ACADEMIC MONITORING AND INTERVENTION POLICY & PROCEDURES – HIGHER EDUCATION

Policy Statement	This policy addresses the following legislative requirements: • 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 • Higher Education Support Act 2003 and the Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023
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 Services Unit.
Compliance and Monitoring	Chief Executive Officer (CEO), Executive Manager Student Services, Executive Dean (Teaching and Learning), Manager Student Services.

Purpose

This Policy and Procedure enables Kent Institute Australia (Kent) to identify students who are at risk of making satisfactory academic prorogues and not achieving course progress requirements. It provides procedures for the monitoring of academic progress and course progression of each student in order to:

- Ensure students are supported and referred early to relevant support services which will help them to to achieve successful academic outcomes
- 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 overall student success for Kent students

Scope

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

Aim

This policy outlines the processes which identify students at academic risk or risk of not meeting Course Progress requirements and implements strategies which ensure that students are promptly referred to and engage with support services which will assist them achieving successful outcomes.

This Policy and Procures should be read in conjunction with the ***Student Support Policy and Procedures*** which outline the Student Support Services and other support programs Kent has made available to assist students in achieving successful outcomes and how those services will be made available and promoted to students.

Procedure

Student academic progress will be monitored continuously on a unit and course level.

1.0 Academic Progress Monitoring

The primary purpose of Academic Progress Monitoring is to:

- ensure that students are adequately informed about academic requirements
- ensure that students are aware of support services and other resources available to them
- ensure that students are supported as early as possible
- ensure that students are engaging with support services which have been made available and/or recommended to them by Kent.
- assist students to meet the requirements of their studies and achieve the best possible outcomes
- mitigate risks of students not meeting course progression requirements.

Kent will monitor student academic progress on an ongoing basis via a range of formal and informal mechanisms. As a result of Academic Progress Monitoring, students may be identified for early intervention.

While monitoring is primarily academic in nature, Kent recognises that academic outcomes may be impacted by other social, physical and mental wellbeing factors. As such, these factors are considered by Kent in the identification of (possible) poor progress and in in the prescription of intervention strategies to address academic progress.

All records of Student Progress Monitoring and associated interventions will be maintained on the Kent Student Information System (SIS).

1.1 Identification of poor Academic Progress and risk of poor academic progress

Students at risk of poor academic progress are identified via the following triggers:

- History of poor academic performance in a unit or designated units 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 levels of engagement with a unit or units, as indicated by poor attendance and/or low participation in learning activities or failure to access unit content
- Failure to submit or attend assessments during a Trimester in a unit or units;
- Identified or reported personal circumstances impacting on the student's ability to study in a unit or number of units within a course.
- Achievement of an overall result of 50% or less in the *English Orientation Module,* particular areas of concern identified in the Comparative English Assessment Program *(Kent Website MyKent Staff Link>DOC – Comparative English Assessment Program – Staff Login Required*) or evidenced concerns that the student has difficulty coping with basic English language requirements.
- Demonstrated low levels of numeracy as identified via the results of "*Maths Preparation Program"* run during the orientation period of each Trimester for new students.
- Low levels of digital literacy, as identified via the results and feedback from the new *"Computer skills for Higher Education Success"* workshop offered to new students at the start of each Trimester.
- Noted patterns of withdrawal from a unit or particular units (whether at Kent or another provider the student previously attended) or frequent submission of requests for special consideration within a unit or units.
- Specific concerns regarding a student's wellbeing or academic performance as noted and reported by Kent academic or professional staff, including any physical, mental and social factors which may impact the student's ability to cope with their studies in units or overall.

- Late enrolment or commencement in a unit
- Poor results in an early assessment, notably prior to Census date.

1.2 Early Intervention where risk of poor academic progress is identified

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. Early intervention strategies may include any of the Support Services detailed in Kent's *Student Support Policy and Procedures* or other measures that are suited to the particular needs of the student, as identified by the Academic Learning Support Co-ordinator in consultation with the student.

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.

1.2.1 Specific Processes for assessing a student's suitability to continue to undertake a unit of study

As part of the Academic Progress Monitoring and early intervention processes described above, Kent may identify students who may be at risk of not successfully completing a unit or units of study based on triggers identified in section 1.1 above.

Students deemed to risk of not completing a unit will be prescribed an intervention specific to their need most notably additional academic support targeted at assisting the student to meet the requirements of the unit including additional (mandatory) consultations with academic staff, attendance at specific workshops, additional English Language, literacy or Numeracy support or other support measures detailed in Kent's Student Support Policy and Procedures.

Where Kent deems that it is not in the student's best interest to attempt a unit it may:

- Recommend or require the student to complete other support programs prior to being able to enrol or re-enrol in the unit(s)
- Recommend or enforce an amended study plan or sequence
- Recommend withdrawal from the unit or prevent the student from re-enrolling in the unit
- Recommend that the student undertakes alternative units to meet the requirements of their course
- Recommend a course transfer

It should be noted that support services are available from the commencement of a study period so that students can access support services prior and post the Census day. Students are encouraged to engage with these services and any other intervention strategies recommended or prescribed by Kent as early as possible.

1.2.2 Specific Processes for targeted individual literacy and numeracy support

As part of the Academic Progress Monitoring and early intervention processes described above, Kent may identify students who may benefit from additional English language, numeracy or digital literacy support.

Kent's literacy and numeracy support programs are outlined in the ***Student Support Policy and Procedures***. As these skills underpin the curriculum, Kent may require students to complete a numeracy or literacy course prior to permitting them to enrol in units that have a substantial emphasis on the relevant skill.

2.0 Monitoring of Course Progress

Course progress is formally monitored by Kent on an ongoing basis.
The identification of students at risk 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 the Manager Student Services monitor 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).

2.1 Stages for Monitoring of Unsatisfactory Course Progress

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.

2.1.1 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.

2.1.2 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 AMI 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.

2.1.3 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 AMI 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.

2.2 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 Manager Student 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 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) workings 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'.

2.2.1 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.

2.3 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.

2.4 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.**

3.0 Record Keeping

The Manager Student Services, Student Services Unit and any Higher Education Staff including the Associate Deans, ALS Co-ordinators and Academic Staff who meet with students as part of Academic Progress Monitoring or Course Progress Monitoring processes 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 where applicable):

- 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

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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.

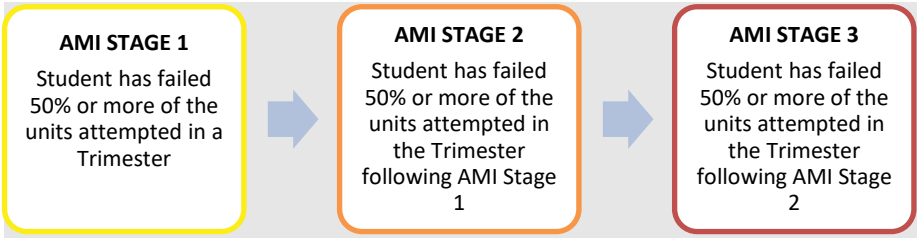
05/07/2022 – 24-month review. Updates to reflect current organisational titles. Responsibility for identification of students at risk shared between Associate Deans and Manager Student Services.

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.

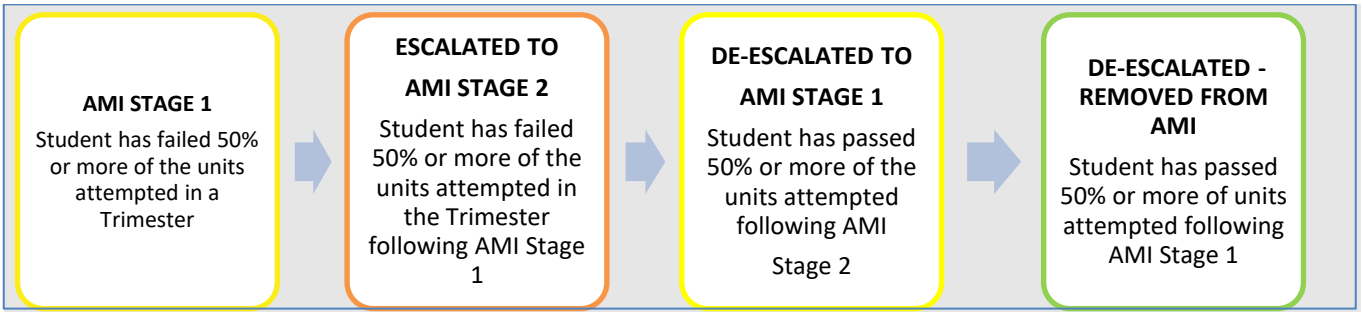
06/12/2023 – Distinguish between general Academic Progress Monitoring and AMI processes for purposes of monitoring course progression. Amendments to meet requirements of the Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 and align with the Student Support Policy and Procedures (new Policy).
31/10/2024 – Update for currency of Kent Organisational Chart

Appendix 1- Course Progression Monitoring - AMI Escalation and De-escalation Stage Flow Chart

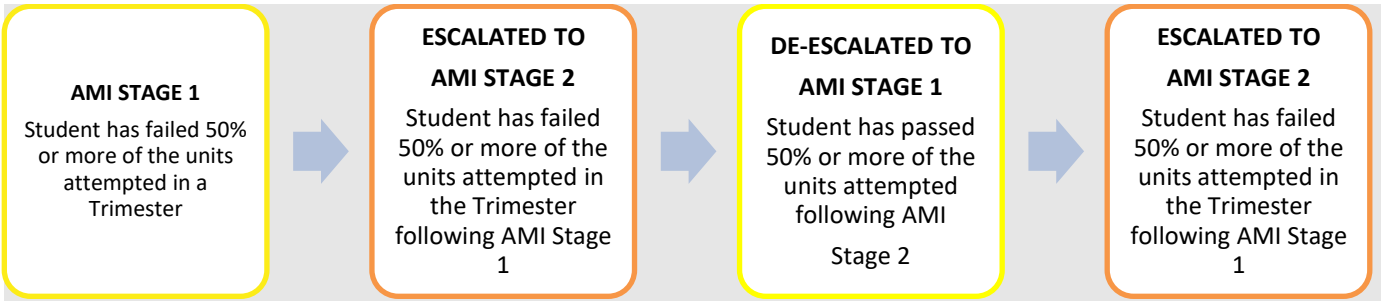
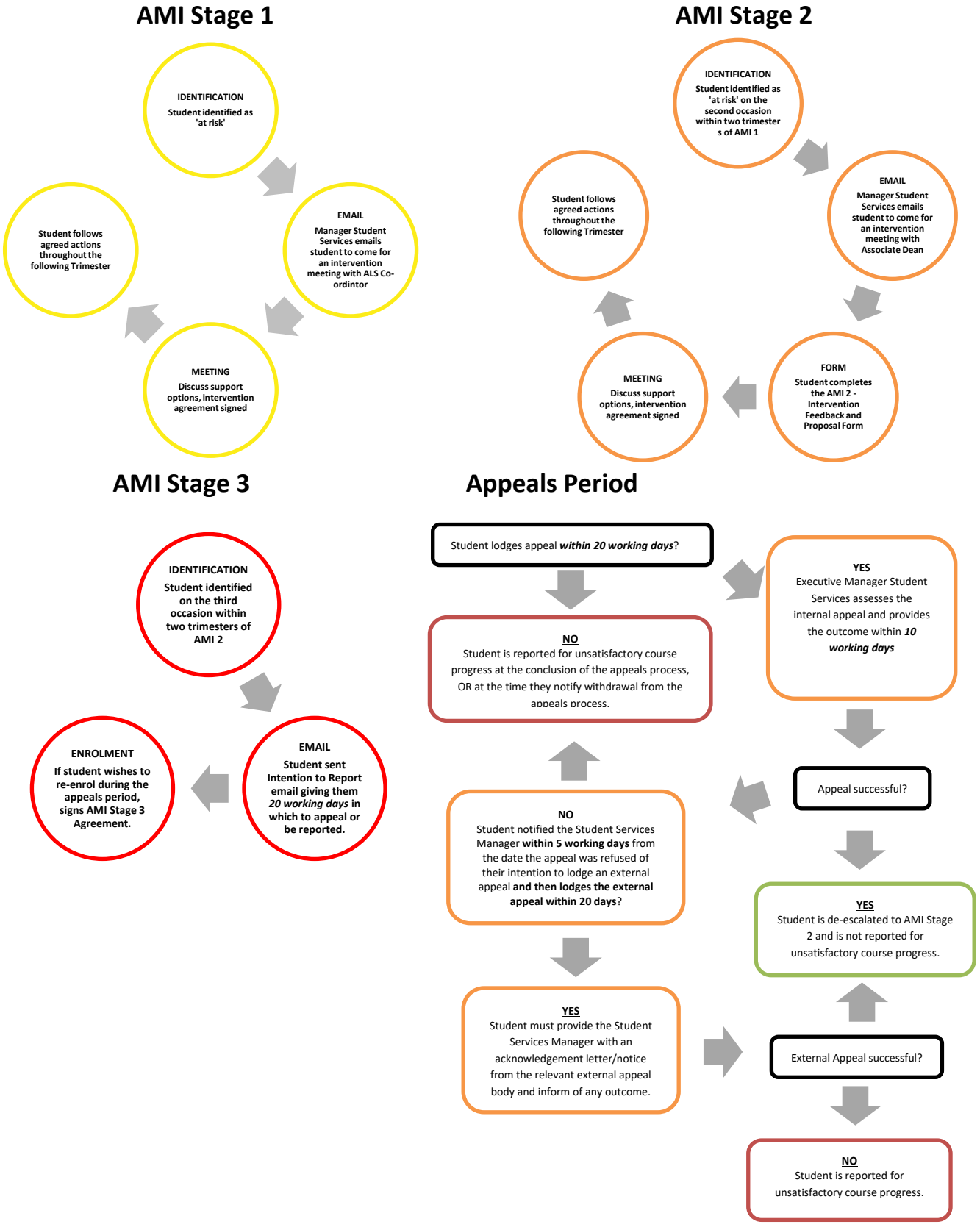
Escalation Example



De-escalation Example



De-escalation followed by escalation Example



Appendix 2- Course Progression Monitoring: AMI Process Flow Chart by Stage