

# ACADEMIC PROGRESSION POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 This policy and procedure outlines how CQUniversity will govern the academic progression of students to the successful completion of their study.

## 2 SCOPE

- 2.1 This policy and procedure applies to CQUniversity students enrolled in enabling or higher education coursework courses.
- 2.2 This policy and procedure does not apply to students enrolled in:
- research higher degree courses – refer to the relevant [Course Rules](#)
  - vocational education and training (VET) courses, or
  - other non-award courses – refer to the [ELICOS Academic Progress Policy and Procedure](#) for ELICOS<sup>1</sup> students.

## 3 POLICY STATEMENT

- 3.1 The University provides a student experience that facilitates success, with a strong focus on student engagement, and early identification and support for students who may need assistance to succeed in their studies.
- 3.2 Students must actively engage in their studies and achieve satisfactory academic progress to maintain their enrolment.

<sup>1</sup> English Language Intensive Courses for Overseas Students

- 3.3 The engagement and academic progress of students will be monitored and managed by academic employees and/or appropriate School employees, supported by Student Central, throughout the term and in accordance with School and/or College Engagement and Retention Action Plans.
- 3.4 Students are identified as making unsatisfactory academic progress in a course if they:
- fail the same unit multiple times, or
  - fail more than 50 per cent of enrolled units in a term of study.
- 3.5 Students who do not meet the requirements for satisfactory academic progress will be managed via a tiered system:
- Level 1 – Unsatisfactory academic progress
  - Level 2 – Continued unsatisfactory academic progress, and
  - Level 3 – Request to continue enrolment.
- 3.6 Students enrolled in a unit who do not have a passing grade at Certification of Grades are regarded as fail grades for academic progression purposes. This includes the following grades:
- Fail (F)
  - Absent Fail (AF)
  - Withdrawn Fail (WF), and
  - Not Sat (NS).
- 3.7 Enrolled units with interim grades are not included in the calculation of academic progression. Students with interim grades will be assessed for satisfactory academic progress once all unit grades have been finalised.
- 3.8 If a student has experienced special circumstances which may have impacted satisfactory academic progress, students may submit an application for consideration of special circumstances. Refer to the [Consideration of Special Circumstances Policy and Procedure](#).
- 3.9 If a student's application for consideration of special circumstances is approved, the Fail grade/s will be removed from their academic record and will not be counted towards their academic progression assessment.
- 3.10 If a student's application is unsuccessful in their request to continue enrolment submission, their enrolment will be cancelled from the commencement of the following term from all higher education courses. Following a one-year study free period, the student may be eligible for readmission in accordance with the [Admissions to Coursework Courses Policy and Procedure](#).

## 4 PROCEDURE

### Active engagement during term

- 4.1 Students will be actively monitored for engagement with their course and academic progress to ensure early identification and intervention of students at risk of failure and withdrawal. Students will be monitored and supported by:
- higher education by coursework courses (excluding hyperflexible mode) – academic employees and/or relevant Student Progression Officer (or nominee)
  - higher education by coursework courses studying via hyperflexible mode – relevant Course Manager (or nominee)
  - Enabling courses – relevant Access Coordinator (or nominee).

### Pre-census

- 4.2 Engagement and support will be provided to students pre-census by ensuring:

- there is an interactive task embedded into the design element of all units, prior to the census date of each term to demonstrate a student's early engagement with the University and/or their learning systems and materials, and
- academic employees and/or appropriate School employees will communicate with students using mechanisms in the Student Management Systems, to provide information about academic and pastoral support services available to assist students with their study progression.

### **Post-census**

- 4.3 Engagement and support will be provided to students post-census by ensuring that:
- academic employees and/or other appropriate School employees monitor student engagement during the term using the Student Management Systems, as embedded into the delivery aspect of all courses
  - School Engagement and Retention Plans set out discipline-specific initiatives that are implemented by academic employees and/or other appropriate School employees throughout the term to provide targeted support interventions to students identified as at risk, and
  - academic employees and/or appropriate School employees manage the administrative procedures associated with student engagement during the term, and ensure appropriate records are kept in the relevant Student Management System.

## **Academic progression**

### **Level 1 – Unsatisfactory academic progress**

- 4.4 Students will reach Level 1 if they:
- fail the same unit multiple times, or
  - fail more than 50 per cent of enrolled units in a term.
- 4.5 Students at Level 1 will be identified within the Student Management System after Certification of Grades, with a report made available to the Academic Progression team.
- 4.6 Deputy Deans Learning and Teaching and Deputy Associate Dean School of Access Education will have access to the report to identify trends and inform continuous improvement in teaching practice.
- 4.7 The Academic Progression team will issue an Academic Progression Alert to these students via their official CQUniversity student email account, to advise they:
- have been identified as making unsatisfactory progress, and the reason why
  - must take steps to improve their academic progress
  - are encouraged to seek assistance from academic and pastoral support services, including consideration of their academic suitability to remain enrolled in the course, and
  - are at risk of their enrolment being cancelled if they continue with unsatisfactory academic progress.
- 4.8 Students will not automatically return to good academic standing if they take a break from study, including an approved leave of absence, or their enrolment is cancelled. Students can return to good academic standing if they meet satisfactory academic progression requirements in their next enrolled term.
- 4.9 A student may remain on Level 1 in their next enrolled term if they do not meet satisfactory academic progression requirements, but do not qualify for the criteria for escalation to Level 2.
- 4.10 Student Central will manage the administrative procedures associated with Level 1, and ensure appropriate records are kept in the relevant Student Management System.

### **Level 2 – Continued unsatisfactory academic progress**

- 4.11 Students will reach Level 2 if they:
- fail the same unit three times, or

- were at Level 1 and fail more than 50 per cent of units in their next term of enrolment.
- 4.12 Students at Level 2 will be identified within the Student Management System after Certification of Grades, and a report made available to the Academic Progression team.
- 4.13 Deputy Deans Learning and Teaching and Deputy Associate Dean School of Access Education will have access to the report to identify trends and inform continuous improvement in teaching practice.
- 4.14 The Academic Progression team will issue an Academic Intervention Notice to Level 2 students via their official CQUniversity student email account to advise that they must complete and submit a mandatory Academic Progression Plan within 21 calendar days of notification.
- 4.15 The Academic Progression Plan will enable students to nominate actions to address challenges with their progress, and provide details about further assistance required to satisfactorily progress.
- 4.16 The Academic Progression Plan will be acknowledged by the Deputy Dean Learning and Teaching and Deputy Associate Dean School of Access Education (or nominee) and forwarded to the relevant area for further assistance as appropriate.
- 4.17 Students will not automatically return to good academic standing if they take a break from study, including an approved leave of absence, or their enrolment is cancelled. Students can return to good academic standing if they meet satisfactory academic progression requirements in their next enrolled term.
- 4.18 If a student does not submit their Academic Progression Plan within 21 calendar days from the date of the notice, they will automatically progress to Level 3.
- 4.19 Student Central will manage the administrative procedures associated with Level 2, and ensure appropriate records are kept in the relevant Student Management System.

### **Level 3 - Request to continue enrolment**

- 4.20 Students will reach Level 3 if they:
- were at Level 2 and repeat fail a unit in their next term of enrolment
  - were at Level 2 and fail more than 50 per cent of units in their next term of enrolment
  - were at Level 3 and repeat fail a unit in their next term of enrolment after a successful request for continued enrolment, or
  - were at Level 3 and fail more than 50 per cent of units in their next term of enrolment after a successful request for continued enrolment.
- 4.21 Students at Level 3 will be identified within the Student Management System after Certification of Grades, with a report made available to the Academic Progression team.
- 4.22 Deputy Deans Learning and Teaching and Deputy Associate Dean School of Access Education will have access to the report to identify trends and inform continuous improvement in teaching practice.
- 4.23 The Academic Progression team will issue a Request to Continue Enrolment Notice to Level 3 students via their official CQUniversity student email account to advise they have 21 calendar days to submit a Request to Continue Enrolment at the University.
- 4.24 Students must submit the Request to Continue Enrolment Form, including a student statement outlining their reasons for unsatisfactory academic results with independent supporting documentation to verify their reasons, referencing one or more of the following:
- evidence the student has one term of study remaining before completion (one unit for Enabling courses or no more than four units for higher education coursework courses)
  - evidence the student was impacted by short-term special circumstances and/or requested adjustments to assessment, such as deferred examinations and assessment extensions (Refer to the Assessment Policy and Procedure)

- evidence the student has applied for a request for consideration of special circumstances (Refer to the Consideration of Special Circumstances Policy and Procedure), or
- how they have met requirements and/or actioned recommendations contained in a previous Academic Progression Plan.

4.25 Requests to continue enrolment will be assessed by an Academic Progression Panel.

4.26 Students who submit a Request to Continue Enrolment Form can enrol in future term units and continue their studies until an outcome is issued.

4.27 If a student does not submit a Request to Continue Enrolment Form within the specified timeframe, their enrolment will be cancelled from all higher education courses. If the outcome is not finalised before the census date of the student's next enrolled term, the student may complete their current term, or request cancellation with a remission processed for the affected unit/s so it does not appear on their academic record and will receive a refund for the current term unit/s in accordance with the [Student Refund and Credit Balance Policy and Procedure](#). Following a one-year study free period, the student may be eligible for readmission in accordance with the Admissions to Coursework Courses Policy and Procedure.

### **Academic Progression Panel**

4.28 Each School will have an Academic Progression Panel to assess request to continue enrolment submissions. The School may decide to establish more than one Panel, in line with Colleges.

4.29 The Panel may comprise the following members:

- Deputy Dean Learning and Teaching and Deputy Associate Dean School of Access Education (or nominee)
- relevant Head of College, and
- another appropriate employee from the School.

Schools that do not have the positions listed above will nominate alternate appropriate employees.

4.30 The Panel will consider:

- the student's Request to Continue Enrolment submission
- the student's academic history
- whether the student has previously submitted a Request to Continue Enrolment, and
- compliance with an Academic Progression Plan.

4.31 The Panel may:

- cancel the student's enrolment
- allow the student to continue enrolment
- allow the student to continue enrolment with recommended conditions on the student's continued enrolment, including, but not limited to:
  - reducing the student's study load
  - applying for an approved leave of absence
  - changing to an alternative or lower Australian Qualifications Framework (AQF) level course, or
  - connecting with additional student support services.

4.32 The Panel will advise the Academic Progression team of the outcome within 14 calendar days of the panel meeting. The Academic Progression team will notify the student in writing via their official CQUniversity student email account within 14 calendar days of receipt of advice from the Panel.

- 4.33 If the outcome is not finalised before the census date of the student's next enrolled term, the student may complete their current term, or request cancellation with a remission processed for the affected unit/s so it does not appear on their academic record and will receive a refund for the current term unit/s in accordance with the Student Refund and Credit Balance Policy and Procedure.
- 4.34 If a student is successful in their submission to continue enrolment and meets satisfactory academic progression requirements in their next enrolled term, they will return to good academic standing.
- 4.35 If a student is successful in their submission to continue enrolment but does not meet satisfactory progression requirements in their next enrolled term, they will return to Level 3 and be required to request to continue their enrolment again.

### **Cancellation of enrolment**

- 4.36 International students who have had their enrolment cancelled will not be eligible for readmission for one year (three terms). International Student visa holders will have their Confirmation of Enrolment (CoE) cancelled as soon as practicable upon completion of the appeal process as detailed in the following Section. International Student Visa holders are encouraged to contact the Department of Home Affairs.
- 4.37 Domestic students who have had their enrolment cancelled will not be eligible for readmission for one year (three terms), however may apply to enrol in a CQUniversity VET or non-award course within that period.
- 4.38 Where the University has determined that a student's enrolment will be cancelled, the University will take appropriate action, including reporting to the Australian Government on changes to enrolment status of international students.

### **Appeals and complaints**

- 4.39 Students may appeal a decision or outcome made under this policy and procedure in accordance with the [Academic Appeals Policy and Procedure](#).
- 4.40 If all internal procedures have been followed and the student is not satisfied with the outcome, they may lodge a complaint to an external body. Time limits for lodging an external complaint may apply.
- 4.41 Complainants have a right to access an external complaints process at minimal or no cost. A list of external bodies who provide these processes is provided on the University's [website](#).
- 4.42 A student may remain enrolled until the external complaint process is complete. A student must inform the Office of the Director Student Central (via [studentcentral@cqu.edu.au](mailto:studentcentral@cqu.edu.au)) that they have lodged an external complaint within seven calendar days on the unsuccessful internal appeal notification. They must provide the University with an acknowledgement receipt from the relevant external body.

### **Readmission after cancellation period**

- 4.43 Readmission to the University after a cancellation period will be assessed on a case-by-case basis against current admission and pre-screening criteria in accordance with the Admissions to Coursework Courses Policy and Procedure.

## **5 RESPONSIBILITIES**

### **Compliance, monitoring and review**

- 5.1 The Deputy Vice President (Education and Quality) and Director Student Central are responsible for implementing, monitoring, reviewing, and ensuring compliance with this policy and procedure.

### **Reporting**

- 5.2 No additional reporting is required.

## Records management

- 5.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 5.4 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).

## 6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

## 7 RELATED LEGISLATION AND DOCUMENTS

[Academic Appeals Policy and Procedure](#)

[Admissions to Coursework Courses Policy and Procedure](#)

[Assessment Policy and Procedure \(Higher Education Coursework\)](#)

[Cancellation of Studies – International Students Procedure](#)

[Consideration of Special Circumstances Application Form](#)

[Consideration of Special Circumstances Policy and Procedure](#)

[Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)

[Higher Education Support Act 2003](#) (Cwlth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth) - refer to Standards 8 and 10

## 8 FEEDBACK

- 8.1 Feedback about this document can be emailed to [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

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Notes	This document relates to study completed from Term 1, 2023. This document consolidated and replaced the Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students and Monitoring Academic Progress (MAP) Policy and Procedure - International Students.