

ACADEMIC PROGRESSION POLICY AND PROCEDURE



This policy and procedure relates to study completed from Term 1, 2023. For study completed prior to this, refer to the [Monitoring Academic Progress \(MAP\) Policy and Procedure – Domestic Students](#) or [Monitoring Academic Progress \(MAP\) Policy and Procedure – International Students](#).

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1 PURPOSE

- 1.1 This policy and procedure outlines how CQUniversity will govern the academic progression of students to the successful completion of their study.

2 SCOPE

- 2.1 This policy and procedure applies to CQUniversity students enrolled in enabling or higher education coursework courses.
- 2.2 This policy and procedure does not apply to students enrolled in:
- research higher degrees courses – refer to the relevant [Course Rules](#)
 - vocational education and training (VET) courses, or
 - non-award courses – refer to the [ELICOS Academic Progress Policy and Procedure](#) for ELICOS¹ students.

3 POLICY STATEMENT

- 3.1 The University provides a student experience that facilitates success, with a strong focus on student engagement, and early identification and support for students who may need assistance to succeed in their studies.

¹ English Language Intensive Courses for Overseas Students

- 3.2 Students must actively engage in their studies and achieve satisfactory academic progress to maintain their enrolment. Students on a Commonwealth Supported Place (CSP) or a FEE-HELP funded place must maintain a satisfactory completion rate or risk losing their funded place.
- 3.3 The engagement and academic progress of students will be monitored and managed by academic employees and/or appropriate School employees, supported by Student Central, throughout the term and in accordance with School and/or College Engagement and Retention Action Plans.
- 3.4 Students are identified as having a low completion rate if they fail more than 50 per cent of enrolled units in a course after having attempted (pro rata for part time students):
- eight units in a Bachelor or postgraduate degree, or
 - four units in a sub-Bachelor degree (Associate Degree, Advanced Diploma, Diploma, Undergraduate Certificate).
- 3.5 Students are identified as making unsatisfactory progress if they:
- fail the same unit more than once, or
 - fail more than 50 per cent of enrolled units in a term of study.
- 3.6 Students who do not meet the requirements for academic progress will be managed via a tiered system:
- Level 1 – Unsatisfactory academic progress
 - Level 2 – Continued unsatisfactory academic progress, and
 - Level 3 – Show cause for continued enrolment.
- 3.7 Students enrolled in a unit who do not have a passing grade at certification of grades are regarded as fail grades for academic progression or low completion purposes. This includes the following grades:
- Fail (F)
 - Absent Fail (AF)
 - Withdrawn Fail (WF)
 - Not Sat (NS).
- 3.8 If there are special circumstances for not making satisfactory academic progress or having a low completion rate, students may lodge an application for special consideration as outlined in section 4.10 below during a term of study, and up to 10 working days after the certification of grades for failed units.
- 3.9 Students may apply to show cause for continued enrolment up to a maximum of four times for the same unit, and eight times for the same course.
- 3.10 If a student has failed four attempts of the same unit or eight or more units overall at the University without a break from study of at least one year, their enrolment will be cancelled from all higher education courses. The student may be eligible for readmission following a one-year study free period in accordance with the [Admissions to Coursework Courses Policy and Procedure](#).

4 PROCEDURE

Active engagement during term

- 4.1 Students will be actively monitored for engagement with their course and academic progress to ensure early identification and intervention of students at risk of failure and withdrawal. Students will be monitored and supported by:
- higher education coursework courses (excluding hyperflexible mode) – academic employees and/or appropriate School employees
 - higher education coursework courses studying via hyperflexible mode – relevant Course Manager (or nominee)

- enabling courses – relevant Access Coordinator (or nominee).

Pre-census

- 4.2 Engagement and support will be provided to students pre-census by ensuring:
- there is some form of interactive task embedded into the design element of all units, prior to the census date of each term to demonstrate a student's early engagement with the University and/or their learning systems and materials, and
 - academic employees and/or appropriate School employees will contact students using mechanisms in the Student Management Systems, and provide students with information about academic and pastoral support services available to them for assistance.

Post-census

- 4.3 Engagement and support will be provided to students post-census by ensuring:
- academic employees and/or other appropriate School employees monitor student engagement during the term using the Student Management Systems, as embedded into the delivery aspect of all courses
 - School Engagement and Retention Plans set out discipline-specific initiatives that are implemented by academic employees and/or other appropriate School employees throughout the term to provide targeted support interventions to students identified as at risk, and
 - academic employees and/or appropriate School employees will manage the administrative procedures associated with student engagement during the term, and ensure appropriate records are kept in the relevant Student Management System.

Low completion rate

- 4.4 The low completion rate is separate from, but complementary to, the stages of academic progression outlined later in this document.
- 4.5 Students with a [low completion rate](#) will be identified in the Student Management System after certification of grades, and a report sent to the Director Student Central. Deputy Deans Learning and Teaching will receive a copy of the report.
- 4.6 The Director Student Central will issue a Low Completion Rate Alert to these students via their official CQUniversity student email account, to advise that they have been identified as having a low completion rate and they must choose one of the following options:
- apply for special consideration for a failed unit not to be counted in the completion rate (refer to section 4.10 below)
 - students on a CSP or FEE-HELP funded place may continue enrolment in the course as a full-fee paying student. If a student increases their completion rate to 50 per cent or higher, their CSP or FEE-HELP status will be regained and their completion rates reset
 - transfer to another CQUniversity course (for which they are eligible) as a CSP or FEE-HELP supported student, and their completion rate resets
 - transfer to another university as a CSP or FEE-HELP supported student in the same discipline, and their completion rate resets, or
 - cancel their enrolment at the University and cease studying, and their completion rate resets if the student recommences study at a future date in different course.
- 4.7 If a student does not respond within 10 working days from notification, they will automatically have their CSP or FEE-HELP allocation removed and their enrolment cancelled.
- 4.8 Student Central will manage the administrative procedures associated with any changes made to a student's enrolment as a result of a low completion rate, and ensure appropriate records are kept in the relevant Student Management System.

Special consideration

- 4.9 A student may request special consideration be given to their circumstances at any time during a term of enrolment or within 10 working days of the certification of grades, if they receive a fail grade for a unit.
- 4.10 Students must submit an online Special Consideration Form, which includes evidence that their circumstances:
- are beyond the student's control
 - did not make their full impact until after the census date
 - made it impractical for the student to complete the unit requirements during the enrolled study period.
- Such circumstances may include, but are not limited to:
- illness, or a worsening or changing medical or allied health reason
 - death of a family member
 - family member with a serious medical condition
 - financial difficulties for the student or the student's family
 - changes to the student's employment (domestic students only)
 - changes the University made that disadvantaged the student, or
 - natural disaster or other emergency in Australia.
- 4.11 Students should only apply for special consideration if evidence can be provided that the events were exceptional and beyond their control, and are not routine events.
- 4.12 If a student is successful in their request for special consideration as approved by the Director Student Central (or nominee), their fail grade will be removed from their academic record and will not be counted towards their completion rate or their academic progression.
- 4.13 Student Central will advise if special consideration is granted, and the basis of the consideration. This decision is final.

Academic progression

Level 1 - Unsatisfactory academic progress

- 4.14 Students will reach Level 1 if they:
- fail the same unit more than once, or
 - fail more than 50 per cent of enrolled units in a term.
- 4.15 Students at Level 1 will be identified within the Student Management System after certification of grades, and a report sent to the Academic Progression Officer.
- 4.16 Deputy Deans Learning and Teaching will receive a copy of the report to identify trends and inform continuous improvement in teaching practice.
- 4.17 The Academic Progression Officer will issue an Academic Progression Alert to these students via their official CQUniversity student email account, to advise that they:
- have been identified as making unsatisfactory progress, and the reason why
 - must take steps to improve their academic progress
 - are encouraged to seek assistance from the academic and pastoral support services listed, including consideration of their academic suitability to remain enrolled in the course, and
 - are at risk of their enrolment being cancelled if they continue with unsatisfactory academic progress. They will be eligible for readmission after a one-year study free period has passed.

- 4.18 A student does not automatically return to good academic standing if they take a break from study, or their enrolment is cancelled, but they can return to good academic standing if they meet satisfactory academic progression requirements in their next enrolled term.
- 4.19 Student Central will manage the administrative procedures associated with Level 1, and ensure appropriate records are kept in the relevant Student Management System.

Level 2 - Continued unsatisfactory academic progress

- 4.20 Students will reach Level 2 if they:
- fail the same unit three times, or
 - were at Level 1 and fail more than 50 per cent of units in their next term of enrolment.
- 4.21 Students at Level 2 will be identified within the Student Management System after certification of grades, and a report sent to the Academic Progression Officer.
- 4.22 Deputy Deans Learning and Teaching will receive a copy of the report to identify trends and inform continuous improvement in teaching practice.
- 4.23 The Academic Progression Officer will issue an Academic Intervention Notice to these students via their official CQUniversity student email account, to advise that they must develop, complete and submit a mandatory Academic Progression Plan.
- 4.24 The Academic Progression Plan will help students:
- nominate actions to address challenges with their progress
 - provide details about further assistance available, and
 - provide an option for students to make an appointment with a Course Advisor or the relevant Head of Course (or nominee) for specialised support.
- 4.25 The Academic Progression Plan will be acknowledged by the Deputy Dean Learning and Teaching (or nominee) and forwarded to the relevant area for further assistance as appropriate.
- 4.26 A student does not automatically return to good academic standing if they take a break from study, or their enrolment is cancelled, but they can return to good academic standing if they meet satisfactory academic progression requirements in their next enrolled term.
- 4.27 If a student does not submit their Academic Progression Plan within 10 working days from the date of the notice, they will automatically progress to Level 3.
- 4.28 Student Central will manage the administrative procedures associated with Level 2, and ensure appropriate records are kept in the relevant Student Management System.

Level 3 - Show cause for continued enrolment

- 4.29 Students will reach Level 3 if they:
- fail the same unit more than once, and/or
 - were at Level 2 and fail more than 50 per cent of units in their next term of enrolment
 - were at Level 3 and fail more than 50 per cent of units in their next term of enrolment after a successful show cause submission, or
 - have been identified as having a low completion rate and do not change their enrolment.
- 4.30 Students at Level 3 will be identified within the Student Management System at the point of certification of grades and a report sent to the Academic Progression Officer.
- 4.31 Deputy Deans Learning and Teaching will receive a copy of the report to identify trends and inform continuous improvement in teaching practice.

- 4.32 The Academic Progression Officer will issue a Show Cause Notice to these students via their official CQUniversity student email account, to advise that they have 10 working days to show cause for their continued enrolment at the University, or their enrolment will be cancelled for one year.
- 4.33 Students must submit the Show Cause Form, including one or more of the following:
- evidence the student has one term of study remaining before completion (one unit for enabling courses or no more than four units for higher education coursework courses)
 - a letter of support from a University counsellor, Student Services Coordinator or similar University employee
 - how they have met requirements of their Academic Action Plan, or
 - documentation to support a request for special consideration.
- 4.34 Supporting documentation will not be accepted after the due date for a show cause submission, ie 10 working days after notification.
- 4.35 Submissions for showing cause will be heard by an Academic Progression Panel.
- 4.36 Students who submit show cause documents can enrol in future term units and continue their studies until an outcome is issued.
- 4.37 If a student does not respond to the show cause notice within the specified timeframe, their enrolment will be cancelled. The student will be eligible for readmission following a one-year study free period.

Academic Progression Panel

- 4.38 Each School will have an Academic Progression Panel to assess show cause submissions. The School may decide to establish more than one Panel, in line with Colleges.
- 4.39 The Panel will comprise the following members:
- Deputy Dean Learning and Teaching (or nominee)
 - relevant Head of College, and
 - another appropriate employee from the School.
- 4.40 The Panel will consider:
- the student's submission
 - their academic history
 - whether the student has previously had to show cause or has requested special consideration for this or other units, and
 - compliance with an Academic Progression Plan (for students at Level 3).
- 4.41 The Panel may:
- cancel the student's enrolment, with eligibility for readmission following a one-year study free period
 - allow the student to continue enrolment
 - impose conditions on the student's continued enrolment, such as:
 - reduce the student's study load
 - direct the student take a leave of absence
 - recommend enrolment in an alternative or lower Australian Qualifications Framework (AQF) level course, or
 - require an Academic Progression Plan be in place.

- 4.42 The Panel will advise the Academic Progression Officer of the outcome, who will notify the student in writing via their official CQUniversity student email account of the outcome within 10 working days of the Panel meeting.
- 4.43 If the outcome is not finalised before the census date of the student's next enrolled term, the student's cancellation will have a remission processed for the affected unit/s so it does not appear on their academic record, and will receive a refund for the unit.
- 4.44 If a student successfully shows cause and meets satisfactory academic progression requirements in their next enrolled term, they will return to good academic standing.
- 4.45 If a student successfully shows cause but does not meet satisfactory progression requirements in their next enrolled term, they will return to Level 3 and be required to show cause to continue their enrolment again.

Cancellation of enrolment

- 4.46 International students who have had their enrolment cancelled will not be eligible for readmission for one year (three terms).
- 4.47 Domestic students who have had their enrolment cancelled will not be eligible for readmission for one year (three terms), however may apply to enrol in a CQUniversity VET course within that period.
- 4.48 A student's enrolment record must continue to have a status of enrolled until the appeals process has been exhausted.
- 4.49 Where the Academic Progression Panel has determined that a student's enrolment will be cancelled, Student Central will take appropriate action, including reporting to the Australian Government on changes to enrolment status of international students.

Appeals and complaints

- 4.50 Students may appeal a grade result outcome in accordance with the University's [Review of Grade Procedure](#).
- 4.51 Students may appeal a decision or outcome as a result made under this policy and procedure in accordance with the [Academic Appeals Policy and Procedure](#).
- 4.52 If a student fails any units while awaiting the outcome of show cause, special circumstances or external complaint, and their submission is not successful, the student will be automatically cancelled from their course for one year.
- 4.53 In such cases, the student has the option to retain the units on their academic record or apply for a remission, through special consideration, to have the units withdrawn so they do not appear on their academic record and, where eligible, receive a refund for the unit/s.

Readmission after cancellation period

- 4.54 Readmission to the University after a cancellation period will be assessed on a case-by-case basis against current admission and pre-screening criteria in accordance with the [Admissions to Coursework Courses Policy and Procedure](#), as well as discussion with the relevant Head of College (or nominee) to determine academic suitability.

5 RESPONSIBILITIES

Compliance, monitoring and review

- 5.1 The Deputy Vice President (Educational Strategy and Innovation) and Director Student Central are responsible for implementing, monitoring, and ensuring compliance with this policy and procedure.

Reporting

- 5.2 No additional reporting is required.

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](#).

Terms and definitions

Low completion rate: students are identified as having a low completion rate if they fail more than 50 per cent of enrolled units in a course after having attempted (pro rata for part time students):

- eight units in a Bachelor or postgraduate degree, or
- four units in a sub-Bachelor degree (Associate Degree, Advanced Diploma, Diploma, Undergraduate Certificate).

Special circumstances: circumstances which resulted in a student not making satisfactory academic progress or having a low completion rate. A request for special consideration may be submitted at any time during a term of enrolment, or within 10 working days of the certification of grades/release of grades. Situations where special circumstances may be considered include:

- are beyond the student's control
- did not make their full impact until after the census date
- made it impractical for the student to complete the unit requirements during the enrolled study period.

Such circumstances may include, but are not limited to:

- illness, or a worsening or changing medical or allied health reason
- death of a family member
- family member with a serious medical condition
- financial difficulties for the student or the student's family
- changes to the student's employment (domestic students only)
- changes the University made that disadvantaged the student, or
- natural disaster or other emergency in Australia.

Unsatisfactory progress: students are identified as making unsatisfactory progress if they:

- fail the same unit more than once, or
- fail more than 50 per cent of enrolled units in a term of study.

7 RELATED LEGISLATION AND DOCUMENTS

[Admissions to Coursework Courses Policy and Procedure](#)

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

[Higher Education Support Amendment \(Job-Ready Graduates and Supporting Regional and Remote Students\) Act 2020](#) (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
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Notes	This document relates to study completed from Term 1, 2023. This document consolidated and replaced the Monitoring Academic Progress (MAP) Policy and Procedure – Domestic Students and Monitoring Academic Progress (MAP) Policy and Procedure - International Students.