



ACADEMIC MONITORING AND INTERVENTION POLICY & PROCEDURES – HIGHER EDUCATION

Policy Statement	This policy addresses the following legislative requirements: <ul style="list-style-type: none">• Higher Education Standards Framework (Threshold Standards) 2021, Domain 1 Section 1.3 and Domain 7 Section 7.2• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Standards 8 and 10.
Responsibility for Implementation	Executive Dean (Teaching and Learning), Associate Deans, Executive Manager Student Services, Manager Student Services, Academic Learning Support Co-ordinator, Higher Education Administrator, Student Engagement & Internship Co-ordinator, Student Services Unit.
Compliance and Monitoring	Chief Executive Officer (CEO), Manager Student Services, Executive Dean (Teaching and Learning), Executive Manager Governance, Risk and Compliance, Executive Manager Student Services.

Purpose

This Policy and Procedure enables Kent Institute Australia (Kent) to identify students who are at risk of not achieving satisfactory course progress and thereby effectively monitor the progress of each overseas student in order to:

- ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE as required by the National Code, 2018
- improve course progress rates for individual students
- Improve student success for Kent students overall

Scope

This policy applies to all Higher Education (HEd) students enrolled at Kent

Aim

This policy aims to provide opportunities for students through consultation to make informed decisions regarding their study and to implement strategies that are designed to assist in improving academic performance and course progression.

Procedure

1.0 Unsatisfactory Course Progress Identification

Students may be identified for intervention through informal and formal methods. All records of interventions will be maintained on the Kent Student Information System (SIS) for future reference.

1.1 Early Intervention Identification

Students are recommended or identified for early intervention by the following triggers:

- History of poor academic performance when transferring from another provider. This is identified during admission to Kent and recorded on the 'Offer of Admission' to notify that the

student is required to attend an 'Early Intervention Meeting' prior to enrolling in their first Trimester of study at Kent;

- Low attendance and/or participation in class identified through referral from academic staff or through the generation of Kent's student attendance reports;
- Failure to submit or attend particular assessments during a Trimester;
- If a student has personal circumstances impacting on ability to study and this has been brought to the attention of Kent staff.
- If a student receives an overall result in either of the *English Orientation Module* or the *English Exit Module* of 50 per cent or less, or shows signs of concern in particular areas in compliance with procedures of the Comparative English Assessment Program ([Kent Website MyKent Staff Link](#)>DOC – Comparative English Assessment Program – Staff Login Required).
- Noted patterns of withdrawal from a unit or frequent submission of requests for special consideration within a unit or course.

1.2 Early Intervention

Students identified for early intervention will receive a notification from the Academic Learning Support Co-ordinator to attend an early intervention meeting.

During the early intervention meeting, an appropriate intervention strategy will be identified which is suited to the student's identified needs. The student will be requested to enter into an 'Early Intervention Plan' detailing the recommended actions agreed to by the student (Refer to [Kent Website MyKent Staff Link](#)>FORM – AMI HEd Early Intervention Plan – Staff Login Required).

The Academic Learning Support Co-ordinator will make records of the Early Intervention Meeting as prescribed in Section 7.0 of this Policy and Procedures.

1.3 Formal Intervention Identification – Kent Course Units

The identification of students for formal academic monitoring and intervention occurs each Trimester **within ten (10) working days** from the Grade Release date identified on the Academic Calendar (Higher Education) available on the Kent Network (Kent Website [MyKent Public Link](#)> Public Policies and Forms > DOC – Academic Calendar (Higher Education)).

The Associate Deans and Executive Manager Student Services monitors student results each Trimester to assess academic course progress rates. **At the conclusion of each Trimester, students will be assessed as being 'at risk' of demonstrating unsatisfactory course progress through the generation of reports when the student:**

- has failed 50% or more of the units attempted in the Trimester; or
- a Fail has resulted in a student no longer being able to complete their course within the current duration of their existing Confirmation of Enrolment (CoE).

2.0 Academic Monitoring and Intervention

Kent's HEd Intervention Strategy involves three stages of escalation referred to as 'Academic Monitoring and Intervention (AMI) – Stage 1, 2 and 3'. (Refer to **Appendix 1- AMI Escalation and De-escalation Stage Flow Chart** and **Appendix 2- AMI Process Flow Chart by Stage**).

These stages are enacted to provide students with access to academic support and advice and to implement strategies that are designed to assist in improving their academic performance.

Students who have improved their academic performance by achieving two consecutive satisfactory Trimesters of study will be removed from the AMI program.

2.1 AMI Stage 1 (first instance)

Students identified as being 'at risk' and of not achieving satisfactory course progress as outlined in Clause 1.2 (above) in the first instance will receive an '**AMI Stage 1 warning notification**' from the Manager Student Services.

The 'AMI Stage 1 warning notification' will be emailed to both the student's Kent email address and personal email address on the Kent SIS. This notification indicates that the student is requested to meet with Academic Learning Support Co-ordinator for a mandatory AMI Intervention Meeting.

Students are allowed **ten (10) working days** from the date of the AMI Stage 1 warning notification being sent to attend an AMI Intervention Meeting.

Students who do not attend an AMI Intervention Meeting cannot use non-participation as grounds for future appeals.

During the 'AMI Intervention Meeting' the student's academic performance and course attendance will be reviewed and discussed and the student's uptake and effectiveness of any previously prescribed intervention strategies, feedback or advice provided to the student will be evaluated and reviewed.

The student's needs will be assessed and an appropriate, targeted strategy for academic improvement support will be identified in alignment with the student's needs. The student will be requested to enter into an '**AMI Stage 1 Intervention Agreement**' detailing the recommended actions agreed to by the student and the recommendations and requirements from Kent. (*Refer to ([Kent Website MyKent Staff Link](#)) > FORM- AMI HEd Stage 1 Intervention Agreement – Staff Login Required*).

The intervention strategy prescribed will be tailored to the individual student. Examples of recommended actions may include but are not limited to:

- meeting regularly with a member of Kent staff to obtain advice and monitor progress;
- attending Academic Learning Support (ALS) Unit workshops and/or personal tuition on designated skills or topics e.g. Academic Integrity, Academic Writing, Grammar or Presentation Skills;
- attending additional English language workshops offered by Kent and/or personal tuition;
- maintaining a minimum of 80% attendance in classes; actively engaging in prescribed class activities
- amending the student's study plan, changing course or reducing course load;
- participating in referred counselling sessions or other professional support services;
- any other recommended actions that are designed to meet specific individual student's needs.

During this time any compassionate or compelling circumstances may be discussed, or referred to the Student Engagement and Internship Co-ordinator, to determine if it is in the student's best interest to continue study in the following Trimester. Where extenuating circumstances exist, Kent may recommend that the student apply for a suspension of studies.

2.2 AMI Stage 2 (Second instance)

Students who following a study period on the 'AMI Stage 1' make satisfactory course progress by passing 50% or more of the units attempted in a subsequent study period will be deescalated or removed from AMIS Stage 1. They may return to AMI Stage 1 if they fail 50% or more of the units attempted in a future study period.

Students on AMI Stage 1 will progress to AMI Stage 2 if, following a study period on the 'AMI Stage 1' the student does not achieve satisfactory course progress, (i.e. they do not pass 50% or more of the units attempted in the study period). The student will receive an '**AMI Stage 2 warning notification**' from the Manager Student Services. The 'AMI Stage 2 warning notification' and a copy of the '**AMI Stage 2- Intervention Feedback and Proposal Form**' will be emailed to both the student's Kent email address and personal email address on the Kent SIS (*Refer to Kent Website [MyKent Student Link](#)> FORM- AMI HEd Stage 2 Intervention Feedback and Proposal Form – Login Required*).

The 'AMI Stage 2 warning notification' informs the student that they are required to:

- meet with the Kent Associate Dean (or designated nominee) for a mandatory 'AMI intervention meeting' within **ten (10) working days**; and
- complete the '**AMI Stage2- Intervention Feedback and Proposal Form**' with any supporting documentation and these documents to be submitted during the meeting.

Students who do not attend an intervention meeting cannot use non-participation as grounds for future appeals.

During the AMI Intervention Meeting the student's academic performance will be reviewed and discussed with regards to the student's engagement with the 'AMI Stage 1 Intervention Agreement'. The student's uptake and effectiveness of any previously prescribed intervention strategies, feedback or advice provided to the student will be evaluated and reviewed.

The '**AMI Stage 2- Intervention Feedback and Proposal Form**' will also be used to create an AMI Stage 2 Intervention Agreement, detailing the recommended actions agreed to by the student (*Refer to (Kent Website [MyKent Student Link](#)> FORM- AMI Stage 2- Intervention Feedback and Proposal Form – Login Required*).

During this time, any compassionate or compelling circumstances may be discussed, or referred to the Student Engagement and Internship Co-ordinator for discussion, to determine if it is in the student's best interest to continue study in the following Trimester. Where extenuating circumstances exist, Kent may recommend that the student apply for a suspension of studies.

The Associate Dean will make records of the AMI Intervention Meeting as prescribed in Section 7.0 of this Policy and Procedures.

2.3 AMI Stage 3- Intent to Report (Third instance)

Students who following a study period on the 'AMI Stage 2' make satisfactory course progress by passing 50% or more of the units attempted in a subsequent study period, will be de-escalated from AMIS Stage 2 to AMI Stage 1. They may return to AMI Stage 2 if they fail 50% or more of the units attempted in a future study period.

Students on AMI Stage 2 will progress to AMI Stage 3 if, following a study period on the 'AMI Stage 2', the student does not achieve satisfactory course progress (i.e. they do not pass 50% or more of the units attempted in the subsequent study period). The student will be escalated to **AMI Stage 3- 'Intent to Report'**.

Students escalated to AMI Stage 3 will be notified in writing by the Manager Student Services of Kent's intent to cancel and report their enrolment for unsatisfactory course progress. The 'Intent to Report' notification will be emailed to both the student's Kent email and personal email address on the Kent SIS.

A student will be advised that they have **twenty (20) working days** from the date that the student is issued the 'Intent to Report' notice in which they may wish to lodge an appeal.

3.0 Appeals

To lodge an 'Internal Appeal', a student must submit the Kent 'Student Complaints and Appeals Form' within the **twenty (20) working days** timeframe to the Executive Manager Student and Campus Services.

A student may wish to appeal the 'Intent to Report' decision on one of the following grounds:

- procedural grounds - that the processes of this policy were not followed; or
- procedural grounds - failure to record or calculate a student's marks or progression accurately; or
- severe extenuating circumstances that must be validated with supporting documentation.

The 'Internal Appeal' will be assessed by the Executive Manager Student Services in consultation with the relevant Associate Dean and any other appropriate Kent Unit staff member(s). The student will be notified of the outcome of their appeal within **ten (10) working days**. The outcome will be emailed to both the student's Kent email address and personal email address on the Kent SIS and will detail the reasons for the decision.

Outcomes of Internal Appeal:

- If the student's 'Internal Appeal' is **successful**, the student is able to continue their Kent enrolment and will be de-escalated to **AMI Stage 2**.
- If the student's 'Internal Appeal' is **unsuccessful**, Kent will inform the student that he or she has the right to lodge an external appeal with the 'Overseas Students Ombudsman'. The student must advise the Manager Student Services within **five (5) working days** from the date of written advice that the 'Internal Appeal' was refused if they plan to lodge an external appeal.

A student who chooses to lodge an 'External Appeal' must do so within **twenty (20) working days** from the date of written advice that the 'Internal Appeal' was refused. The External Appeal process is detailed in the Kent Complaints and Appeals Policy & Procedure Clause 9.0. (K Kent Website [MyKent Student Link](#) > *POLICY- Complaints and Appeals Policy & Procedures – Login Required*). In addition, the student **must provide** the Manager Student Services with an acknowledgement letter/notice from the designated External Appeal authority that the student has chosen to submit the External Appeal application as soon as possible. The student must also inform Kent immediately upon receiving the outcome of the 'External Appeal', or if the student decides to withdraw their 'External Appeal'.

4.0 Enrolment during AMI Stage 3

If a student does not apply for a course withdrawal, Kent will maintain the student's enrolment throughout the appeals period. Whilst awaiting the appeal outcome, the student is still expected to attend all classes as per the timetable and academic requirements for the course of study.

A student who maintains their enrolment with Kent while awaiting an appeal outcome will need to sign an '**AMI Stage 3 - Intent to Report Enrolment Agreement**' facilitated by the Manager Student Services. (Refer to (Kent Website [MyKent Student Link](#)> *FORM- AMI HEd Stage 3 Intent to Report Enrolment Agreement – Login Required*). This Agreement will specify the academic, financial and potential visa implications should their appeal be unsuccessful.

Students will not be reported for unsatisfactory course progress until all appeal processes have been finalised.

A student is not required to continue their enrolment at Kent in order to lodge an appeal; however, they must ensure they comply with their visa requirements if they choose not to continue studies with Kent during this period.

A student who chooses to re-enrol during the appeal period must have lodged an appeal or be planning to lodge an appeal. A student in this situation is expected to attend all classes as appropriate and continue with their course of study.

5.0 Cancellation and Reporting

Whilst a student's enrolment should be maintained throughout the appeal process, in the event that a student chooses not to re-enrol, or applies for withdrawal, they will still be reported for 'Cessation of Studies' to the Department of Home Affairs (DHA) via the Provider Registration and International Students Management System (PRISMS). **Reporting of unsatisfactory course progress will still be applied at a later date** as appropriate on the same electronic Confirmation of Enrolment (eCoE) if no appeal is lodged, or if the appeals process is unsuccessful.

Kent's advice to the Secretary of the DHA notifying them on a student's eCoE via Provider Registration International Student Management System (PRISMS) of cancellation and reporting for unsatisfactory course progress will occur when:

- a student has notified Kent that they wish to withdraw from the appeals process; or
- a student does not lodge an 'Internal Appeal' within the specified timeframe; or
- a student's 'Internal Appeal' was unsuccessful and the student has not notified the Manager Student Services of their intention to submit an 'External Appeal' within the **five (5) working days** after the unsuccessful internal appeal notification; or
- a student has lodged an external appeal and the outcome is unsuccessful; or
- a student has informed the Manager Student Services of their intent to lodge an External Appeal, but has not provided the acknowledgement letter/notice from the designated External Appeals authority selected by the student within **twenty-five (25) working days** of the unsuccessful internal appeal notification.

6.0 Exclusion

Students who are cancelled by Kent as part of **AMI (HEd) Stage 3** for unsatisfactory course progress will not be permitted to enrol in any courses with Kent for a period of **two (2) calendar years**.

7.0 Record Keeping

The Executive Manager Student Services, Student Services Unit and any Higher Education Staff including the Associate Deans, ALS Co-ordinators and Academic Staff who meet with the student for purposes of prescribing or evaluating intervention strategies and their outcome are responsible for ensuring that comprehensive, up to date and accurate records are maintained on the Kent SIS for each interaction with the student. At a minimum, the following must be recorded for each interaction with the student in the student's Intervention Log in SIS (in addition to completion of any AMI Forms):

- Any unsuccessful attempts to contact the student, regarding their AMI, (date, time, medium of communication and messages conveyed).
- Date & time of scheduled meetings with student

For scheduled meetings where the student did not attend:

- Indication that the student did not attend
- Reasons the student provided for not attending (if applicable)

- Follow-up with student if they did not show including the implications of non-attendance for their enrolment and academic progress.
- Any rescheduled meeting times.

For scheduled meetings the student attended:

- Any other parties present at the meeting
- Evaluation of the student's uptake of any intervention strategies prescribed previously: whether or not the student actively participated in or undertook the strategies prescribed by Kent
- Evaluation of the effectiveness of any intervention strategies prescribed previously which the student took up and how it is impacting their academic progress or experience
- The student's needs, as related by the student
- The perceived needs as assessed by the Kent staff member
- (Additional) intervention strategies prescribed moving forward
- How the intervention strategies prescribed are expected to address the student's needs and improve their academic progression?

Document Title: Academic Monitoring and Intervention (AMI) (Higher Education) Policy and Procedures	
Date Compiled: 1 st September, 2016	By: Executive Manager Student Engagement
Due Date for Review: July, 2021	Website Access Permission: PUBLIC and STUDENT
Date Updated: 30 th October, 2017 (Minor amendments) 20 th February, 2018 (Minor amendment) 8 th October, 2018 28 th June, 2019 12 th May, 2020 (No version control change) 5 th July 2022 12 January 2022	Reviewed By: Executive Manager Student Engagement Executive Manager Student Engagement Executive Manager Student Engagement Executive Manager Student and Campus Services Executive Dean Executive Manager Governance, Risk and Compliance, Executive Manager Student Services Executive Manager Governance, Risk and Compliance
Version Control Update (Current): Version 1 – 21 st September, 2016 Version 2 – 28 th June, 2019 Version 3 – 5 th July 2022 Version 4 – 1 February 2023	Endorsed By: Academic Board Meeting Date: V1 21 st September, 2016 V2 9 th July, 2019 Approved By: Governing Board Meeting Date: V1 12 th October, 2016 V2 17 th July, 2019 CEO – 10 th October, 2018 Executive Director\CEO – 12 th May, 2020 V3 – Endorsed by Academic Board 5 th July 2022, approved by Governing Board 20 th July 2022 V4 – Governing Board 1 February 2023
AMENDMENTS 30/10/2017 – Update Policy Statement to reference the National Code 2018 20/02/2018 – update reference to Department of Home Affairs (DHA) 08/10/2018 – 12-month review – minor amendment for updated Kent position titles.	

28/06/2019 – review to include the new Comparative English Assessment Program and early intervention form procedure, update of Kent position titles, update of the Kent Business Management System Kent Website Hyperlinks and minor word amendments.

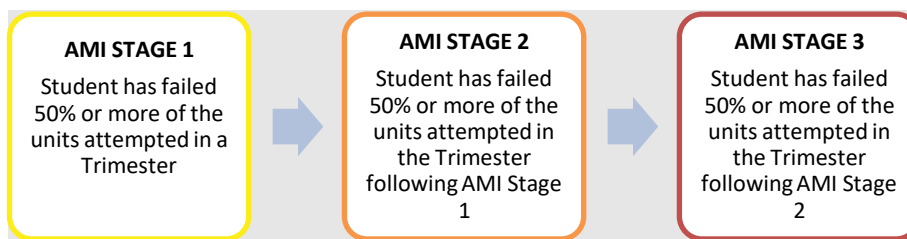
12/05/2020 – 12-month review minor amendments – amend Clause 2.2 for the Associate Dean to meet students at Stage 2 or a designated nominee and update Kent position titles.

05/07/2022 – 24-month review. Updates to reflect current organisational titles. Responsibility for identification of students at risk shared between Associate Deans and Executive Manager Student Services.

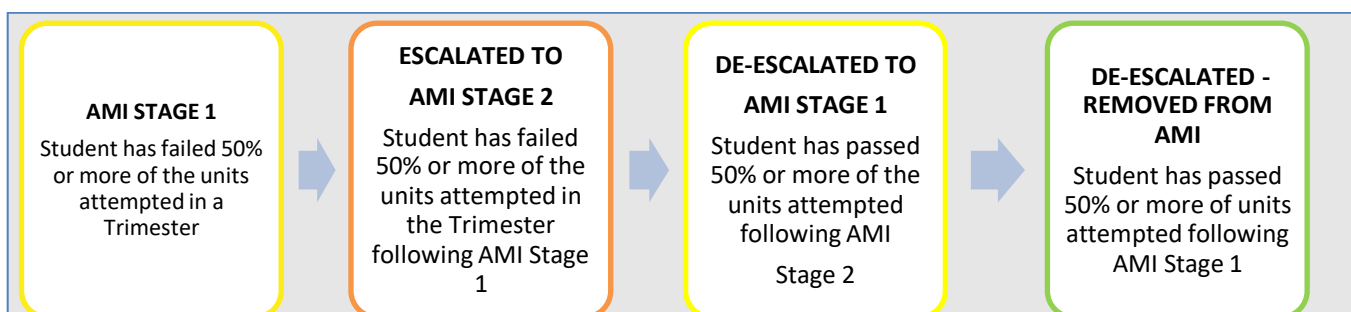
01/02/2023 – Updates to prescribe the reporting requirements in order to ensure that all relevant data is captured in SIS and also that Intervention Strategies are always tailored to the specific needs of the student. Clarification of escalation and de-escalation following each study period and not two study periods.

Appendix 1- AMI Escalation and De-escalation Stage Flow Chart

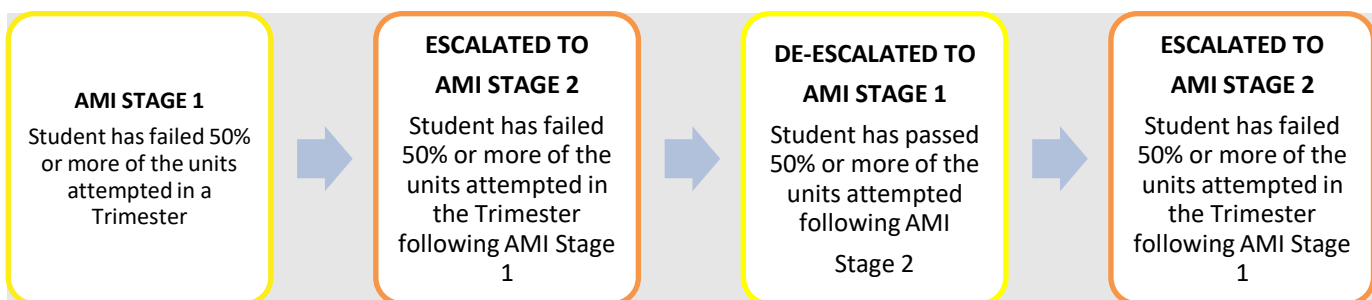
Escalation Example



De-escalation Example



De-escalation followed by escalation Example



Appendix 2- AMI Process Flow Chart by Stage

