

MONITORING ACADEMIC PROGRESS (MAP) POLICY AND PROCEDURE – DOMESTIC STUDENTS



This policy and procedure relates to study completed up to Term 3, 2022. For study from Term 1, 2023 onwards refer to the [Academic Progression Policy and Procedure](#).

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1 PURPOSE

- 1.1 CQUniversity has an obligation to maintain its credibility and the integrity of its courses and units by insisting upon appropriate levels of achievement from its students in their academic study. CQUniversity also has an obligation to provide structured opportunities for students who are demonstrating unsatisfactory academic progress to access support, develop strategies that will assist them to succeed, and ultimately make informed decisions regarding their study. CQUniversity addresses these obligations through the ongoing formal Monitoring Academic Progress (MAP) Policy as described herein.

2 SCOPE

- 2.1 This policy applies to CQUniversity offshore students (not on an Overseas Student Visa) as well as domestic students enrolled in undergraduate and postgraduate courses only. International students, please follow the [Monitoring Academic Progress \(MAP\) Policy and Procedure - International Students](#).

3 POLICY STATEMENT

- 3.1 The University is committed to monitoring the academic progress of its students to ensure student success and uphold the credibility of its offerings. This policy and procedure provides a framework describing how the University identifies and engages with students who are not achieving satisfactory academic progress and therefore may be at risk of not achieving their academic goals. The University seeks to support all students in becoming successful in their studies and in achieving their potential.
- 3.2 The University understands that its students come from a variety of educational, cultural, social and economic backgrounds with differing motivation and achievement levels.

- 3.3 The University seeks to identify students who may require additional assistance as early as possible in their course. Targeted academic skills and personal programs, as applicable, are offered to assist with satisfactory learning outcomes.

4 PROCEDURE

- 4.1 Each term, students are identified using the following criteria. A student who:
- in a term of enrolment fails more than 50 per cent of the units in which the student has been enrolled, or
 - fails the same unit a subsequent time
- is considered as demonstrating 'unsatisfactory academic progress'.
- 4.2 The grades of Fail and Withdrawn Fail are regarded as Fails.
- 4.3 All interim grades are considered as passing grades for the purpose of monitoring academic progress. When interim grades are finalised, this may lead to escalation of a monitoring stage if results indicate unsatisfactory academic progress.
- 4.4 MAP is applied on a term-by-term basis. Within one week after certification of grades the University generates reports identifying students at each stage of MAP in accordance with the criteria. The University completes at least one round of reporting per term.
- 4.5 Students are notified in writing if they have been identified at one of the stages of MAP. All written notifications related to MAP include the contact details (email and phone number) of the area responsible for sending the notification. University employees record correspondence sent and received in relation to the MAP process. The communication states the steps that the student is required to take and the options available to them.
- 4.6 If a student proceeds through two stages of MAP, they may have their enrolment cancelled.
- 4.7 If at any time a student achieves two consecutive terms of satisfactory academic progress they will be removed from the MAP process. A student who demonstrates unsatisfactory academic progress following this period is placed at MAP Stage 1 again. If a student does not achieve two consecutive terms of satisfactory academic progress they proceed to the next stage.

Overview

- 4.8 MAP Stage 1: A student who demonstrates unsatisfactory academic progress is directed to a survey and has the opportunity to attend an interview with a University Support Officer.
- 4.9 MAP Stage 2: A student who does not achieve two consecutive terms of satisfactory academic progress after MAP Stage 1 is identified at MAP Stage 2 and required to 'Show Cause' within 10 working days. That is, they need to submit a 'MAP 2 Show Cause' form stating why their enrolment should not be cancelled for a period of one year. If the 'MAP 2 Show Cause' is not successful or not submitted, the student proceeds directly to MAP Stage 3 Intent to Cancel.
- 4.10 MAP Stage 3: A student who did not submit a successful 'Show Cause' at MAP Stage 2 or submitted a successful 'Show Cause' at MAP Stage 2 but did not achieve two consecutive terms of satisfactory academic progress after MAP Stage 2 is notified of the University's intent to cancel their enrolment.
- 4.11 A student who receives a MAP Stage 3 Intent to Cancel notice has the opportunity to submit an internal appeal within 20 working days if they can identify procedural error, can demonstrate extenuating circumstances, have a support letter or have one term remaining (equivalent of four units). They must submit the internal appeal within 20 working days of the date on the notification.
- 4.12 If the internal appeal is unsuccessful, a process for external appeal is available.
- 4.13 A student who submitted a successful internal appeal at MAP Stage 3 but did not achieve two consecutive terms of satisfactory academic progress after MAP Stage 3 will be notified that they have 20 working days to submit an external appeal should they choose to, and they must inform the University of their intention to submit this external appeal within 5 working days

- 4.14 A student who does not submit a successful appeal will receive a Notification of Cancellation.
- 4.15 At any stage throughout the process, a student who has experienced extenuating circumstances can apply for a withdrawal without academic penalty. If successful, their MAP status is adjusted accordingly.

MAP stage 1

- 4.16 A student who is identified at MAP Stage 1 is notified via email. This notice encourages the student to complete a MAP 1 survey which is designed as a self-help and referral tool. It will assist students in identifying why they have demonstrated unsatisfactory academic progress and determine if the student would benefit from an interview with a University Support Officer. All students identified at MAP stage 1 are given the opportunity to have an interview with a University Support Officer to discuss their academic progression.
- 4.17 During the interview the student's academic record and level of campus and course participation (as applicable) are reviewed, reasons for not achieving satisfactory academic progress discussed, and an intervention strategy developed in consultation with the student. The consequences for not achieving satisfactory academic progress are also clearly stated. The intervention strategy includes recommended actions agreed to by the student.
- 4.18 Examples of agreed actions include:
- altering the study plan/changing course
 - undertaking an enabling course
 - accessing all on campus academic support available to them
 - undertaking additional English language tuition/assistance
 - participating in or referral to a counselling program or other professional support services
 - satisfactory attendance and engagement
 - referral to School (Deputy Dean Learning and Teaching), or
 - any other recommendation to meet specific requirements.
- 4.19 Students cannot use non-participation in an interview as grounds for appeal.

MAP stage 2

- 4.20 A student who is identified at MAP Stage 2 is notified via email. This notice indicates that the student is required to 'Show Cause' (provide reasons) why their enrolment should not be cancelled for a period of one year. To do this, a student must submit a 'MAP 2 Show Cause' form within 10 working days from the date of the MAP Stage 2 notification. If this does not happen within 10 working days from the date of the notification, the student proceeds directly to MAP Stage 3 Intent to Cancel. All students identified at MAP stage 2 are given the opportunity to have an interview with a University Support Officer to discuss their academic progression.
- 4.21 Students should attach any applicable supporting documentation to the 'MAP 2 Show Cause' form to support their application. Students may contact Student Advocacy if assistance is required.
- 4.22 The Academic Progression Officer (or nominee) considers the 'Show Cause' and decides if the student's enrolment is able to continue. A student is notified of the outcome of their 'Show Cause' via email by the Academic Progression Officer (or nominee).
- 4.23 If the 'Show Cause' application is successful, the student is able to continue with their enrolment but must achieve two consecutive terms of satisfactory academic progress to avoid proceeding to MAP Stage 3. If the 'Show Cause' application is unsuccessful, the student proceeds directly to MAP Stage 3 Intent to Cancel.
- 4.24 If the 'Show Cause' application is not successful, the student may request a review of their application by the Director Student Engagement. The student must request this review within five working days of the date of their 'Show Cause' unsuccessful outcome notification. The Director Student Engagement will advise an outcome within 10 working days of the date of the unsuccessful outcome notification.

- 4.25 The 'Show Cause' unsuccessful outcome notification provides students with instructions on how to do this. The decision made by the Director Student Engagement is final. If the outcome of the review is unsuccessful (or the student does not request a review within five working days) the student proceeds directly to MAP 3 Intent to Cancel.

MAP stage 3 notification of intent to cancel

- 4.26 A student who:
- did not submit a successful 'Show Cause' at MAP Stage 2 and was immediately escalated to MAP Stage 3, or
 - submitted a successful 'Show Cause' but did not achieve two consecutive terms of satisfactory academic progress after MAP 2
- is notified by email of the University's intention to cancel enrolment.
- 4.27 A student has 20 working days, from the date of the 'Notification of Intent to Cancel' (that is, MAP Stage 3 notification), to lodge an appeal.
- 4.28 All students identified at MAP stage 3 are given the opportunity to have an interview with a University Support Officer to discuss their academic progression

Appeals

- 4.29 The MAP Appeals Panel will consist of the Director Governance (or their representative), the Director Student Engagement (or their representative), and one nominated representative of the Higher Education Division.
- 4.30 To lodge an internal appeal, a student must submit a 'MAP 3 Appeal Application' form to the Director Governance, who will convene the MAP Appeals Panel to review appeals. A student can appeal their Intent to Cancel on the following:
- procedural grounds i.e. that the processes of the MAP procedures were not followed
 - one term remaining (equivalent of four units)
 - student can produce a letter/email of support from their counsellor or other applicable student support officer, or
 - severe extenuating circumstances which must be validated with supporting documentation.
- 4.31 Severe extenuating circumstances involve:
- documented medical or allied health reasons, including disability, and/or
 - compassionate reasons, misadventure or other exceptional circumstances beyond the student's control and the circumstances are not within the range of normal risk.
- 4.32 Misadventure is an unexpected situation which is not part of the normal risk of academic studies, employment, family or social life and which is outside the student's control to prevent or to overcome, and it is clear the misadventure disrupted previously satisfactory work.
- 4.33 Normal risk refers to risks/situations that average students could be expected to meet in their environment. The following risks/situations are regarded as within the normal range of risks/situations, but this is not an exhaustive list:
- inability to cope with studies or adjust to family life
 - demands of employment (in themselves or as a consequence of promotion), including periods of pressure and being absent temporarily from one's normal place of residence
 - tension with or between parents, spouses and other persons closely involved with the student
 - demands of sport, clubs (including CQUniversity clubs), all social activities and religious commitments, and

- need for financial assistance.
- 4.34 This application must be lodged within 20 working days from the date of the 'Notification of Intent to Cancel' (that is, MAP Stage 3 notification). The MAP Appeals Panel must commence the process of assessing the appeal within 10 working days from the date the appeal is submitted. A student is notified of the outcome of their appeal by email within 30 working days from the date of the MAP 3 notification.
- 4.35 If the student's internal appeal is unsuccessful their outcome notification will acknowledge their circumstances and explain why they do not have grounds for appeal.
- 4.36 If the internal appeal to the MAP Appeals Panel is successful the student is able to continue with their enrolment. They must achieve two consecutive terms of satisfactory academic progress or they will receive written notice that they have an opportunity to submit another internal appeal (as per the time frames in section 4.34) if they so choose, otherwise their enrolment will be cancelled.
- 4.37 If the internal appeal to the MAP Appeals Panel is unsuccessful, students may lodge a complaint to the [Queensland State Ombudsman](#). The decision of the Queensland State Ombudsman is final and no further avenues of external complaints are available.
- 4.38 A student may remain enrolled until the external complaints process is complete. Students who choose to lodge an external complaint with the Queensland State Ombudsman must do so within 20 working days from the date they were notified their internal appeal was unsuccessful.
- 4.39 A student must inform the Director Governance that they intend to lodge the external appeal within five working days of the unsuccessful internal appeal notification.
- 4.40 In addition, a student must provide the University with an acknowledgement receipt from the office of the Queensland State Ombudsman as soon as possible, but no later than five working days after the expiry of the 20 working days appeal period.
- 4.41 If the external complaints process is unsuccessful, Governance and the student's campus must be notified immediately by the student. Relevant action will be taken to cancel enrolment.

Cancellation

- 4.42 Cancellation will occur for a MAP 3 student where:
- the student has not lodged an internal appeal at MAP Stage 3 within the 20 working day period
 - the student withdraws from the appeals process
 - the internal appeal is not successful and the student has not notified the University of their intention to submit an external appeal within the five working days after the unsuccessful internal appeal notification
 - the student has advised that they intend to submit an external complaint but hasn't provided an acknowledgment receipt from the Office of the Queensland State Ombudsman within 25 working days of the 'unsuccessful internal appeal outcome', or
 - the external complaint is unsuccessful.
- 4.43 The MAP Appeals Panel will preside over the cancellation process and reserves the right not to cancel a student.
- 4.44 Any cancellation of enrolment will be applied at the end of the student's current term of enrolment.
- 4.45 A student who has their enrolment cancelled under these procedures may not re-enrol in any courses or units at the University for a period of one year.

Readmission after MAP cancellation period

- 4.46 A student is eligible to apply for readmission after the one year cancellation period has elapsed.

- 4.47 Any student application for readmission after the MAP exclusion period is assessed on a case by case basis and against current admissions and pre-screening criteria.
- 4.48 If the readmission application is successful and the student demonstrates unsatisfactory academic progress again, they will again be subject to the MAP process.

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The MAP process is monitored via the University's Customer Relationship Management system.
- 5.2 The Director Student Engagement is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.

Reporting

- 5.3 An outcome report will be provided each term to the Director Student Engagement.

Records management

- 5.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.
- 5.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email records@cqu.edu.au).

6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

7 RELATED LEGISLATION AND DOCUMENTS

[Central Queensland University Act 1998](#) (Qld)

8 FEEDBACK

- 8.1 Feedback about this document can be emailed to policy@cqu.edu.au.

9 APPROVAL AND REVIEW DETAILS

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Approval Authority	Academic Board
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Administrator	Director Student Engagement
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Notes	