
National Academy of Professional Studies (NAPS)

Student Progression and Exclusion Procedure

Related Documents	<p>SS015 Student Selection and Admission Policy and Procedure</p> <p>A001 Academic Course & Unit Development Policy</p> <p>A008 Course Teach Out Policy and Procedure</p> <p>SS001 Student Grievance and Academic Appeals Policy</p> <p>R044 Complaints and Assessment Appeal Register.</p> <p>SS000 Student Handbook</p> <p>HR028 Employee Handbook</p> <p>SS013 Student Progression and Exclusion Policy</p> <p>SS014L1 Course Progress Warning #1</p> <p>SS014L2 Course Progress Warning #2</p> <p>SS014L3 Course Progress Warning #3</p> <p>SS014L4 Course Progress Warning #4</p> <p>031 English Language, Academic and Professional Development Support Framework</p>
HE Standards Framework 2015	<p>1.3 Orientation and Progression</p> <p>1.5 Qualifications and Certification</p> <p>2.2 Diversity and Equity</p> <p>2.4 Student Grievances and Complaints</p> <p>5.2 Academic and Research Integrity</p> <p>6.2 Corporate Monitoring and Accountability</p> <p>6.3 Academic Governance</p> <p>7.2 Information for Prospective and Current Students</p> <p>7.3 Information Management</p>

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1. Rationale

This Procedure supports the Student Progression and Exclusion Policy. In conjunction these two documents detail the rules for meeting course progression requirements at NAPS, outline the process and define the grounds for exclusion related to lack of satisfactory course progress.

2. Overview and Application

This Procedure applies to all students at the Academy. However as Domestic students do not require a student visa, they can choose to go part-time if they are not meeting the course progress requirements for full-time study.

3. Definitions

See NAPS Glossary of Terms for definitions.

4. Actions and Responsibilities

4.1 Progression Rules

4.1.1 Applications for an extension of time.

Students who are likely to fail to complete the course within the prescribed period and who can reasonably be expected to meet the course requirements within two additional trimesters of study may apply for an extension of time. Each application will be considered on its merits and with reference to the student's academic performance and circumstances.

Applications for an extension of time to complete the course must be made in writing to the School Dean at least one trimester prior to the expiry of the student's prescribed period of maximum candidature.

The application must include reasons for the student's inability to complete the qualification in the prescribed time period.

The Dean will provide a written response to the student within 20 working days outlining the School's decision and informing the student of their right to appeal the decision.

4.1.2 Students who fail to complete the course within the time limit

Students who fail to complete course requirements within the specified time limit (including any extension of time granted) will have their enrolment terminated. A statement noting that the maximum period of candidature has been exceeded will appear on the final academic transcript 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 20 working days from receiving notification of the decision to terminate their enrolment in which to appeal the decision.

4.2 Satisfactory Course Progress

4.2.1 Students deemed 'at risk'

Students who are not making satisfactory academic progress and not tracking well to meet the minimum academic standards will be deemed to be “at risk” of unsatisfactory course progress.

Unsatisfactory Course Progress is when a student fails over half of their units in one trimester and then does so again in their next trimester. A result of under 50 per cent for more than half of the assessments in any one unit is a ‘fail’ in that unit.

Students “at risk” by half way through the trimester will be notified via email (Warning Letter #1 SS014L1) that they have been identified as “at risk” and asked to attend a meeting to prepare an intervention action plan. This letter advises that all students found not to be making satisfactory course progress who do not improve by the end of the trimester, will be placed on Academic Probation in the next enrolled trimester. The email and the interview at the subsequent meeting will make it clear that the student is expected to take responsibility for improving their academic performance.

Students who fail to do so by the end of that “at risk” trimester will be sent Warning Letter #2 (SS014L2) advising that they are on probation for their next term of study.

Taking responsibility may include a number of commitments by the student, including but not limited to:

- re-submit written work,
- re-do/repeat a major assessment,
- receive academic counselling and a meeting with Student Services Manager,
- attend all tutorials/lectures/seminars, and/or
- take advantage of available academic support provided by NAPS.

The Academic conducting the counselling session (whether in person or phone) will maintain notes of the conversation and suggested support strategies. It is the student’s responsibility to ensure they participate in any additional support strategies suggested. If a student feels they require additional support during the study period, the following resources are available by appointment:

- individual or group sessions with the English Language Support Unit;
- individual or group sessions with the Lecturer;
- individual or group sessions with the Course Coordinator.

Students should contact Student Services to schedule an appointment.

President’s discretion to consider compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact on the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents; major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or - a traumatic experience which could include:
- involvement in, or witnessing of, a serious accident; and
- witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists’ reports) or

- where the registered provider was unable to offer a pre-requisite unit. In these circumstances, the Dean may use professional judgment to assess each case on its individual merits.

When determining whether compassionate or compelling circumstances exist, NAPS staff will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. The interviewing officer will make notes of the decision in the student file.

While on Academic Probation, students:

- must complete all unit assessments by the due date. Should the student submit a late assignment or fail to attempt an exam or quiz, they need to support the late submission or absence with sufficient justification such as a medical certificate.
- must aim to attend all classes and on time. Should the student be absent from class, they need to justify the absence with official documentation (e.g. a medical certificate) which should be provided to Student Services within three working days of being absent.
- can examine the procedure for an intervention plan and the options available by checking: the website or the Student Handbook, and
- be aware of the Summary of Unsatisfactory Attendance and Course Progress Notifications in SS012 Students At Risk Early Intervention Procedure.

International students who agree to go on a reduced study load (3 units in a trimester) must agree to enrol in Trimester 3 (summer trimester) in order to maintain a full-time study load for the academic year. A full-time study load is 8 units within an academic year. International students who wish to proceed with studying a reduced study load will be required to sign a declaration stating they understand Trimester 3 (summer trimester) is a compulsory study period for them.

International students who study a reduced study load in Trimester 1 and 2 and fail to enrol in Trimester 3 risk being cancelled for unsatisfactory course progress.

4.2.2 Students who continue to fail to meet academic course progress requirements

Where a student:

- fails to meet minimum academic standards in the next trimester after additional support has been provided, or
- fails to enrol in a study load that will enable them to make sufficient progress, or
- fails to abide by the conditions of their academic probation;

then the student will be issued with a letter sent via email outlining NAPS' intention to exclude the student from the Academy. (Letter SS014L3)

Students will be issued with a notice of termination if they have not met their course progression requirements in two consecutive trimesters. (Letter SS014L4) They will be given 20 working days from the issuing of the notice to appeal the decision following the process in the Student Grievance and Academic Appeals Policy. A student who does not submit an appeal within 20 working days will have their enrolment terminated.

Following the appeal outcome, the Academy may choose to:

- terminate the student's enrolment; or
- permit the student to continue without conditions; or
- permit the student to continue the course with specific conditions.

A student who is permitted to continue his/her enrolment in the course, but with conditions imposed, who again fails to attain the minimum academic standards or breaches the conditions imposed, will have his/her enrolment terminated.

4.2.3 Consequences of termination of enrolment

Students whose enrolment is terminated due to exceeding the maximum period of candidature, and who wish to undertake further study, will need to re-apply to the Academy for admission in line with the Student Admission Policy.

A student whose enrolment is terminated due to failure to meet minimum academic standards and who applies for admission to return to study at the Academy in the future may be admitted only at the discretion of the Dean.

4.3 Academic Literacy and English Language Proficiency

Academic literacy and English language proficiency are important factors in a student being able to satisfactorily progress through their course. 'Academic Literacy' refers to the capacity of a student to undertake formal study and to understand and communicate discipline-specific knowledge. 'English language proficiency' refers to the student's ability to understand and communicate knowledge effectively in both written and spoken English. Higher Education Providers are responsible for ensuring their students are sufficiently competent in the English language to participate effectively in their studies.

NAPS has an English Language Support Program to assist students with needs in this area.

NAPS English Language Support Program

Proficiency in the English language is critical for successful academic studies and indeed central to student experience therefore all NAPS students have access to NAPS English Language Support Program. This program focuses on developing foundational skills and understanding of the rules and conventions that form the basis of academic work, including Business English. Proficiency in English is a requirement for CPA Australia membership. The program enables the Academy to assist non-English Speaking background (NESB) students to be better prepared for CPA Australia, CA ANZ or IPA membership examinations. The program is part of the Academy's mission to provide equivalent opportunities for success to all students irrespective of their linguistic background.

Students may seek assistance with English Language skills or they may be identified as needing assistance by NAPS either during orientation week or by their lecturers. These students will be required to meet with a NAPS staff member to develop an intervention strategy to assist the student to enhance their academic literacy skills. The student will be advised on what parts of the English Language Support Program best meet their needs and particularly encouraged to book for the free language coaching.

The program includes:

- individual consultations with the NAPS English Language Coach of up to three hours per week by appointment;
- Academic English and Study Skills workshops held throughout the trimester;
- Academic English Guide (available via the online Library); and
- access to additional free online resources to enhance business English skills through the NAPS Skills Hub.

Students who have queries, or would like to book a consultation with the English Support Manager or Coach, need to ask Student Services.

4.4 Failing a Prerequisite Unit of Study

Course progression rules require that a student who has, in a previous trimester, failed the prerequisite for entry to a unit of study cannot be enrolled in that unit of study.

However, where a student believes that this rule may adversely affect their course progress, he/she may seek a review of this rule by writing to the Dean. The Dean or a nominated delegate will assess the student's academic record and if the Dean or delegate believes the student has a fair chance of success, he/she may allow the student to repeat the prerequisite unit of study concurrently with the unit of study for which it is a prerequisite, or may decide to waive the prerequisite.

4.5 International Students

Where the relevant Dean has assessed an international student as not having achieved satisfactory course progress as detailed in this Procedure, the Dean will inform the President and CEO or their nominee, who will notify the student via SS014L4 Course Progress Warning #4 to be emailed to the student, advising of NAPS' intention to report the student to the Department of Home Affairs.. The email will advise the student of their right to appeal the decision under the provisions of this Procedure and that the student has 20 working days in which to do so. If the student chooses not to appeal or the student's appeal is unsuccessful, NAPS will notify the Department of Home Affairs through PRISMS as soon as possible that the student has not achieved satisfactory course progress.

During the period for lodging an appeal and during the period the appeal is being considered, the student has a right to continue his/her studies in the course. After all complaint and appeals processes are finalised, if the student has not been able to explain their results, the student's enrolment will be formally terminated and the student will be reported to the Department of Home Affairs via PRISMS.

The student will be provided with a copy of the Section 20 notice generated by PRISMS. A student who has their enrolment terminated should contact the Department of Home Affairs to discuss the impact on their visa.

4.6 Extension of Confirmation of Enrolment (CoE)

An extension of the student's CoE may only be granted where it is clear that the student will not complete the course within the expected duration, as specified on the CoE, if:

- there are compassionate, compelling or extenuating circumstances as defined in Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018
- the student's non-completion is a result of a revised enrolment pattern due to the implementation of an Academy intervention strategy for a student who was 'at risk' of not making satisfactory academic progress in the course, or
- an approved deferment or suspension of study has been granted. Should the variation affect the student's duration on their CoE, a new CoE will be issued via PRISMS and this will be recorded as such.

4.7 Overloading on Units and Cross-Institutional Study

4.7.1 Undertaking more than a full-time load in a study period

Students who wish to undertake more than a full-time load in a trimester will not be able to do so unless they obtain at least a credit average for units completed in prior trimesters. A full-time load is 4 units in a trimester. Students who have failed units previously will not be eligible to study more than a full-time load. Exceptions to the above may be made by the Dean or Dean's nominee.

This may include a situation where a student requires more than a full-time load in his/her final study period in order to graduate and the student can demonstrate their academic performance has improved as their studies have progressed.

The Dean or their nominee will consider the students past academic record to determine if the student can academically cope with an increased study load.

4.7.2 Cross-Institutional study

Cross-institutional study is where a student undertakes units at another higher education institution and receives advanced standing for the unit in their course at NAPS. A student may only undertake cross-institutional study with the prior written consent of the Dean or Dean's nominee. The Dean or nominee will deny the request for cross-institutional study if:

- the unit is offered at NAPS during the trimester when the unit is required;
- the unit is not of relevance and benefit to the student's course;
- the student needs to graduate but the need for the Cross-Institutional study arose due to a failure in the unit, and the unit will be offered in the next study period;
- there is no substantial equivalence as outlined in NAPS' Credit Transfer Policy; or
- the student has already been granted the maximum amount of advanced standing as outlined in NAPS Credit Transfer Policy.

4.8 Appeals

An applicant may appeal against a decision made under this Procedure. Appeals must be made as prescribed in the appeals process outlined in the Student Grievance and Academic Appeals Policy.

4.9. Staff Development and Orientation

NAPS will ensure that all academic and relevant administrative staff will receive training in relation to this policy.

5. Policy Review

NAPS may make changes to this policy and procedures from time to time to improve the effectiveness of its operation. In this regard, any student or staff member who wishes to make any comments about this policy may forward their suggestions to their lecturer/supervisor or to the NAPS' Registrar.

6. Further Assistance

Any staff member who requires assistance in understanding this policy should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further advice be required, staff should contact NAPS' Registrar. Students should contact Student Services in the first instance.

7. Additional Resources

TEQSA Guidance Note, *Student Wellbeing and Safety*, Version 1.2, 8 January 2018:

<https://www.teqsa.gov.au/latest-news/publications/guidance-note-wellbeing-and-safety> 