



Academic Progress policy

Section 1 - Preamble

- (1) This Policy came into effect on 29 June 2022.
- (2) This Policy is pursuant to the [Academic Board Regulations](#).
- (3) This Policy includes [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#).

Section 2 - Purpose

- (4) This Policy outlines the principles governing academic progress standards for students, and responsibilities and processes for promoting and supporting students' academic progress.

Section 3 - Scope

- (5) This Policy applies to students enrolled in the University's higher education award courses, other than higher degrees by research.

Section 4 - Policy

University commitment

- (6) The University is committed to maintaining academic standards and will have systems in place to monitor student progress and support students who are not meeting academic progress standards.

Academic Progress Standards

- (7) Academic progress standards are the standards expected of students to meet the academic progress requirements of their course.

- (8) Academic progress standards for students may:

- a. define or vary the required standard of satisfactory academic progress generally or in particular cases; or
- b. define or vary academic progress or completion requirements in a particular Faculty on the recommendation of the Principal Officer of that Faculty.

- (9) All academic progress requirements will be published in the [University Handbook](#), and any changes after publication reported to affected students in writing or by email as soon as possible.

- (10) A student's progress towards meeting the academic progress requirements for their course is considered at the end of each teaching period, and determined to be:

- a. Satisfactory academic progress
- b. At risk of unsatisfactory academic progress
- c. Unsatisfactory academic progress.

Satisfactory academic progress

(11) Students enrolled in a course are expected to maintain satisfactory academic progress. This includes:

- a. completing the academic requirements of their course at a satisfactory level
- b. maintaining a satisfactory rate of academic progress, completing their course within the maximum period of study, if applicable, or within the expected course duration specified on an international student's confirmation of enrolment
- c. satisfying the requirements of any compulsory placements in their course.

At risk of making unsatisfactory academic progress

(12) A student is at risk of making unsatisfactory academic progress if they:

- a. fail a compulsory unit for the first time;
- b. fail 50% or more of their enrolled credit points in the study period under review; or
- c. are unlikely to complete the course within the maximum period of study.

Unsatisfactory academic progress

(13) A student is considered to have made unsatisfactory academic progress if they:

- a. fail 50% or more of their enrolled credit points in each of the last two active study periods
- b. fail a compulsory unit for the second time
- c. fail a non-compulsory unit for a second time
- d. cannot complete the course within the maximum study period
- e. fail a compulsory placement for the first time.

(14) A student continues to make unsatisfactory academic progress if they:

- a. continue to make unsatisfactory academic progress as defined in clause 13
- b. do not meet the conditions that were placed on their enrolment during a previous study period
- c. exceed the maximum period of study
- d. fail a placement for the second time.

Unsatisfactory progress: Commonwealth-supported students commencing on or after 1 January 2022

(15) In addition to the provisions in clauses 13-14, and in line with the Commonwealth Student Protection requirements, a student who commences their course on or after 1 January 2022 will be considered to have made unsatisfactory progress if they:

- a. are enrolled in a bachelor degree or higher and attempt, but do not complete after census, more than 50% of eight or more units undertaken, or
- b. are enrolled in a university certificate, university diploma, advanced diploma or associate degree and attempt, but do not complete after census, more than 50% of four or more units undertaken.

Responsibilities

(16) Students are expected to:

- a. seek assistance from the University if they are at risk of or are not making satisfactory academic progress
- b. reflect and act upon any advice or notifications that University staff give them to support their academic progress
- c. respond in writing where an Academic Progress Committee proposes to put conditions on their enrolment, change their fee status or to exclude them for unsatisfactory academic progress.

(17) Faculties will formally monitor student academic progress:

- a. at the end of each study period, including for compulsory placement periods
- b. after unit results are finalised late or outside the normal timeframes.

(18) Informal academic progress monitoring and support may occur whenever a staff member identifies a student as having difficulty in completing aspects of their study.

(19) Each Faculty Board will establish an Academic Progress Committee to monitor and conduct reviews of the academic progress of students enrolled in the Faculty, and will:

- a. identify students at risk of, or making, unsatisfactory academic progress
- b. ensure students at risk of making unsatisfactory progress are advised of services and options available to them to avoid making unsatisfactory progress
- c. decide and implement formal actions to support the student
- d. monitor trends and issues in student academic progress and report to Academic Board on outcomes.

(20) The University will provide services, including support, to help students meet academic progress standards. Where satisfied that a student has not made satisfactory academic progress or is at risk of not making satisfactory academic progress, the Academic Progress Committee may in its discretion apply the outcomes as set out in [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#).

Section 5 - Procedure

Support for students

(21) Before the census date in each study period, Student Services will contact all commencing students to remind them of the University's academic progress requirements and the services that can help students with any issues that might interfere with their studies.

Academic Progress Committee

(22) After each study period, the Academic Progress Committee (the Committee) will identify and notify any students who require formal action strategies based on result reports provided by Student Services.

(23) The Committee will consist of:

- a. an academic staff member as Chair who will have a minimum of three years' experience in teaching and assessment, and
- b. one or more academic staff members from each Academic Unit in the Faculty, each with a minimum of two years' experience in teaching and assessment

c. where practical, at least one staff member who has completed Mental Health First Aid Training.

(24) If the Chair is unavailable or otherwise unable to act an alternative Chair will be appointed by the Chair from the Committee members.

(25) Committee members will respond to enquiries from staff and students in their Academic Unit about academic progress matters.

(26) The Office of the Dean of Students will appoint Academic Progress Coordinator/s to administer reviews of academic progress and support the Academic Progress Committee.

(27) When making decisions, the Academic Progress Committee and Subcommittee decision-makers will be guided by the Decision-making Principles set out in Part 8 of the [Academic Board Regulations](#).

Monitoring academic progress

(28) Students will be encouraged to access support services where they:

- a. are enrolled in compulsory units in the first year of a course, or units designated by the Course Director, and fail an early summative assessment task nominated by the Unit Chair, or
- b. have failed a unit, but less than 50% of their enrolled credit points, in the most recent study period, or
- c. for students commencing on or after 1 January 2022, have been identified as at risk of attempting but not completing:
 - i. more than 50% of eight or more units, for students enrolled in bachelor-level courses or higher, or
 - ii. more than 50% of four or more units, for students enrolled in a university certificate, university diploma, advanced diploma or associate degree.

(29) Where the Academic Progress Committee identifies students who are at risk of, or making unsatisfactory academic progress, the Committee will contact the student and provide them with support in accordance with [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#).

(30) Where a student would have been supported through conditions on their enrolment or by exclusion, except that one or more of their results was finalised late, the Academic Progress Committee will take action according to [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#).

(31) In monitoring academic progress, units offered in Start Anytime mode will be considered as a unit enrolment in the study period when the unit is completed.

(32) Student performance in compulsory placements will be monitored according to the [Student Placement procedure](#).

Student notification and response

(33) All correspondence relating to a student's academic progress will be sent to the student's Deakin email address.

(34) Academic Progress Committees will notify students who are identified as not maintaining progress under clause 15, Commonwealth Student Protections, to explain:

- a. why the student's progress is of concern
- b. any proposed action/s according to this Procedure or [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#)
- c. the special circumstances affecting progress which may be considered by the University and available dates when the student may apply for a special circumstance review of their progress. Dates will be at least 5 days

after the date of notification.

(35) Academic Progress Committees will notify students identified under this Procedure, using the prescribed template, to explain:

- a. why the student's academic progress is of concern
- b. any proposed action/s according to this Procedure or [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#)
- c. where the student may wish or may be required to attend a meeting to discuss their academic progress and any action/s
- d. the circumstances in which a student may apply for a review of their academic progress and a proposed action/s according to clause 38
- e. available dates when the student may apply for a review of their academic progress and any proposed action. Dates will be at least 10 days after the date of the notification.

(36) All students who receive notification from an Academic Progress Committee regarding unsatisfactory academic progress must respond to the notification by email or other approved online method within the specified timeframe.

(37) When a student notifies the Academic Progress Committee that they accept the proposed action, or do not respond within the specified timeframe, the Committee will notify the student that the action will be implemented or, if appropriate, noted in the student's record for future enrolment. Subsequent review of the action in this case is not permitted except if clause 38 applies.

Applying for a review of academic progress and proposed actions

(38) A student may apply for a review of their academic progress and proposed conditions on their enrolment or academic performance, alteration of fee category and withdrawal of access to the Australian Government loan program, or proposed exclusion from their course.

(39) To apply for a review of academic progress and proposed conditions or exclusion, the student must lodge their application using the approved form by email or approved online method with the Faculty within 10 working days of the date of notification of the proposed actions, along with a written submission explaining the:

- a. circumstances that have affected their academic performance and any supporting documents; where these are in a language other than English, they must be accompanied by a certified translation
- b. action/s they have taken or plan to take to address those factors
- c. action/s that they believe would be more appropriate for their circumstances.

(40) Students applying for a review of an alteration of fee category and withdrawal of access to the Australian Government loan program due to special circumstances must lodge their request within five working days of notification under clause 34. The University will review their application and provide a response within five working days.

(41) The Faculty may agree to accept late review applications where exceptional circumstances outside the student's control have prevented the student from applying within the normal timeframe. Failure to thoroughly check email is not an exceptional circumstance. Academic Progress Committee Chairs will consult Deakin International when international students ask to submit late applications.

(42) The Chair, Academic Progress Committee will decide that there were:

- a. exceptional circumstances, in which case the Faculty will review the student's application in accordance with

this Procedure or

- b. no exceptional circumstances, in which case the student and, where relevant, Deakin International, is informed in writing within five working days of the Faculty's decision and the reasons for that decision.

This decision is not appealable.

Review of academic progress and proposed action by Academic Progress Subcommittee

(43) The Chair, Academic Progress Committee will convene an Academic Progress Subcommittee/s to hear reviews of students' academic progress and proposed academic progress actions. The Academic Progress Subcommittee will:

- a. have two or three members, with appropriate gender representation where possible, and may include a member/s of the student's course team
- b. be chaired by a member of the Academic Progress Committee or academic staff member with at least two years' experience in teaching and assessment
- c. include a staff member, either academic or professional, who is familiar with the structure and requirements of the student's course
- d. if appropriate, have a third member appointed by the Chair from a pool of appropriately trained staff from across the Faculty approved by Faculty Board
- e. ensure members do not have any [conflict of interest](#) in reviewing the student's academic progress and proposed action.

(44) The Faculty Associate Dean, Teaching and Learning or Institute equivalent will ensure appropriate training of Academic Progress Committee and Subcommittee members for their roles.

Review meeting

(45) If the student advises the Faculty that they wish to attend a review meeting to discuss their academic progress and proposed actions, the Academic Progress Subcommittee will notify the student of:

- a. the date and location of the hearing
- b. the right to bring a support person with them who is not a practising lawyer
- c. where appropriate, the option to participate in the meeting by telephone or other technology.

(46) If the student does not attend a review meeting to discuss their progress, the Academic Progress Subcommittee determines the outcome on the basis of the student's written submission and any other relevant information provided by the student or Faculty.

(47) The review meeting will take place according to the following process:

- a. the Academic Progress Subcommittee will first consider the student's written submission and other available information
- b. the Subcommittee will then invite the student and support person (where relevant) to join them
- c. the student is given the opportunity to discuss their circumstances and why they do not think the conditions or exclusion would be appropriate for them, and to discuss other possible actions to improve their academic progress
- d. where the support person has expertise likely to assist the Subcommittee on procedural, technical or factual matters or if the student requires reasonable adjustments, the Subcommittee will allow the support person to speak on the student's behalf if the need arises.

(48) The Academic Progress Subcommittee may adjourn a review meeting at any time, but wherever possible the

same staff should continue to consider the student's situation at a later time. If it is not possible for the Subcommittee to reconvene in person, the decision may be made by circulation. Where new information is considered, the student will have the opportunity to respond to it in person or in writing according to the nature of the reconvened meeting.

(49) The Academic Progress Subcommittee does not have to make a decision at the time of the review meeting and may take any additional time it requires to reach its decision, as soon as practicable but not exceeding 10 working days.

(50) A decision of the Academic Progress Subcommittee is reached in private, by simple majority with the Chair having the casting vote.

(51) Where the Academic Progress Subcommittee is persuaded that the reasons for the student's unsatisfactory academic progress have been addressed or no longer apply, or that an action would not be appropriate in the circumstances such as the student's subsequent results, it may vary the action as set out in [Schedule A: Actions to support students at risk of or making unsatisfactory academic progress](#).

(52) The Academic Progress Subcommittee may also offer specified support activities and services and make other recommendations.

(53) When it has come to a decision, the Academic Progress Subcommittee must notify the student within five working days and, where relevant, Deakin International, of the decision, its reasons for the decision, and the right to appeal according to clauses 66-68.

Re-admission after exclusion

(54) A student who has been excluded for unsatisfactory academic progress may apply to the Academic Progress Committee to be re-admitted to their course after the period of exclusion. To apply, the student must:

- a. use the prescribed form
- b. apply by the deadline set out in the letter notifying the student of the exclusion, or equivalent dates for subsequent study periods, and
- c. provide supporting documentation, including information on how the student has addressed the factors that led to their previous unsatisfactory academic progress and their strategies for returning to study successfully; where any documentation is in a language other than English, it must be accompanied by a certified translation.

(55) The Academic Progress Committee will consider documentation submitted by the student and may invite the student to attend a meeting with the Committee.

(56) The Academic Progress Committee approves re-admission only if:

- a. there is evidence that the student will be able to achieve satisfactory academic progress, and
- b. there are no issues preventing re-admission, such as professional accreditation requirements, and
- c. for international students, Deakin International approves re-admission.

The Faculty or Institute will notify the student as soon as practicable, and within 10 days, of their decision and the reasons for it.

(57) A re-admitted student's previous unsatisfactory academic progress will not be considered by the Academic Progress Committee in monitoring the student's academic progress after re-admission.

(58) Clause 66 does not apply to progress provisions outlined under clause 15 which are governed by Commonwealth legislation.

(59) A student who has had their category of enrolment changes from Commonwealth Support Place to Domestic Full Fee, and/or had access to the Australian Government loan program withdrawn because of unsatisfactory progress, may apply to the Academic Progress Committee to have their category of enrolment changed to a Commonwealth Supported Place and/or eligibility for access to the Australian Government loan program confirmed by Division of Student Administration. To apply, the student must:

- a. use the prescribed form, and
- b. provide evidence of satisfactory academic progress, having passed at least 50% of the units undertaken.

(60) The Academic Progress Committee will consider documentation submitted by the student and may invite the student to attend a meeting with the Committee.

(61) The Academic Progress Committee will approve re-eligibility for Commonwealth assistance only if:

- a. there is evidence that the student will be able to achieve satisfactory academic progress, and
- b. a Commonwealth Supported Place is available.

(62) The Academic Progress Committee will approve re-eligibility for access to the Australian Government loan program only if there is evidence that the student will be able to achieve satisfactory academic progress.

Records and reporting

(63) As soon as practicable after the Faculty or Institute has reached its decision, the Office of the Dean of Students will:

- a. coordinate the implementation of the academic progress outcome except where the student appeals the outcome in line with clauses 66-68, in which case the decision will not be implemented until the University Appeals Committee process is complete. If the student appeals to the Victorian Ombudsman, their enrolment will be maintained until the external appeal process is complete
- b. record the decision and outcome in a central register as well as on the student's record
- c. securely retain or dispose of documents according to the [Information and Records Management procedure](#).

(64) The Chair, Academic Progress Committee will provide an annual report to the Faculty Board and Academic Board, via Teaching and Learning Committee and Dean of Students, about processes within the Faculty, aggregated data (maintaining confidentiality) and analysis related to unsatisfactory academic progress and outcomes, trends over time and recommendations.

(65) The University will maintain records for 7 years as prescribed by the Commonwealth in relation to student changes in fee category and access to the Australian Government loan program.

Appealing the academic progress review outcome or re-admission decision

(66) A student may appeal an Academic Progress Committee or Subcommittee decision to impose an outcome as a result of unsatisfactory academic progress to the University Appeals Committee, including outcomes in relation to review and re-admission after exclusion.

(67) Student appeals must be made on one or more of the following grounds:

- a. a misapplication of process occurred that resulted in material disadvantage to the student;
- b. that the decision was manifestly wrong;
- c. the outcome imposed by the original decision maker was manifestly excessive, inappropriate or not available in the circumstances; and/or

- d. new evidence that was not known or available at the time of the original decision is now available and could have affected the outcome of the decision.

(68) The appeal must be lodged in writing within 20 working days of being notified of the decision according to the [Student Appeals procedure](#).

Review of the special circumstances progress outcome

(69) Where a student seeks to request a review of the outcome of their special circumstances application in relation to changes in fee category and access to the Australian Government loan program, the student must apply for review via the approved University method within 5 days of notification of outcome.

Section 6 - Definitions

(70) For the purpose of this Policy:

- a. Academic Progress Committee: a committee established in accordance with regulation 32.3, of the [Academic Board Regulations](#) to monitor and conduct reviews of the academic progress of students enrolled in the Faculty or Institute.
- b. academic progress: a student's progress towards successful completion of the academic requirements of the course in which they are enrolled.
- c. conditions on enrolment or academic performance: placing conditions on a student's enrolment or academic performance, such as:
 - i. requiring the student to pass certain units
 - ii. limiting the number of units the student can take in the next study period to increase their likelihood of success
 - iii. specifying which units the student can take
 - iv. requiring the student to transfer into another course if the student wishes to remain enrolled at the University.
- d. exclusion: the termination by the University of a student's enrolment in a course with no right to apply for re-admission to resume study for a specified period of up to one year, beginning on the first day of the study period in which the decision to exclude is taken.
- e. fee category: the prescribed status of enrolment and fees and charges for the course and/or units to be undertaken by the student and includes a Commonwealth Supported and Domestic Full Fee place.
- f. intermission: the approved suspension of study by a student after enrolling in a course, usually for a total period of not more than one year.
- g. loan program: the student assistance available to eligible students by the Commonwealth that include FEE HELP, HECS HELP, OS HELP and SA HELP.
- h. maximum period of study: the maximum period of time that may be taken by a student to complete a course of study in accordance with the [Enrolment, Fees and Charges policy](#)
- i. Start Anytime: a student can begin a unit at any time of the year, and complete it online at their own pace within one year.
- j. study period: a defined teaching and study period specified by a Faculty or Institute for the completion of units for a particular course.

Status and Details

Status	Current
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Responsible Executive	Liz Johnson Senior Deputy Vice-Chancellor, Academic +61 3 92468303
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