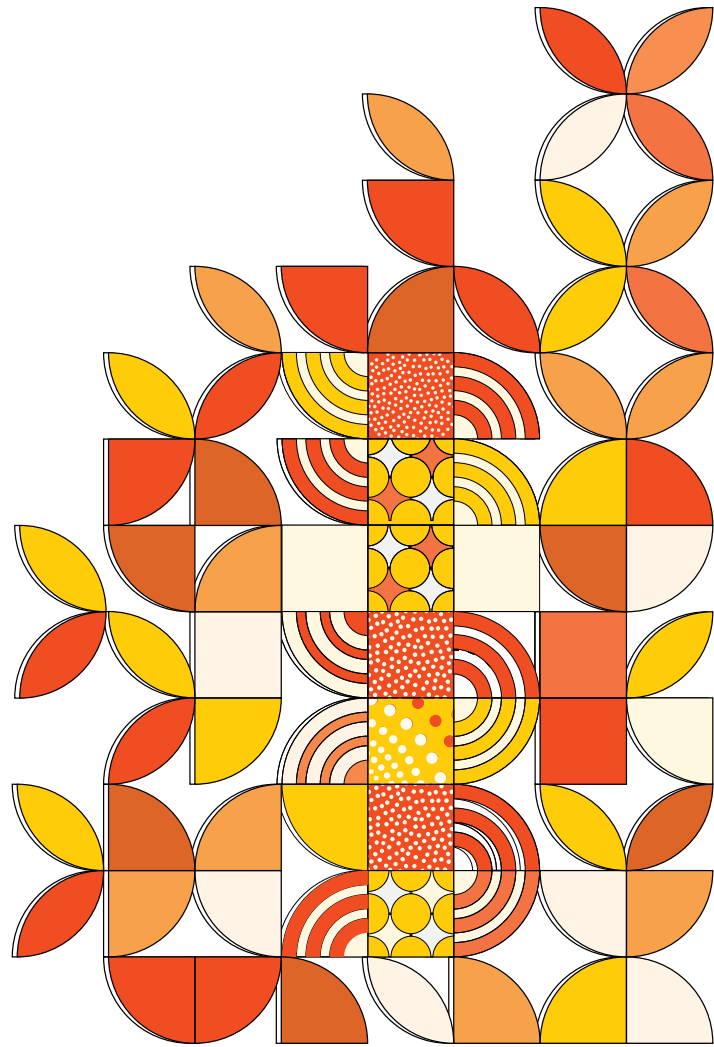


Student Academic Progression Procedure



SECTION 1

Purpose

1. This procedure outlines principles, responsibilities, and processes for monitoring, evaluating and responding to variations in the progression of students through their studies. The Institute of Health & Management (IHM) is committed to the maintenance of academic standards and high-quality graduate outcomes for all courses.
2. This procedure promotes academic integrity, addresses academic misconduct, and complies with legislative requirements, including:
 - a) ESOS Act and National Code 2018: Standard 6.1.7 Overseas Student Support Services, Standard 8 Overseas Student Visa Requirements.
 - b) HESF 2021: Standard 1.3 Orientation and Progression

Scope

3. This procedure applies to students enrolled in a course of study at IHM including:
 - a) All overseas students, to whom the Education Services for International Students Act 2000 applies.
 - b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
 - c) All domestic students.
 - d) ALL ELICOS students.

Definitions

4. Refer to [IHM's Glossary of Terms](#).

Suite Documents

5. This Procedure is linked to the following policy:
 - a) Student Academic Progression Policy
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Procedure

6. **Early identification of students potentially at-risk of being unable to progress in their course**
 - 6.1 A student is classified as potentially at-risk of being unable to progress in their course when:
 - a) Students have not attended 3 consecutive weeks of lectures and/or tutorials.
 - b) Fail to attend 70% of sessions in the first three weeks.
 - c) Demonstrated a lack of active participation in class activities or minimal engagement on Learning Management System (LMS) (example: discussion forums, submission patterns).

- d) Failing to submit assignments or achieving failed grade (below 50%) or equivalent performance on early assessment activity (within the first 3 weeks).

7. Identification of students that are at-risk of being unable to progress in their course:

7.1 Students are deemed to be at-risk of not achieving satisfactory course progression:

- a) If they pass less than 50% of their enrolled units in a semester
- b) Did not submit all assessments in more than one unit
- c) Have been identified at-risk via attendance reporting as per IHM's attendance Policy and Procedure

8. IHM has the following intervention strategies to support students who are at-risk of being unable to progress in their course:

8.1 Proactively identifying students who may face challenges in progressing through their enrolled programs is essential for timely intervention and support.

8.2 Once a student has been identified as 'at-risk' of being unable to progress in their course, the course coordinator or administration staff will update the student's academic status on the Student Management System.

8.3 At-risk students must attend a one-on-one meeting with academic staff.

8.4 The course coordinator will notify the student that they are at risk of making unsatisfactory academic progress and offer specified support interventions and services including

- a) **Academic Support Sessions:** Students identified at risk of unsatisfactory academic progress can access one-on-one personalised academic support sessions with the academic team. These support sessions are in addition to the weekly support session all students receive during the first semester.
- b) **Language Support Sessions:** Students identified at risk of unsatisfactory academic progress can access one-on-one personalised language support sessions with the academic team. These support sessions are in addition to the weekly support session all students receive during the first semester.
- c) **Accessing LMS & e-Library:** Students can also access dedicated sessions facilitated by the Student support team, enabling them to acquire proficiency in navigating the LMS and e-library so that they can effectively access and utilise resources for independent self-study in addition to the one-on-one support.
- d) **Counselling and Pastoral care:** Students at IHM have access to both internal and external counselling and pastoral care services. Internal support is available through IHM's dedicated counselling and [pastoral care team](#), offering confidential assistance with personal, academic, and emotional challenges. Additionally, students can access external counselling services through [IHM's external support network](#), ensuring a broader range of resources and specialised care tailored to individual needs. These options ensure that all students have flexible and comprehensive support during their studies.

9. Academic Progression Monitoring

9.1 At the end of each semester, academic results for all enrolled students are reviewed and presented to Board of Examiners (BoE). Key indicators of academic performance include:

- a) The percentage of units passed (e.g., 50% or more of enrolled units in a semester).
- b) Success in compulsory/core units.
- c) Continuity of enrolment across semesters.

9.2 Academic records are flagged for review when:

- a) A student fails 50% or more of their units in a semester.
- b) A student fails the same compulsory/core unit for the second or third time.
- c) A student withdraws from all enrolled units in consecutive semesters without providing valid reasons.

10. Identification of Unsatisfactory Progress

- 10.1 Student meeting any of the above criteria (9.2) are identified as demonstration “unsatisfactory academic progress”.
- 10.2 Affected students are formally notified of their academic status via email and/or written communication, including details of:
- The academic criteria they failed to meet.
 - The implications of their enrolment status.
 - Available support services (e.g., academic support, English Language support, library support, LMS support, advising, tutoring, counseling).
 - Student’s responsibilities to make an appointment to see unit lecturer or Course Coordinator to develop Academic Support Plan/Learning Contract.

11. Initial Review and Support

- 11.1 **Student Notification and Engagement:** Students are required to attend a meeting with a lecturer or course coordinator. During this meeting, the academic staff discussed:
- Specific areas of concern.
 - Possible reasons for poor performance (e.g., personal issues, workload, or learning difficulties).
 - Resources and strategies to improve academic outcomes.
- 11.2 **Support Plan Development:** Academic staff develop a personalised Academic Support Plan/Learning Contract with the student, which may include:
- Enrolment in reduced study loads.
 - Attendance at academic support sessions.
 - Assessing mental health or counselling services

12. Monitoring and Conditional Enrolment

- 12.1 Conditional Enrolment: Student with unsatisfactory progress may continue their studies under conditional enrolment. Conditions may include:
- Passing a minimum percentage of units in the next semester (e.g., 50%).
 - Successfully completing previously failed core/compulsory units.
 - Failure to meet these conditions may result in further academic consequences.
- 12.2 Regular Progress Checks: Academic performance is reviewed mid-semester and at the end of the conditional enrolment period to track improvement.

13. Managing students who fail to achieve satisfactory academic performance even after intervention strategies:

- 13.1 In accordance with the Code Standards, IHM must notify international students studying in Australia on a Student Visa if they are at risk of exclusion due to unsatisfactory academic progress. Students will be informed of their right to access IHM’s Complaints and Appeals process within 20 working days of receiving the notification.
- 13.2 Students who fail to submit a "Show Cause" response to the *Notice of Intention to Exclude* within the specified timeframe will be deemed excluded. Once excluded, the student will forfeit their right to appeal the exclusion decision.
- 13.3 **First Show cause Notice:** Students that are identified as ‘at-risk’ are sent the first show cause notice that includes referrals to course staff and other academic/personal support options. Students are given 5 working days to respond. If the student fails to respond within 5 working days, a second warning or show cause letter is sent. Student is given an opportunity to reach out to student support staff, course coordinator and lecturer within 5 working days from the day of issuance of the second warning letter.
- 13.4 **Notice of Intention to Report:** If the student fails to respond to the Show Cause Notices, an intention to report letter is sent to the student. Students are given a window of 20 working days in order to appeal the decision.

During this period, the enrolment of the student is still valid. If an appeal is made by the student, their enrolment is valid until a final decision has been made by IHM's Appeals Committee.

13.5 Termination: If no appeal has been made by the student within 20 working days, a student is issued with the Terminate letter and the enrolment of the student is cancelled and updated in PRISM.

14. Reporting

14.1 IHM will meet reporting obligations with regard to international students' progression under section 19 of the ESOS Act 2000.

14.2 International students will be given twenty working days to lodge an appeal (using the Student Complaints and Appeals Policy and Procedure) from the time that they are notified in writing, after which the matter will be reported.

14.3 A notification will be issued to the international student as soon as it is known that the student is failing to meet the progression requirements necessary to complete the course of study within the duration specified in their COE.

14.4 If a student's completion date is affected by failure to achieve satisfactory academic performance and where the student is eligible for an extension to their Confirmation of Enrolment (CoE), the Student Support team, shall report to the relevant government department in accordance with the ESOS act and National Code via PRISMS.

14.5 Once a student is identified at risk for not achieving academic progression, academics record it on Monday.com register for internal record keeping.

14.6 A report is generated and passed on to the Learning and Teaching committee to take necessary steps to provide student with the support that is needed.

15. Leave of Absence

15.1 Mild illnesses, holidays and work commitments are not considered acceptable reasons to apply for a leave of absence/deferment.

15.2 To be eligible for a leave of absence/deferment, a student must have compassionate or compelling grounds. Compassionate and compelling circumstances include, but are not limited to the following:

- a) Serious illness or injury, where a medical certificate states the student was unable to attend classes
- b) or otherwise participate in course activities.
- c) Bereavement of close family members.
- d) A major political upheaval or natural disaster requiring emergency travel.
- e) An experience or witnessing an event that may cause physical or psychological harm.
- f) Inability to begin studying on the course commencement date due to delay in obtaining a visa.

15.3 Leave of absence/deferment approval is at the discretion of the Head of School (or nominee) and is restricted to a maximum of 6 months.

15.4 To apply for a leave of absence/deferment student need to submit the Leave of absence Form along with the supporting evidence/documents (example: medical certificate, air tickets, or certificate of death of family members etc.)

15.5 To apply for a leave of absence/deferment student need to submit the Leave of absence Form along with the supporting evidence/documents (example: medical certificate, air tickets, or certificate of death of family members etc.).

15.6 IHM will report any period of leave of absence/deferment for international students to Department of Home Affairs via PRISMS.

15.7 If a request for leave of absence/deferment is denied by the Academic Director (or nominee), a student may choose to withdraw from the course.

16. Financial Liability

- 16.1 If students do not formally take a leave of absence/deferment prior to the relevant census date they will incur with a financial penalty for their course fee.
- 16.2 Students who do not officially withdraw before the census date will remain liable for their course fees.
- 16.3 If a student discontinues his/her study after census date, the student is liable for the fees.
- 16.4 If a student fails a unit and requires repetition of the unit, enrollment for the repeat unit necessitates payment of the unit fee.

17. Late enrolment

- 17.1 Continuing students who fail to enroll by the enrolment date must apply for late enrolment.
- 17.2 Students need to submit a request for late enrolment by submitting either a letter outlining reasons and presenting a case for the late enrolment.
- 17.3 The Course Coordinator will access the application and permission to enroll will be granted at IHM’s discretion and is subject to the availability of places in the course.
- 17.4 The student will be notified via email of the outcome within 10 working days.
- 17.5 All late enrolment applications must be approved before the census date.
- 17.6 Applications for late enrolment will not be accepted after census date.
- 17.7 Late enrolment into a term, semester, or unit is not considered grounds for special consideration. Students awaiting enrolment decisions, including those related to applications for credit transfer or recognition of prior learning (RPL), are required to actively engage in all assessments, tasks, and learning activities for the enrolled unit during this period.
- 17.8 Students must attempt all assigned assessments and participate in scheduled learning activities until they receive formal notification of their enrolment status or credit/RPL decision. This ensures continuity in academic progression and alignment with the Student Academic Progression Procedure. Failure to engage in these activities may impact their academic standing and progression
- 17.9 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth), additional special circumstances specific to international students may be considered as grounds for granting special consideration. These circumstances must be documented and align with the requirements set out in the National Code.
- 17.10 Upon acceptance of late enrolment, the student will make arrangements to catch up on any missed sessions, for example orientation and/or classes which may include signing a learning contract.
- 17.11 Students who have enrolled late will have access to Student Support Services, the Course Coordinator and/or teaching staff for assistance, if needed.

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Academic Honesty and Integrity Policy • Academic Honesty and Integrity Procedure • Access and Equity Policy • Access and Equity Procedure • Accessibility Policy • Accessibility Procedure • Attendance Policy
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	<ul style="list-style-type: none"> • Attendance Procedure • Course Application Form • Course Handbook • Credit and Prior Learning Policy • Credit and Prior Learning Procedure • Domestic Student Handbook • International Student Handbook • Learning Contract Plan • Student Academic Progression Policy • Student Code of Conduct • Student Code of Conduct Implementation Guidelines • Student Complaints and Appeal Policy • Student Complaints and Appeal Procedure • Student Misconduct Policy • Student Misconduct Procedure • Unsatisfactory academic progress letter
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • ESOS (2020). ESOS legislative framework • National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 • National Code of Practice (2018): Standard 6: Student Support Services • National Code of Practice (2018): Standard 8: Overseas student visa requirements • National Code of Practice (2018): Standard 9: Deferring, suspending or cancelling the overseas student's enrolment • HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment
Date Approved	24.11.2023
Date of Effect	27.11.2023
Date of Next Review	01.11.2026
Approval Authority	Academic Board endorsed by Board of Directors
Responsibility for implementation	Learning and Teaching Committee
Document Custodian	Academic Dean
Additional changes	27/11/2024
Additional changes approved by	Chief Executive Officer In exercise of power delegated to him under paragraph 3.4 of Schedule 1 to the <i>Delegation Framework</i> for "Board of Directors powers in urgent and unforeseen circumstances".
IHM Doc ID	IHM-SAPP2-3.5

Change History

Version Control		
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
Version 3	02/02/2021	<ul style="list-style-type: none"> • Policy and Procedure are now in two separate documents • Feedback from Wells Advisory was accepted • Redundant procedures have been deleted • Definitions have been added • Minor editorial changes have been made • Version 3 approved by Academic Board in February 2021
Version 3.1	01/12/2021	<ul style="list-style-type: none"> • Clause 11 on late enrolment is added to the procedure as recommended by the Learning and Teaching Committee • Version 3.1 is endorsed by Academic Board on 1/12/2021
Version 3.2	09/11/2022	<ul style="list-style-type: none"> • Amended definitions of Academic Progress and Student at-risk (minor amendment) in the Policy and Procedure documents
Version 3.3	24/11/2023	<ul style="list-style-type: none"> • Transfer into new template • Feedback from Wells Advisory was updated • Scope extended to include ELICOS courses • Definitions linked to Glossary of Terms • Minor editorial changes have been made
Version 3.4	07/02/2024	<ul style="list-style-type: none"> • Minor revision • Updated repeat unit fees (section 11.4) • Updated internal record keeping on Monday Board (section 9.4 & 9.5)
Version 3.5	18/11/2024	<ul style="list-style-type: none"> • Changes to Procedure further to align with National Code 2018 and HESF 2021 based on feedback from TEQSA CRICOS review in October 2024