STUDENTS AT RISK PROCEDURE

Policy / Document Approval Body:	Academic Board
Date Created:	5th August 2009
Policy Custodian:	Dean of Engineering
Policy Contact:	Accreditation Manager
File Location:	W:\Data - ALL.Standard\Policies and Procedures\EIT Policies and Procedures
Location on EIT website:	https://www.eit.edu.au/about/policies-procedures/
Review Period:	Three years
Revision No:	7
Date of Revision:	16 March 2022
Date Approved:	22 March 2022
Date Commenced:	24 May 2022

1.0 Purpose

This procedure provides a framework to support students to be successful in a supportive teaching and learning environment. It sets out the processes for routine monitoring and identification of students at academic risk, how interventions will support students to succeed and the processes for unsatisfactory student progress. EIT will encourage students to be responsible for their own learning, whilst providing supports for those students who are not progressing or performing well in their studies.

2.0 Scope

This policy applies to all members of EIT's higher education community.

3.0 Objectives

EIT is committed to early identification and support of students 'at risk'. An obvious benefit of early detection of students in this category is that it allows timely intervention, and the provision of advice and assistance to support students in their ongoing studies. EIT promotes the progression of students 'At Risk' by:

- regularly and effectively advising students of course progress requirements;
- identifying students at risk;
- alerting students that they are at risk;
- providing assistance to address the risk; and
- tracking the progress of students after they are identified as being at risk.

Students are responsible for:

- Undertaking good study habits to achieve learning outcomes
- Observing unit pre-requisites and course rules to ensure that they have sufficient prior knowledge to successfully complete units
- Attending classes
- Submitting assessment by due dates
- Notifying staff and seeking help if extenuating circumstances arise

4.0 Implementation

EIT will undertake the following procedures to identify, monitor and support students at risk.

4.1 Principles

EIT's approach to identifying and supporting students at risk will:

- Be equitable; consistent; procedurally fair; respectful of privacy; timely; and effective.
- Ensure that clear and transparent internal processes for handling students at risk, will be consistent with the Students at Risk Policy and this Procedure.
- Be proactive in identifying students at risk, and responsible for tracking student progression and keeping appropriate records.

4.2 Progression and Triggers for Identifying Students at Risk

In order to progress through an award course, students are required to achieve the minimum specified for a particular course of study as stated in EIT's policies, procedures and Course Outlines. This information will be communicated to students prior to the commencement of a course. The indicators of progress include:

- Attendance and participation

- assessment submission and results

- cumulative GPA

- deferral of units

- course completion timeframes

The criteria for satisfactory and unsatisfactory student progress are located in the Assessment, Moderation and Student Progress Policy.

4.3 Monitoring and Reporting

During each teaching period, Learning Support Officers (LSOs) monitor and contact any students who show signs that they may not be able to meet the progression requirements (as listed above). Any required supports will be identified at this time and offered to the student to assist them to successfully progress. The student is responsible for discussing the supports and being part of the decision, on which supports will be most helpful. The student is responsible for taking up the support opportunities offered. This is recorded on the student record as an informal intervention and will be considered as part of the formal "At Risk" review at the end of each teaching period.

The LSO will update the student's record for any subsequent interventions as required. These will include, for example; details of counselling given to the student, attempts by the student to rectify the situation and student grievances.

Student records are secured electronically in EIT's Student Management System (SMS) and remain confidential.

4.4 Student Notifications

At the end of each teaching period, LSOs generate an 'At Risk Report' containing a list of students who are potentially at risk.

This will be reviewed by the Higher Education Manager and notifications will be sent to the students identified as "At Risk", as follows:

Stage 1

All students "At Risk" for the first time during a teaching period receive an email from the Higher Education Manager. The email will outline to the student:

- That he/she has been identified as At Risk
- How he/she has been identified as At Risk
- The support mechanisms available to them
- The consequences of continued unsatisfactory progress
- That all correspondence and documents relating to his/her At Risk status will be recorded on his/her student record

The email also invites the student to identify and explain the reasons for his/her academic performance.

If the student is unable to divulge the reasons due to the matters being of a confidential nature, the student will be referred to the HR Manager who will endeavour to provide the student with necessary support or guidance regarding further supports.

All students are encouraged to discuss their individual support needs prior to enrolling with EIT and at any time throughout their studies. EIT provides a range of support for students for academic support, personal support and ICT support. Where support is not offered in-house, EIT will assist students by offering contact details for external support, where possible.

For those students who were identified as At Risk on entry, they will receive a letter noting why they have been identified as At Risk, and that they must maintain satisfactory progress. If they do not maintain satisfactory progress during a teaching period, then the process will revert to Stage 1 of this section.

Stage 2

If a student does not remedy their performance and the progress indicators remain 'At Risk' or unsatisfactory by the end of the next teaching period, a second letter is sent to the student. This will be in the form of a formal warning letter issued by the Dean. This letter advises a student:

- That he/she has been identified as At Risk for the second time
- How he/she has been identified as At Risk for the second time
- The consequences of continued unsatisfactory progress
- That all correspondence and documents relating to his/her At Risk status will be recorded on his/her student record
- That immediate remediation is required through communication with the Higher Education Manager to discuss and agree upon:
  - o How to remedy the situation
  - o When the situation is to be remedied
- That upon failure to adhere to the agreed upon solutions, the student may be suspended from his/her course of study and asked to show cause why he/she should not be excluded from his/her award course.

Stage 3

The Dean or Deputy Dean will consider the evidence provided by the student in response to their Stage 2 letter and make a recommendation to the Academic Board on whether a student has shown good cause.

Where a student has not established good cause, the Academic Board may exclude the student from his/her course for a period of up to two years; or permit the student to re-enrol in the relevant award course subject to restrictions on units of study, which may include, but are not restricted to:

- Completion of a unit or units of study within a specified time
- Probationary requirements such as attending workshops or meetings
- A reduced workload, such as changing from full-time to part-time mode
- Exclusion from a unit or units of study
- Requiring the student to transfer to another course
- Revoking a scholarship
- Specification of the earliest date on which a student may re-enrol in a unit or units of study.

Reasons for the decisions made are recorded on the student's file.

EIT will notify CRICOS students in writing of its intention to report the student to the Department of Education and Training and/or the Department of Immigration and Border Protection for not achieving satisfactory course progress.

The written notice will be sent by registered mail or delivered in person. The written notice will inform the student that he or she is able to access EIT's complaints and appeals process as per the ESOS Act/National Code of Practice Standard 10 (Complaints and Appeals) and that the student has 20 working days to do so. A copy of the letter is retained in the student's file.

4.5 Appeals

Students are entitled to appeal a decision in line with the Student Complaints, Grievances and Appeals Policy and Procedure.

CRICOS Student Appeals

If CRICOS students choose not to access the complaints and appeals processes within the 20 working day period, withdraw from the process, or the process is completed and results in a decision supporting EIT, then EIT will notify the Secretary of the Department of Education, Skills and Employment through the Provider Registration and International Student Management System (PRISMS) as soon as possible regarding the student not achieving satisfactory course progress.

Copies of all outcomes and notifications related to the appeal process are kept on the student's file in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure.

4.6 Re-admission after exclusion

A student who has been excluded from an academic course may apply for re-admission to that course or another course in accord with EIT's Admissions Policy.

5.0 Definitions

Academic Risk: Potentially not successfully progressing through a course of study and therefore not graduating from the course.

CRICOS Student: A student studying in Australia and holding an Australian student visa

Exclusion: This is the cancellation of a student's enrolment in a *course.* The student may re-apply for entry into a course after a period of twelve (12) months.

Learning outcomes: Learning outcomes are the expression of the set of knowledge, skills and the application of the knowledge and skills a person has acquired and is able to demonstrate as a result of learning.

6.0 Related Legislation

The following policies and procedures are related to this policy:

- Students at Risk Policy.HE
- Assessment Moderation and Student Progress Policy.HE
- Assessment Moderation and Student Progress Procedure.HE
- Admissions Policy.HE
- Information Literacy and Resource Access Policy.DS
- Student Complaints, Grievances and Appeals Policy.HE
- Student Complaints, Grievances and Appeals Procedure.HE
- Student Support Policy.DS
- Student Support Procedure.DS

7.0 Accountabilities

The Academic Board is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.