

QAF095 HELI Student Progression Policy

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1. Purpose

The purpose of this policy is to define the approach adopted by the Higher Education Leadership Institute (HELI) to all matters associated with student progression, including satisfactory, at risk and unsatisfactory course progression, intervention provisions to support students who are not satisfactorily progressing through their courses, and the consequences for making unsatisfactory course progression.

2. Scope

This Policy applies to all domestic and international students enrolled in an award course at HELI and to all academic and administrative staff involved in matters concerning student progression. This policy applies to all coursework programs.

3. Definitions

Item	Definition
<i>Confirmation of Enrolment (CoE)</i>	'A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.' ¹
<i>Course progression status</i>	Levels of student progress throughout a course, classified as Satisfactory, Unsatisfactory or At-Risk, as outlined in Section 4 of this policy.
<i>Exclusion</i>	Discontinuation of a student's enrolment at the Institute due to identification as making unsatisfactory course progression under this policy.
<i>Intervention</i>	A remedial strategy or plan of action imposed by the institution on a student identified as At-Risk under this policy.
<i>PRISMS</i>	Provider Registration and International Student Management System that is an online portal operated by the Department of Home Affairs to manage overseas students on a student visa in Australia.

4. Policy Statements

- Appropriate, timely and proactive support will be provided to students to help them achieve course learning outcomes and their academic goals and to ensure, as far as possible, that students complete their courses within the terms of their enrolment.
- Students must meet the completion requirements of a course within a prescribed time period 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 and to ensure that student fees for the enrolled course are kept to a minimum.

¹ See Australian Government, Department of Education, <https://internationaleducation.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/Definitionsandacronyms.aspx>

- To remain enrolled in a course of study, students must maintain satisfactory course progression or participate in an intervention strategy.
- The academic achievement of each student is monitored so that students who are determined to be 'at risk' can be identified and provided with timely advice and an intervention support program to ensure successful course completion whenever possible. The enrolment of students who are deemed to be continuing to make unsatisfactory course progression after an intervention support program will be discontinued unless the student can show cause.
- Students are identified under this Policy solely on the basis of academic results.

5. Course Progression

5.1 Monitoring student progression

HELI monitors the progress of all students both throughout and at the conclusion of each study period in conjunction with the review of student final grades by the Board of Examiners.

Student engagement and progress are assessed by Unit Coordinators at strategic points of each study period and appropriate support for improvement in performance is provided (see Section 5.5.1 of this policy).

As a result of their academic performance, at the end of each teaching period, students are assigned a Course Progression Status of either Satisfactory, At-Risk or Unsatisfactory, as outlined in Section 5.2 of this policy.

For students designated as At-Risk or Unsatisfactory, appropriate action is undertaken in accordance with Sections 5.3, 5.4 and 5.5 of this policy.

For international students, the Registrar monitors their course progress and enrolment load to ensure that they are meeting their visa requirements.

The Dean provides reports of progression and completion rates to Academic Board and Learning and Teaching Committee.

5.2 Course progression status

There are three-course progression statuses at HELI: Satisfactory, At-Risk and Unsatisfactory

Status	Description
<i>Satisfactory</i>	Course progression is deemed 'Satisfactory' when: <ol style="list-style-type: none"> 1. a student passes 50% or more of their enrolled units in a study period. 2. a student with a previous status of 'At-Risk' has now passed more than 50% of enrolled units in a study period.
<i>At-Risk</i>	Course progression is deemed 'At-Risk' when: <ol style="list-style-type: none"> 1. a student fails more than 50% of enrolled units in a study period. 2. a student who previously had a status of 'Unsatisfactory' and has their appeal or show cause upheld. 3. a student fails the same core unit twice.

	Students identified as At-Risk are informed that they may be excluded from the Institution if they continue to make Unsatisfactory progress or fail to engage in the intervention program aimed at enabling them to attain Satisfactory progress in subsequent study periods.
<i>Unsatisfactory</i>	<p>Course progression is deemed Unsatisfactory when:</p> <ol style="list-style-type: none"> 1. a student who has an At-Risk status fails to pass over 50% of their enrolled units in a given study period. 2. a student fails the same core unit on three separate occasions. 3. a student is unable to complete their course within the stipulated terms of their CoE, and they have not engaged with the institution's Intervention strategy. 4. a domestic student fails all units in their first study period under a full-time load without submitting any assessments. <p>Students found to be making unsatisfactory progress may face exclusion from the Institution. The Registrar's Office notifies such students, who must then show cause as to why their enrolment should not be discontinued.</p>

If identified as not making satisfactory course progression under this Policy, the student normally moves sequentially through these statuses unless the conditions specified at each stage are fulfilled, and the student is deemed as making satisfactory course progression.

For international students studying on a student visa, satisfactory progression also means maintaining a pass rate that enables the completion of the course within the terms of their CoE.

International students studying on a student visa who participate in an intervention strategy may have their CoE extended if necessary. However, there may be limits to the extension of the CoE (see Section 5.10 of this policy).

Student performance is monitored when results are approved for each study period. Students whose progress has not been satisfactory are identified.

The procedures involved for students who have been identified as not making satisfactory progress are outlined in the *HELI Student Progression and Intervention Procedure*.

5.3 Intervention strategies and support programs

5.3.1 Early identification of and support for disengaged students

HELI has a proactive and systematic approach to identify, contact, and support disengaged students to help them succeed. The early identification of these students is based on one or more of the following:

- non-participation in the Learning Management System (Canvas);
- poor attendance;
- limited engagement in class activities; and/or
- non-submission or inadequate performance in assessment tasks.

Disengaged students are identified by Unit Coordinators throughout the term. Once identified, the Unit Coordinator and/or Learning Support Team contacts these students individually to inquire about the reasons for their absence or disengagement and remind the student of their

responsibilities. The student will be counselled and offered early intervention support, which may include one or more of the following:

- attending additional or catch-up classes;
- accessing academic skills support through the Learning Support Team;
- referring to other support services;
- adjusting the student's enrolment pattern or study load;
- a combination of the above.

Further details about early identification of and support for disengaged students can be found in the *HELI Student Progression and Intervention Procedure*.

5.3.2 Intervention for students At-Risk

Students identified as having a course progression status of At-Risk when results are approved at the end of each study period are informed by the Registrar's Office that they must participate in an Intervention strategy. An intervention is any remedial strategy or plan of action imposed by the institution during a study period on a student At-Risk.

Intervention may include one or more of the following:

- additional pastoral, and/or student learning support, and/or English language support;
- counselling session(s);
- academic consultation session/s with the relevant academic staff to discuss and agree on a study plan;
- a temporary reduction in study load or paid or unpaid workload;
- consideration of the transfer to a different course at the Institution.

Placement on an intervention plan may also be accompanied by conditions being imposed on a student's enrolment by the Dean.

International students will also be advised of the possibility that they may be in contravention of their visa conditions if they do not meet academic standards and course progression requirements.

Where a student has failed to meet minimum academic standards, on the advice of the Course Coordinator, the Dean may consider a reduction in their study load as part of an intervention strategy. All considerations for a reduction in study load due to failure to meet academic standards will be at the sole discretion of the Dean.

When advising students at risk, specific consideration will be given to Aboriginal and Torres Strait Islander students to support them to progress and complete their course.

All intervention is fully documented and recorded in HELI's Student Management System.

5.4 Show cause

The enrolment of students who are deemed to be making unsatisfactory course progression will be discontinued unless the student can 'show cause' as to why their enrolment should be discontinued.

Show cause submissions must be submitted within twenty (20) working days of the date of notification to the student of the decision.

Both show cause submissions and international student appeals will be assessed on one or both of the following:

- compassionate or compelling circumstances;
- participating in the Institute's intervention strategy.

Students who submit a Show Cause application will be notified of the outcome within ten (10) working days.

Students may appeal against rejection of their Show Cause submissions using the Student Academic and Non-Academic Grievances and Appeals Policy and Procedure.

International students studying on a student visa who make unsatisfactory course progression and who are unable to show cause as to why their enrolment should be discontinued will be reported to the Department of Home Affairs, unless they successfully appeal using the Student Academic and Non-Academic Grievances and Appeals Policy and Procedure.

5.5 Exclusion

Students who have been identified as making unsatisfactory course progression and who have been unable to show cause as to why their enrolment should not be discontinued or have been unable to appeal successfully against this identification, will be excluded from studying at the institution for two years. During exclusion, the student will not be permitted to undertake any study at the relevant institution.

In addition, international students studying on a student visa who make Unsatisfactory course progression will be reported to the Department of Home Affairs through PRISMS, which may affect the student's visa.

Students whose enrolment is terminated due to unsatisfactory academic progress or exceeding the maximum time to complete the course and who wish to undertake further study will need to apply to the institution for re-admission in line with the Admissions Policy.

5.6 Maximum time to complete a course

The maximum times allowed to complete the requirements of the courses are listed in the *HELI Student Progression and Intervention Procedures*. The time elapsed will be calculated from the date that the student commenced their first term.

Domestic students who fail to complete course requirements within the specified time limit (including any extension of time granted) will have their enrolment terminated and a statement noting that 'the maximum time to complete the course has been exceeded' will appear on the final Record of Results 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 twenty working days from receiving notification of the decision to terminate their enrolment to appeal the decision.

International students are expected to complete their course in the standard number of weeks for a student undertaking a full-time load (the registered CRICOS course duration), less any time for credit granted by the Institute. This time period is noted on the student's CoE and in the Letter of Offer and Written Agreement.

5.7 Extension of time to complete a course

Applications for an extension of time to complete the course must be made in writing to the Course Coordinator or other relevant officer at least one term prior to the expiry of the student's prescribed maximum time to complete. The application must include reasons for the student's inability to

complete the qualification in the prescribed time period. The Course Coordinator or relevant officer will provide a written response to the student within twenty working days outlining their decision and informing the student of their right to appeal the decision.

The course extension can be considered only under the circumstances stated below:

- there are compassionate or compelling circumstances, as assessed by the APIC on the basis of demonstrable evidence, or
- APIC has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of National Code 2018

5.7.1 International students

International students are required to complete their course in the timeframe specified in their CoE but may apply to the relevant institution for an extension of time. The maximum duration for an international student to complete their course can only be extended in accordance with the HELI Enrolment Policy and cannot exceed the maximum time allowed for a domestic student to complete the course.

If an institution extends the duration of a student's enrolment, the student will be advised 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.

5.7.2 Domestic students

Domestic students who fail to complete within the prescribed period or that are at risk of not completing the course within the prescribed time, and who can reasonably be expected to meet the course requirements within two additional study periods 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.

5.8 Appeals

Students may appeal against any decision made in accordance with the provisions of this policy to the Registrar using the Student Academic and Non-Academic Grievances and Appeals Policy and Procedure.

Appeal submissions must be submitted within twenty (20) working days of the date of the intention to report notification.

Appeal submissions should contain as much relevant information as possible to help the Institute reach a decision, including:

- any compassionate or compelling reasons for the student's previous performance, supported by documentary evidence,
- any remedial action undertaken since the student was advised of the academic caution or of being at risk of unsatisfactory course progression, and
- how the student intends to improve their academic performance if permitted to continue their studies.

Students who submit an appeal application will be notified of the outcome within ten (10) working days.

5.9 Record-keeping and access to records

A Course Progression Register is kept by the Registrar and is updated at appropriate times during the academic year. In accordance with the [HELI Privacy and Personal Information Policy](#), records will be kept strictly confidential.

6. Related Documents

- HELI Equity and Diversity Policy
- HELI Enrolment Policy
- HELI Privacy and Personal Information Policy
- HELI Student Academic Grievances and Appeals Policy and Procedure
- HELI Student Non-Academic Grievances and Appeals Policy and Procedure
- HELI Student Progression and Intervention Procedures
- HELI Admissions Policy
- HELI Student Welfare and Support Policy

7. Related Legislation

- TEQSA Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students (ESOS) Act 2000
- Australian Qualifications Framework (AQF).
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Higher Education Support Act 2003 (Cth)
- Privacy Act 1988 (Cth)

8. Version Control

Document ID	HELI Student Progression Policy
Category	Academic
Document Owner	Dean
Approved by	Academic Board

Version	Summary of changes	Approval date	Next review date
1.0	The policy replaces the HELI Course Progression Policy.	Academic Board: 4 August 2023	4 August 2025

1.1	Section 5.7 was updated with course extension reasons	BOD 20 June 2025	20 June 2027
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