



POLICY NUMBER:	2.17	VERSION NUMBER:	1.2
DATE LAST REVIEWED:	March 2026	NEXT REVIEW DATE:	March 2027
RELATED POLICIES:	Academic Progression Policy Complaints and Appeals Policy Complaints and Appeals Policy – International Critical Incident Policy Special Consideration Policy Student Code of Conduct Student Consultation Policy Student Equal Opportunity and Fair Treatment Policy Student Misconduct Policy Student Support Services Policy	RESPONSIBILITY: Academic Council	
RELATED PROCEDURES:	Critical Incident Procedure		

SUPPORT FOR STUDENTS AT RISK

1.0 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.

2.0 Scope

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

3.0 Student Progression Principles

- 3.1 Students are expected to maintain satisfactory academic progress in accordance with the *Academic Progression Policy*.
- 3.2 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*.

4.0 College Responsibilities

- 4.1 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.

5.0 Student Responsibilities

5.1 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.

6.0 Academic Standing

- 6.1 A student may be identified as requiring additional academic support if they are not progressing satisfactorily.
- 6.2 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.
- 6.3 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](#).
- 6.4 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 (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 (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.
- 6.5 Refer to the [Student Misconduct Policy](#) and [Student Code of Conduct](#) 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](#).

7.0 College Support Identification Systems

- 7.1 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.

8.0 Students at Risk Support

- 8.1 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©.
- 8.2 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](#)).
- 8.3 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.

9.0 Students at Risk

- 9.1 A student may be assessed as having an academic standing as outlined in the [Academic Progression Policy](#) of:
- Good Academic Standing
 - Academic Caution
 - Probationary Enrolment
- 9.2 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
 - 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.

- 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
 - Task failure / non submission – review conducted in Weeks 4 - 8 and relevant intervention and support enacted as required (including academic consultation).
 - 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
 - Task failure / non submission – review conducted in Weeks 9 -13 and relevant intervention and support enacted as required (including academic consultation).
 - Students will be contacted by Academic Supervisors and Lecturers to support early intervention strategies (as above).
 - Risk Assessment 4: Results Monitoring – all students
 - 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.
 - Students will be automatically placed on a 'sanction' 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 8 credit points at any one time until such time they discuss support options with the College and the sanction is lifted.
- 9.3 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.

10.0 Intervention Strategies

- 10.1 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:

10.1.1 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 student's 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.

10.1.2 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,

10.1.3 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.

10.1.4 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 'Probationary Enrolment' as outlined in the [Academic Progression Policy](#).
- 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.

11.0 Support for Specific Student Groups

- 11.1 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.
- 11.2 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'.
- 11.3 The College's Safe Campus policies and processes and [Student Equal Opportunity and Fair Treatment Policy](#) remain in place for all students, regardless of identification.

12.0 Appeal Against Probation

- 12.1 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 Dean through the [Special Consideration Policy](#)
- 12.2 Exclusion from Study
 - A student Fails to comply with or is in breach of the probationary enrolment conditions set out in the 'probationary enrolment' notification letter
 - 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.
 - 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.
- 12.3 At the end of each study period (after results have been released), the Dean will review all students who are eligible for exclusion.



- 12.4 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 Dean 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).
- 12.5 The Dean shall advise the Director of Sales, Admissions & Retention of all students who are to be excluded from further study on the basis of Sections 12.1 and 12.2 and taking into account the recommendations of the Director of Student Operations under section 3.2.
- 12.6 Where a student is eligible for exclusion under the terms of sections 12.1 or 12.2, 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.
- The advice from the Dean 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.
- 12.7 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.
- 12.8 Appeal against Exclusion
- A domestic student who is excluded may lodge an appeal against exclusion under the Complaints and Appeals Policy. 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.

13.0 Re-admission Following Exclusion from Study

- 13.1 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.
- 13.2 An application for re-admission, following exclusion, or for admission into a new course will be assessed by the Dean. The Dean 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.
- 13.3 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.



13.4 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.

13.5 Where an application for re-admission following exclusion is not approved, the student may lodge an appeal under the [Complaints and Appeals Policy](#) such an appeal is treated as an appeal against an admission decision.

14.0 Relevant Legislative and Regulatory Documents

- Higher Education Provider Amendment (Support for Students Policy) Guidelines 2023 (Cth)
- Higher Education Support Act 2003 (Cth)

15.0 Version Control History

Version	Date Approved	Approved By	Summary of Changes
1.0	December 2023	Academic Council	Policy created. Replaces <i>Students at Risk (Academic Standing) Policy - HE</i>
1.1	July 2024	Academic Council	Scheduled review. No material changes. Minor formatting and metadata updates only.
1.2	March 2026	Academic Council	Policy renumbered from STU-070 to 2.17 in line with 2025 Policy Framework updates. Minor structural refinements, including removal of Policy Statement section and clarification of academic standing provisions.