

MONITORING ACADEMIC PROGRESS (MAP) POLICY AND PROCEDURE – INTERNATIONAL 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](#).

CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT	1
4	PROCEDURE	2
	Overview	2
	MAP stage 1.....	3
	MAP stage 2.....	3
	MAP stage 3 notification of intent to cancel.....	4
	Appeals	4
	Cancellation	6
	Readmission after MAP cancellation period	6
5	RESPONSIBILITIES	6
	Compliance, monitoring and review	6
	Reporting.....	6
	Records management.....	7
6	DEFINITIONS	7
7	RELATED LEGISLATION AND DOCUMENTS.....	7
8	FEEDBACK.....	7
9	APPROVAL AND REVIEW DETAILS.....	7

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 this obligation through the ongoing formal Monitoring Academic Progress (MAP) Policy as described herein.

2 SCOPE

- 2.1 This policy applies to CQUniversity students with an international student visa or a temporary resident visa enrolled in undergraduate and postgraduate courses only. Domestic students and offshore students (not on an overseas student visa), please follow the [Monitoring Academic Progress \(MAP\) Policy and Procedure - Domestic 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 study course. Targeted academic skills and personal courses, 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 course 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 will 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 required to attend an interview.
- 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 'Show Cause Student Response' stating why their enrolment should not be cancelled for a period of one year and participate in an interview. If the 'Show Cause Student Response' 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, allowing sufficient time for postage if they can:
- identify procedural error
 - demonstrate extenuating circumstances
 - have a support letter, or
 - have one term remaining (equivalent of four units for undergraduate and/or postgraduate students).
- Students 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. The student must inform the University of their intention to submit this external appeal within five working days.
- 4.14 A student who does not submit a successful appeal will receive a Notification of Cancellation.

MAP stage 1

- 4.15 A student who is identified at MAP Stage 1 is notified via email. This notice indicates that the student is required to undertake a mandatory MAP 1 interview with a designated University employee. The student must respond to the University within 10 working days of receiving the notification to arrange for this interview to take place.
- 4.16 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.
- 4.17 Examples of agreed actions include:
- altering the study course/changing courses
 - undertaking enabling units
 - accessing all on campus academic support available to them
 - undertaking additional English language tuition/assistance
 - participating in or referral to a counselling course or other professional support services
 - satisfactory attendance and engagement
 - referral to School (Deputy Dean Learning and Teaching) or equivalent, or
 - any other recommendation to meet specific requirements.
- 4.18 Students cannot use non-participation in an interview as grounds for appeal.

MAP stage 2

- 4.19 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 'Show Cause Student Response' form and complete an interview with a designated University employee within 10 working days from the date of the MAP Stage 2 email. If this does not happen within 10 working days from the date of the email, the student proceeds directly to MAP Stage 3 Intent to Cancel.
- 4.20 Students should attach any applicable supporting documentation to the 'Show Cause Student Response' form to support their application. Students may contact the Student Advocacy Officer if assistance is required.
- 4.21 The Academic Progression Officer (or nominee) for international students enrolled at regional campuses 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' in writing by the Academic Progression Officer (or nominee).
- 4.22 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.

- 4.23 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.
- 4.24 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

- 4.25 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 in writing of the University's intention to cancel enrolment.
- 4.26 A student has 20 working days, allowing sufficient time for postage from the date of the 'Notification of Intent to Cancel', to lodge an appeal (see Appeals below).

Appeals

- 4.27 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.
- 4.28 To lodge an internal appeal, a student must submit an [Appeal Application Form](#) to the Director Governance who will convene with the MAP Appeals Panel to review appeals. A student can appeal their Intent to Cancel on the following:
- procedural grounds that is, that the processes of the MAP procedures were not followed
 - one term remaining (equivalent of four units for undergraduate and/or postgraduate students)
 - student can produce a letter/email of support from their Counsellor, Student Services Coordinator or International Student Liaison Officer on their local campus, or
 - severe extenuating circumstances which must be validated with supporting documentation.
- 4.29 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.
- 4.30 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.
- 4.31 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.
- 4.32 This application must be lodged within 20 working days allowing sufficient time for postage from the date of notification of the Intent to Cancel Enrolment (that is, MAP 3 letter). 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 in writing within 30 working days from the date of the MAP 3 notification.
- 4.33 If the student's internal appeal to the MAP Appeals Panel is unsuccessful their written outcome notification will acknowledge their circumstances and explain why they do not have grounds for appeal.
- 4.34 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 4.32) if they so choose, otherwise their enrolment will be cancelled.
- 4.35 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.
- 4.36 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 allowing sufficient time for postage from the date they were notified their internal appeal was unsuccessful.
- 4.37 A student must inform the Director Governance that they intend to lodge the external complaint within five working days of the unsuccessful internal appeal notification.
- 4.38 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.
- 4.39 If the external appeal process is unsuccessful, Governance and the student's campus must be notified immediately by the student. Relevant action will be taken to cancel enrolment. The University will notify the Secretary of the [Department of Home Affairs](#) via PRISMS (Provider Registration and International Students Management System) after all processes have been finalised (international students on a student visa only).
- 4.40 A student who has an active Confirmation of Enrolment (CoE) (that is, current and valid for a sufficient period of time to complete the term of study) may choose to enrol in units whilst awaiting appeal outcomes. Unsatisfactory academic progress may not be reported on until all appeal processes have been completed (see Appeals section).
- 4.41 A student is not required to maintain enrolment in order to lodge an internal appeal. Whilst a student's enrolment should be maintained throughout the appeal process, in the event that a student on an International student visa chooses not to re-enrol they shall still be reported for cessation of studies to Department of Home Affairs via PRISMS. Reporting of unsatisfactory academic progress may be applied at a later date as appropriate.
- 4.42 A student who chooses to enrol in units at the University while awaiting an appeal outcome is still a student of the University and therefore expected to attend all classes as appropriate and continue with their study course as per their enrolment.
- 4.43 Any student who chooses to enrol in units while awaiting an appeal outcome must have a MAP Stage 3 Agreement documented. This Agreement must stipulate relevant recommendations for engagement and support as available. The document must provide evidence that the student has been advised that all conditions must be followed during that term of study, until such a time as the student is no longer a student of the University. The agreement must also document that the student is aware of their MAP 3 status and of the academic, financial and potential visa implications should their appeal be unsuccessful.

Cancellation

- 4.44 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, allowing sufficient time for postage
 - 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 appeal 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.
- 4.45 As per the [National Code of Practice of Education and Training to Overseas Students 2018](#) (the National Code) (Cwlth), an international student's current enrolment must be cancelled at the end of the 20 working days if no appeal has been lodged, allowing sufficient time for postage.
- 4.46 To cancel a current enrolment, the student will have their units dropped, course cancelled, and any refunds will be actioned in accordance with University's [Student Refund and Credit Balance Policy and Procedure](#).
- 4.47 A copy of all documentation will be retained on the student's file.
- 4.48 The University will notify the Secretary of Department of Home Affairs via PRISMS as soon as practicable of the student not achieving satisfactory academic progress (international students on a student visa only). Details of enrolment cancellation are reported to Department of Home Affairs via PRISMS. Reporting to Department of Home Affairs is subject to the outcome of an appeal period (refer to Appeals section above). Department of Home Affairs may be notified before an appeal period is completed if extenuating circumstances relating to the student's welfare applies. However, the student retains the right of appeal.
- 4.49 A student who has their enrolment cancelled under these procedures may not re-enrol in any course or course at CQUniversity for a period of one year. Students whose enrolment has been terminated under MAP Stage 3 and are applying for early readmission will only be permitted early readmission on the grounds of progression. If insufficient units are available in the term of re-enrolment to allow progression an earlier term may be considered.

Readmission after MAP cancellation period

- 4.50 A student is eligible to apply for readmission after the one year cancellation period has elapsed.
- 4.51 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.
- 4.52 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 Customer Relationship Management system.

Reporting

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

Records management

- 5.3 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.
- 5.4 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

[Education Services for Overseas Students \(ESOS\) Act 2000 \(Cwlth\)](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (the National Code) (Cwlth)

8 FEEDBACK

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

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Academic Board
Delegated Approval Authority	Education Strategy and Innovation Committee
Advisory Committee	N/A
Required Consultation	N/A
Administrator	Director Student Experience
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Notes	