

# Support for Students At Risk Policy - HE

**Policy Code:** STU-070**Version:** 1.0**Effective Date:** 8 December 2023

## Purpose

This policy outlines the ways that the College will support students to achieve their potential through the early identification of, and response to issues which have the potential to adversely affect their educational achievement. This policy also specifies the indicators of a student being 'at risk' of losing their 'good academic standing' status, and the College's systematic assessment and response to that risk.

## Scope

- All domestic higher education students
- All Student Services staff
- All Academic staff

## Policy Statement

The College aims to provide an innovative teaching and learning environment in which students receive a high-quality educational experience. This occurs within a partnership framework in which students are responsible for their own learning, while being actively supported by the College. While fostering independence and identifying and responding to individual student needs, the College seeks to support each student to achieve their potential through the early identification of, and response to issues which may have the potential to adversely affect their educational achievement.

This policy provides staff and students guidance regarding their responsibilities to ensure that adequate support is provided to support a student's academic standing and progression in their course. The policy also aims to assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented to enable such students to realise their full potential.

## Student Progression Principles

The College is committed to the maintenance of academic standards and high-quality graduates. Students are expected to maintain a satisfactory level of academic performance to be permitted to progress through a course. Students who do not meet the required levels of academic performance will be identified and offered advice and direction to support early intervention strategies to maintain good academic standing and support academic progression in a course of study.

In accordance with the *Academic Progression Policy – HE*, unsatisfactory progress may have consequences for students, such as conditions imposed on enrolment or exclusion from a course.

The principles upon which this policy are based are that:

- students are primarily responsible for their academic performance;
- students identified at risk of not achieving satisfactory academic progress will be advised of this status in a timely manner;
- appropriate learning and support will be provided to students identified as at risk of not achieving satisfactory academic progress;

- the College adheres to the student progression principles when making decisions regarding academic progression, the loss of good academic standing and student 'at risk' classifications, including timely information, and a clearly defined process regarding academic review, as per the *Academic Progression Policy – HE*.

## College Responsibilities

The College will implement processes for the monitoring of the progression for students considering matters such as:

- attendance where it is a requirement;
- progression rate;
- previous failure to complete subjects;
- failure to complete subject assessment;
- allegations of academic misconduct; and
- overall progress towards completion of degree;

## Student Responsibilities

Students are expected to:

- responsibly manage their studies, their work and personal commitments and consider carefully their choice of subjects, in a study period;
- follow updated course structures and take subjects in the correct sequence per year, completing all subjects in the current year before proceeding to enrol in the next year of study;
- fulfil academic requirements, including enrolment, subject pre-requisite, co-requisite and any other requirements by the relevant due dates;
- pass the minimum number of subjects to support progression, based on study load as required and identified in the *Academic Progression Policy – HE*, including practical and clinical classes and or other units of study and placements as set down by the college;
- seek relevant support / professional assistance where a physical or mental health issue is having or is likely to have an impact upon their academic progress
- make the college aware of any impediments to completing their academic requirements in a timely fashion.

## Academic Standing

A student may be identified as requiring additional academic support if they are not progressing satisfactorily.

In order to be deemed to be in good academic standing, a student must complete successfully 50% or more of the subjects in which they are enrolled within one academic year. In addition a student must maintain a Grade Point Average (GPA) of at least 3. This policy comes into effect once a student has been enrolled in credit points to at least the equivalent of one full-time study period of study at undergraduate level (16 credit points). For the purpose of determining academic standing, the Grade Point Average (GPA) is cumulative across all study, in all study periods. When a student completes a course and graduates, the cumulative GPA for subsequent study is calculated on the basis of the study taken subsequent to graduation.

The College recognises that during the course of their study a students' academic performance may fluctuate due to a range of factors, placing the student 'at risk' of losing their good academic standing. A student is deemed to be 'at risk' if they are not progressing through, their course as per the *Academic Progression Policy – HE*.

A student may require additional academic support due to a number of factors. These might include, but are not limited to the following, and may result in the student being deemed to be 'at risk' of losing good academic standing:

- A medical condition or disability that significantly impairs a student's ability to study
- Demonstrated difficulty with the English language in written and/or spoken form
- Language, Literacy and Numeracy (LNN) skills including academic writing that require improvement
- A significant life stressor
- Family or carer responsibilities
- Behaviour, capacity, or achievement such as a student record demonstrating the following:
  - ⊗ provisional enrolment or pattern of deferral
  - ⊗ unapproved over-enrolment or under-enrolment
  - ⊗ repeated variation of enrolment into other courses of study
  - ⊗ change to a new field of study that may challenge previously successful approaches to learning
- Failure of at least 50% of credit points or subjects attempted within a study period and / or over a 12 month period
- Failure to complete a mandated assessment element, field or clinical work, or practicum in a subject
- Perform poorly in assessment items
- Failure to attend compulsory teaching and assessment components of a subject
- Failure in the same subject two (2) or more times across consecutive study periods and / or over a 12 month period
- Pattern of seeking medical certificates or psychological counselling referrals around the examination period
- The inability to complete their course within a reasonable / expected timeframe as per the *Academic Progression Policy – HE* (including students assigned a minimum study load via a teach-out or transition plan)
- Failure to progress at a rate that is the minimum requirement for part-time study as outlined in the *Academic Progression Policy – HE* (50% of full-time load)
- Where a Lecturer (or Lecturers) independently identifies a student as needing extra support
- Students who have self-disclosed the need for learning assistance.

Refer to the *Student Misconduct Policy – Higher Education* and *Student Code of Conduct - HE* for those students engaging in behaviour which is considered to be consistently disruptive, volatile or otherwise in breach of the College's *Student Code of Conduct - HE*.

## College Support Identification Systems

Students requiring additional academic support may be identified by:

- Standard Student Management Reporting available at the College, such as:
  - ⊗ overloaded students, over 100% study load;
  - ⊗ under-enrolled students; under 50% study load;
  - ⊗ students with Reasonable Adjustments Plans;
  - ⊗ deferred examination history;
  - ⊗ low level of engagement in the course, such as continuous patterns of subject non engagement past census

dates and / or continuous deferral patterns;

- ⌚ academic progression monitoring reports such as, caution and probationary enrolment;
- ⌚ academic results per study period and / or across an academic year.
- Academic Progress Reports submitted by the relevant academic staff across a teaching period:
  - ⌚ attendance reports
  - ⌚ requests for extensions or failure to submit work for assessment;
  - ⌚ declining grades;
  - ⌚ low level of engagement in the subject.
- Student self-reporting:
  - ⌚ Students experiencing academic difficulty who require additional support are expected to seek relevant assistance at their earliest convenience.

## Student at Risk Support

The College provides a range of support services to assist students who are struggling with study demands, these include:

- course and subject progression consultations with a Student Success Adviser
- academic skills short courses available on the LMS (Learning Management System)
- Academic Supervisor consultations available to book on the LMS (Learning Management System)
- library support through online Library Services
- TalkCampus, an online peer-to-peer support service
- recommendation to the 24-hour, Studiosity online study support
- Draft Coach, an assessment drafting tool through Turnitin®.

Student Success Advisers and Academic Supervisors will work with students on a case by case basis to support intervention strategies to support a student's individual circumstances that may impact academic progression. Student Services and Success Advisers are able to provide advice and direction to students in relation to their studies and on the resources available at the College (as per the *Student Support Services Policy - HE* and the *Student Consultation Policy – Higher Education*).

In addition, where a student is identified as being in crisis through any of these processes, the College's *Critical Incident Policy* and associated *Procedure* may be enacted, with the crisis response being priority in these situations. After the crisis has passed, the student will revert to being supported under this policy.

## Students at Risk

A student may be assessed as having an academic standing as outlined in the *Academic Progression Policy - HE* of:

- Good Academic Standing
- Academic Caution
- Probationary Enrolment

To support students 'at risk' from losing their 'good academic standing', systematic assessments of student performance occur during and at the end of the study period through a series of Risk Assessments:

### Risk Assessment 1: Engagement Activities – Initial enrolments only

- ② Student Success Subject Attendance / login check-ins– review conducted in Week 2 to Week 4 of a study period to ensure students have been able to log into classes and have found all of the relevant information they need (known as 'Walk to Class'). Relevant intervention and support strategies enacted as required. If no engagement at all by Week 4, student is removed from all enrolled subjects and any future enrolments until further consultation has occurred with Student Success.
- ② Students will be contacted by Student Success Advisers, Academic Supervisors and Lecturers to support early intervention strategies. Referrals may be made to PASS program, Studiosity, TalkCampus, free online courses through LMS (academic study skills and introduction to bioscience), external tutoring services (cost to the student), external free counselling services (e.g. Australian Counselling Service clinic).

### Risk Assessment 2: First Assessment Monitoring – all students

- ② Task failure / non submission – review conducted in Weeks 4 - 8 and relevant intervention and support enacted as required (including academic consultation).
- ② Students will be contacted by Academic Supervisors and Lecturers to support early intervention strategies. . Referrals may be made to PASS program, Studiosity, TalkCampus, Draft Coach, free online courses through LMS (academic study skills and introduction to bioscience), external tutoring services (cost to the student), external free counselling services (e.g. Australian Counselling Service clinic).

### Risk Assessment 3: Ongoing Assessment Monitoring – all students

- ② Task failure / non submission – review conducted in Weeks 9 -13 and relevant intervention and support enacted as required (including academic consultation).
- ② Students will be contacted by Academic Supervisors and Lecturers to support early intervention strategies (as above).

### Risk Assessment 4: Results Monitoring – all students

- ② Subject failure / non submission – review conducted at the end of each study period and relevant intervention and support enacted as required (including academic consultations) and classification of 'at risk' status of 'Probationary Enrolment' as per *Academic Progression Policy – HE*.
- ② Students will be automatically placed on a 'sanction' within TechnologyOne (student management system) and notified of this status via email, and encouraged to contact the College to discuss supports. The sanction will prevent students from enrolling in any more than 6 credit points at any one time until such time they discuss support options with the College and the sanction is lifted.

Whilst the above risk assessments have been identified as an effective means of capturing the majority of students that may be at risk' of losing good academic standing there are other ways that the College looks to identify 'at risk' students and provide them with appropriate support. This may include, but is not limited to, a Lecturer identifying a student who has medical / personal issues impacting on theirs / others learning; or problems with course progression associated with teach-out or transition plans.

## Intervention Strategies

In the event that the College identifies that a student is 'at risk' of losing their 'good academic standing', students that are to be classified as 'at risk' and identified as not meeting academic progression, requirements will be placed under review to receive support and the following intervention strategies can be enacted:

### 1. First Study Period Subject Failure

- If a student receives a F (Fail) or a WF (Withdraw Fail) grade in any subjects after the first semester or in the first year of study, the student will be identified as 'at risk' of losing their good academic standing and not meeting academic progression requirements of the course.
- The student will be contacted by a Student Success Adviser and Academic Supervisor to attend a consultation to review current study planning and early intervention support strategies inclusive of but not limited to the adaptation of studies, completion of academic and introduction skills courses, support consultation schedules with academic supervisors or success advisers.
- The classification of early intervention strategies and support will be noted on the students record, but not reported in the student's official academic transcript.
- The classification of 'at risk' will be removed from the student record at the end of the next study period review based on the student achieving a P (Pass), grade in the subject and the student meeting the academic progression requirements of the course.

## 2. Course Progression – Results Monitoring

A Student's progress is assessed at the end of each study period and poor academic performance will result in a student being deemed at risk of unsatisfactory academic progress,

### 2.1. Academic Caution

At the end of a study period, the student will be at risk of losing their good academic standing and the academic status may be changed to 'Academic Caution' if a student has:

- Failed 50% or more of the study load, or
- Failed the same subject two (2) or more times, or
- Has a GPA of less than 3.0

In the case of a student at risk of losing their good academic standing, the student will be offered support and a series of interventions to support an improvement of academic standing, including but not limited to

- ⊗ reduced study load to adapt studies to support passing grades
- ⊗ completion of the Academic Skills and Introduction to Health Science courses,
- ⊗ required consultations with Academic Supervisors and Student Success Advisers, and if required, the relevant Department Head for assistance with study planning.
- ⊗ referral to TalkCampus (peer-to-peer online support service for students)
- ⊗ contacting and referral to a confidential counselling clinic offered by the Australian Institute of Professional Counselling
- ⊗ recommendation to the 24-hour Studiosity online study support,
- ⊗ other student support recommendations from the Academic Supervisor or Student Success Adviser.

The academic caution classification will be removed from the student record at the end of the next study period review based on the student achieving a P (Pass) grade and / or meeting the conditions of the 'Academic Caution' and improving their academic performance to meet academic progress in the course.

### 2.2. Probationary Enrolment.

A Student's progress is assessed at the end of each study period and poor academic performance will result in a student being deemed at risk of unsatisfactory academic progress. Students who have had an academic status of 'Academic Caution' will be assessed at the end of the following study period.

If at the end of a study period, the 'cautioned' student has again:



- Failed 50% or more of the study load, or
- Failed the same subject two (2) or more times,

the student will be at risk of losing their good academic standing and the academic status may be changed to 'Probational Enrolment' as outlined in the *Academic Progression Policy – HE*.

In the case of a student at risk of losing their good academic standing, the student will be offered support and a series of interventions to support an improvement of academic standing, including but not limited to

- ⊗ reduced study load to adapt studies to support passing grades
- ⊗ completion of the Academic Skills and Introduction to Health Science courses,
- ⊗ required consultations with Academic Supervisors and Student Success Advisers, and if required, the relevant Department Head for assistance with study planning.
- ⊗ referral to TalkCampus (peer-to-peer online support service for students)
- ⊗ contacting and referral to a confidential counselling clinic offered by the Australian Institute of Professional Counselling
- ⊗ recommendation to the 24-hour Studiosity online study support,
- ⊗ other support recommendations from the Academic Supervisor or Student Success Adviser.

## Support for specific student groups

The College's additional support mechanisms for specific student groups will be tailored to be appropriate and safe for the specific student. For example, specific arrangements for a First Nations student who is identified as being 'at risk' will be culturally safe and sensitive to their needs.

Due to the low numbers of students identifying with specific groups such as First Nations, disability, sexual assault victims etc, a specific support plan will be developed on a case-by-case basis as these students are identified as being 'at risk'.

The College's Safe Campus policies and processes and *Student Equal Opportunity and Fair Treatment Policy - HE* remain in place for all students, regardless of identification.

## Appeal against Probation

A student may appeal against being placed on probation on the grounds that exceptional or compassionate circumstances have been the cause of the student's poor academic performance. Such an appeal is made to the Director of Education through the *Special Consideration Policy – Higher Education*.

### 3. Exclusion from Study

3.1. Eligibility - A student is eligible for exclusion from studying at the College if the student:

- 3.1.1. Fails to comply with or is in breach of the probational enrolment conditions set out in the 'probationary enrolment' notification letter
- 3.1.2. Notwithstanding the provisions above, a student is eligible for immediate exclusion if they fail the same subject three (3) times in a one-year period.
- 3.1.3. Notwithstanding the provision above, a student is eligible for immediate exclusion if they present as a health and safety risk to fellow students, clinic patients, and staff at the college.

3.2. At the end of each study period (after results have been released), the Director of Education, Head of Department will review all students who are eligible for exclusion.

- ② The Director of Student Operations may recommend that the student not be excluded if there are deemed to be exceptional or compassionate circumstances that have been the cause of the student's poor academic performance. However, the Director of Education in accepting the Director of Student Operations' recommendation may impose restrictions on the number or type of subjects in which the student is permitted to enrol in the next study period (i.e. conditional enrolment).
- 3.3. The Director of Education shall advise the Director of Sales, Admissions & Retention of all students who are to be excluded from further study on the basis of Sections 3.1 and 3.2, and taking into account the recommendations of the Director of Student Operations under section 3.2.
- 3.4. Where a student is eligible for exclusion under the terms of sections 3.1 or 3.2, but is permitted to continue study under section 3.3, the student will have an academic status of 'probation' for the following study period and may be required to undertake specified subjects as per the conditional enrolment conditions set out in the 'probationary enrolment' notification letter.
- ② The advice from the Director of Education to the Director of Sales, Admissions & Retention on exclusions must occur following the full completion of a study period and prior to commencement of the following study period. Exclusions under this Policy will not be enacted at any other time in the College Calendar.
- 3.5. A student who is excluded is not permitted to attend classes or undertake study in the course from which they were excluded, in any other course, or to take study on a non-award basis within the College.
- 3.6. Appeal against Exclusion

A domestic student who is excluded may lodge an appeal against exclusion under the *Complaints and Appeals Policy – Domestic Students – Higher Education*. The appeal must be in writing and be lodged with Student Services, must set out the grounds of the appeal, and be accompanied by supporting documentation where relevant. The appeal must be lodged by the date specified in the notification of exclusion in order for the student to continue to study in the next study period in the event of a successful appeal. The appeal may be lodged after the specified date up to six (6) months from the date of the exclusion notification, in which case, if the appeal is successful, the student will have necessarily been prevented from studying for at least one (1) study period.

## Re-admission following Exclusion from Study

A student who is excluded may apply for re-admission to the course from which they were excluded or for admission into a new course, providing that at least twelve months (12) equivalent to one (1) calendar year have elapsed since the exclusion. An application for re-admission to a course following exclusion or for admission to a new course is not automatically approved.

An application for re-admission, following exclusion, or for admission into a new course will be assessed by the Director of Education. The Director will consider factors such as changed circumstances, academic and/or vocational performance since exclusion, maturity, and motivation in order to be satisfied that the person concerned has a reasonable chance of success in the course.

An application for re-admission or for admission into a new course should be made at least three (3) months prior to the commencement of the study period in which the student seeks to resume study.

Where an application for re-admission following exclusion or admission into a new course is approved, the student who has been excluded may not **recommence** study until at least one (1) calendar year has elapsed since exclusion was imposed.

Where an application for re-admission following exclusion is not approved, the student may lodge an appeal under the *Complaints and Appeals Policy – Domestic Students – Higher Education*; such an appeal is treated as an appeal against an admission decision.



## Policy availability and review

This policy will be available publicly on the College's website at all times and will be communicated via weblink to any new student indicating their interest in applying for a FEE-HELP loan.

This policy will be reviewed annually by the Director of Student Operations and Director of Education to ensure it remains fit for purpose and consistent with the requirements of the *Higher Education Support Act 2003 (Cth)*.

## Policy reporting

As the provisions in this policy relate directly to the requirements of the *Higher Education Support Act 2003 (Cth)*, the College will report annually to the Department of Education on its implementation. The report will include de-identified information on:

- how the College is implementing this policy, and its success;
- any opportunities identified by the College to improve this policy, and outcomes for students, including information on complaints received from students related to this policy;
- examples of how this policy has assisted students to successfully complete the subjects in which they are enrolled;
- where this policy can be found on the College's website;
- the number of students identified as requiring support, separated by academic Department;
- the support provided for those students identified above;
- the academic progression and outcomes for students identified above;
- the academic outcomes for all students;
- the HELP loans provided for failed units of study for each student identified as requiring support, and the HELP loans provided for failed units of study for all students; and
- the number of staff involved in implementing this policy.

## Definitions

**College** – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

**Student** – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Study period** – is a period of time over which a subject is taught, according to the College calendar. On campus study periods are expressed in semesters (16 weeks). Online study periods run for the same length of time as on campus study periods but may begin on a different date.

## Related Procedures

*Critical Incident Procedure*



## Further Information

### Related Policies

*Academic Progression Policy – HE*

*Complaints and Appeals Policy – Domestic Students – Higher Education*

*Complaints and Appeals Policy – International*

*Critical Incident Policy*

*English Proficiency Policy – Higher Education*

*Special Consideration Policy – Higher Education*

*Student Code of Conduct - HE*

*Student Consultation Policy – Higher Education*

*Student Equal Opportunity and Fair Treatment Policy - HE*

*Student Misconduct Policy – Higher Education*

*Student Support Services Policy - HE*

### Related Documents

*Complaints & Appeal form - online*

*International Intervention Strategy – Form*

*Studiosity*

*TalkCampus*

### Guidelines

*Results Administration Guideline*

### Benchmarking

Swinburne University

Torrens University

Charles Sturt University

Bond University

Griffith University

### Supporting Research and Analysis

Not Applicable

### Related Legislation

*Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 (Cth)*

*Higher Education Support Act 2003 (Cth)*

# Review and Approval

## Policy Author

Director, Student Services & Retention and NQGC Manager

## Policy Owner

Director of Education

## Contact

Director of Education

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## Approval Body

Academic Council

Meeting date: 8 December 2023

## Policy Status

New – replaces Students at Risk (Academic Standing) Policy - HE

## Responsibilities for Implementation

- Academic staff
- Director of Education
- Director of Sales, Admissions & Retention
- Director of Student Operations
- National Student Affairs Manager
- Student Success Advisers
- Student Support Officers

## Key Stakeholders

- National Quality, Governance & Compliance Manager
- Office of Student Records
- Student Partners
- Students