Student Progress Procedures

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1. Governing Policy

Student Progress Policy

2. Purpose

a. To specify the processes and responsibilities for identifying students not meeting academic requirements and reviewing their progress, as specified in the Student Progress Policy.

b. The Student Engagement and Success Unit will determine the timelines for student progress processes and will notify College SAS teams of the timelines prior to the end of each semester.

3. Identifying a student's level of progress (Annex A)

Student Engagement and Success Unit (SESU)	a. Prepare a report by College of all students who meet the criteria for not meeting academic requirements as set out in the Student Progress Policy. By exception, any student meeting academic requirements will not be listed in the report and no further action is needed.
College Student Administration Services (SAS)	b. Review the report from SESU and: i. include any student who is meeting academic requirements, but the College has identified would benefit from early identification communications, and ii. remove any students who meet the criteria for continuing to not meet academic requirements as set out in s.3.5 of the Student Progress Policy and to whom Procedure 6 applies.

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4. Meeting Academic Requirements – Early Identification (Annex B)

Student Engagement and Success Unit (SESU)	a. For students who are meeting academic requirements, but the College has identified would benefit from early identification communications per s. 3.3 of the Student Progress Policy, send an email and SMS to them with information on: i. why they are receiving the communication ii. where they are on the student progress continuum iii. that this will be recorded on their internal Academic Record (for University staff reference only) but not recorded on their unofficial or official Transcript iv. strongly encouraging them to meet with a Student Success and Wellbeing Advisor (SSWA) and how to book an appointment v. how to order an unofficial Transcript vi. how to look at and understand their results vii. how to access counselling sessions viii. how to access other support services. b. Add comment codes into the Student Management System (PRG_PREVENT) to indicate that the student has been sent the early identification communications.
Student	c. Respond to SESU communications as guided: i. access support services ii. meet with a Student Success and Wellbeing Advisor iii. meet with the Course Coordinator.

5. Not Meeting Academic Requirements – Early Identification (Annex C)

Student Engagement and Success Unit (SESU)	a. For students identified as not meeting academic requirements per s.3.4. of the Student Progress Policy, send an email and SMS to them with information on: i. why they are receiving the communication ii. where they are on the student progress continuum, and the impact if they continue to not meet academic requirements iii. that this will be recorded on their internal Academic Record (for University staff reference only) but not recorded on their unofficial or official Transcript iv. strongly encouraging them to meet with a Student Success and Wellbeing Advisor (SSWA) and how to book an appointment v. how to order an unofficial Transcript vi. how to look at and understand their results vii. how to access counselling sessions viii. how to access other support services.

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	b. Notify the following areas of the students identified as not meeting academic requirements:
	i. International Student Services
	ii. Yungkurrinthi
	iii. Flinders Living
	iv. Flinders Academy
	c. Add comment codes to the Student Management System (PRGC_50 or PRGC_FT2) relevant to the criteria met by the student.
Student	d. Respond to SESU communications as guided:
	i. access support services
	ii. meet with a Student Success and Wellbeing Advisor
	iii. meet with the Course Coordinator.

6.   Continuing to Not Meet Academic Requirements – Initial Evaluation (Annex D)

Student Engagement and Success Unit (SESU)	a. Prepare a report by College of all students who meet the criteria for not meeting academic requirements as set out in the Student Progress Policy.
College Student Administration Services (SAS)	b. Review the report from SESU and identify those students who meet the criteria for continuing to not meet academic requirements as set out in s.3.5 of the Student Progress Policy.
	c. For students evaluated by the Dean (Education) or delegate as **not needing** formal review:
	i. notify the student to that they have been identified as continuing to not meet academic requirements and the support services available to them
	ii. document in the Student Management System the outcome of the Dean (Education)'s evaluation and take any action as relevant.
	d. For students evaluated by the Dean (Education) or delegate as **needing** formal review:
	i. if the student has not previously received the early identification communications in accordance with Procedure 5, send the communications to them before initiating the formal review process.
	ii. if the student has already received the early identification communications, notify the student in writing that their progress will be formally reviewed.
Dean (Education) or delegate (who may only be the Teaching Program Director or Course Coordinator)	e. Evaluate the students identified as continuing to not meet academic requirements to determine whether their progress is to be formally reviewed.
	The Dean (Education) or delegate may contact a student to gather, or seek to clarify, relevant information in order to make this determination.
	f. For students evaluated as **not needing** formal review, determine whether the student continues with their current study plan or

	measures, OR is required to put in place a new study plan or measures to address the reasons they're not meeting academic requirements.
	g. For students evaluated as **needing** formal review, inform College SAS to initiate the formal review process.
Student	h. Take action in accordance with the outcome determined by the Dean (Education) and respond to any communications as guided.

7. Formal Review of Progress (Annex E)

a. A student who is subject to a formal review of progress will be provided with the opportunity to submit a response and provide any relevant academic or personal information, including any plans to improve their progress towards the completion of their enrolled course.

b. Information provided by the student will be treated by all parties with appropriate confidentiality and will only be used for the purpose of reviewing the student's ability to progress in their enrolled course in accordance with these procedures.

c. In formulating their response, students may obtain assistance from a third party (e.g. the FUSA Student Advocacy and Welfare service, advocacy groups, legal representatives, friends or family members); however, the response must be submitted in a student's own words and under their own name.

d. A formal review of progress must take into consideration all relevant facts and information, including any relevant information provided by the student and must be handled in accordance with the principles of procedural fairness, namely:

  i. the right to be treated fairly

  ii. the right for an individual to be informed of the reasons their progress is being reviewed, the process that has commenced in relation to their progress, the possible outcomes of the review and any consequences of not responding

  iii. the right to respond and have the response and any relevant information considered

  iv. the right to not have irrelevant matters considered

  v. the right to an unbiased decision-maker, and

  vi. the right to review or appeal.

7.1. Formal Review of Progress Process (Annex E)

College Student Administration Services (SAS)	a. Notify the students in writing that their ability to progress in their course will be formally reviewed by the relevant College Progress Committee. This includes:
	
	  i. the reasons for initiating the review
	
	  ii. the process and deadline for submitting a written response
	
	  iii. guidance on what information may be included in the response
	
	  iv. the support services available to the student
	
	  v. the possible outcomes and the consequences of not responding
	
	  vi. that academic advocacy is available to the student.
	
	b. Inform the relevant Course Coordinator (or delegate) of the students that are subject to a formal review.

	c. Record all communications from students, including no response, and collate for the College Progress Committee.
	d. After the College Progress Committee has made a determination, on behalf of the Dean (Education):
	i. notify the student of the outcome of the formal review, as determined by the College Progress Committee
	ii. notify any external regulatory or accrediting bodies of the termination of a student's enrolment, as applicable.
	e. Record the outcome into the Student Management System and manage enrolments in line with the College Progress Committee's decision after the 20-day review period has lapsed or, if the student has requested a review of the outcome, after the 20-day period for appeal to the Student Appeals Committee has lapsed (following notification to the student of the outcome of the review) in accordance with the Student review and Appeal policy and procedures.
Course Coordinator (or delegate)	f. Contact the student about their progress, and bring that information to the College Progress Committee for their consideration.
College Progress Committee	g. Meet and make a determination in accordance with s.3.6.b of the Student Progress Policy.
Student	h. Provide College SAS with a written response, including any relevant academic or personal information.
	i. Take action in accordance with the outcome determined by the College Progress Committee.
	j. If dissatisfied with the outcome of the College Progress Committee, request a review in accordance with the Student Review and Appeal Policy and procedures.

8.   Re-enrolment after preclusion (Annex F)

Student	a. If the student contract included conditions on re-enrolling, contact the College SAS team about re-enrolling at the conclusion of the preclusion period.
	b. If the student contract did not place any conditions on re-enrolling, the student can re-enrol in their topic(s) at the conclusion of the preclusion period.
	c. If the student is an international student and needs to re-enrol in the teaching period immediately following the conclusion of the preclusion period in order to comply with their visa conditions, contact International Student Services about re-enrolling.
College Student Administration Services (SAS)	d. Inform the Student Engagement and Success Unit (SESU) of all students returning to studies after preclusion.
Student Engagement and Success Unit (SESU)	e. A Student Success and Wellbeing Advisor will contact any student returning after preclusion for support on their return to studies.

9. Re-enrolment prior to completion of preclusion period (Annex G)

Student	a. Apply in writing to the College Student Progress and Assessment Advisor (SPAA) team to request to have a preclusion lifted prior to the conclusion of the preclusion period including how their circumstances have changed and why they would now meet academic requirements.
College Student Administration Services (SAS)	b. Collate and record the correspondence and submit to the College Progress Committee. c. On behalf of the Dean (Education), notify the student of the outcome of their application, as determined by the College Progress Committee. d. Inform the SESU of all students returning to studies after preclusion.
College Progress Committee	e. Make a determination on the student's application to have a preclusion lifted prior to the end of the preclusion period, including stipulating any conditions for re-enrolling.
Student Engagement and Success Unit (SESU)	f. A Student Success and Wellbeing Advisor will contact any student returning after preclusion for support on their return to studies.

10. College Progress Committees

a. Each College will have a College Progress Committee comprised of:

  i. Dean (Education) or nominee (Chair)

  ii. no less than two academic staff members from the College appointed by the College Vice President and Executive Dean

  iii. no less than two student members from the College appointed by the College Vice-President and Executive Dean

  iv. Other members, as determined by the Chair (e.g. SAS staff)

b. If a member has a conflict of interest with a particular review, they must make it known to the Chair. An alternate member may be appointed if necessary to achieve quorum in accordance with 10.a.

c. The quorum of the committee is 50%, which must include the Chair and at least one other academic staff member.

11. Authorities

Delegate	Authority
Director, Student Life	Approve the templates and methodologies for formal notification and communication to students by SESU and College SAS

Approval Authority	Deputy Vice-Chancellor (Students)
Responsible Officer	Director, Student Life
Approval Date	21 November 2024
Effective Date	1 January 2025
Review Date*	2027
Last amended	
CM file number	CF20/743

* Unless otherwise indicated, this policy or procedures still apply beyond the review date.

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FEARLESS

Annex A – Identifying a student's level of progress

SESU

Determine the timelines for student progress processes and notify the Colleges prior to the end of each semester

SESU

Report on all students per College who meet the criteria for 'not meeting the academic requirements' as set out in the Student Progress Policy

Meeting Academic Requirements

by exception, all students meeting academic requirements are students not listed in this report and no further action or recording is needed

Meeting Academic Requirements Early Identification

College SAS identify additional students not listed on the report but would benefit from the communications (see Annex B)

Not Meeting Academic Requirements Early Identification

College SAS remove any students from the report who are 'Continuing to not meet Academic Requirements' and the remaining students are 'Not Meeting Academic Requirements Early Identification' (see Annex C)

Continuing to Not Meet Academic Requirements Initial Evaluation

College SAS remove any students from the report who are 'Continuing to not meet Academic Requirements' (see Annex D)

Annex B – Meeting Academic Requirements – Early Identification

SESU

Determine the timelines for student progress processes and notify the Colleges prior to the end of each semester

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SESU

Report on all students per College who meet the criteria for not meeting the academic requirements as set out in the Student Progress Policy

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College SAS

Identify students who are meeting academic requirements, but the College have identified would benefit from receiving Early Identification communications

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SESU   **SESU**

Email sent to students   SMS sent to students

↓

SESU

Student is provided with information and options

- Why receiving the communications
- Where they are on the student progress continuum
- That this will be recorded on their internal Academic Record (for University staff reference only) but not recorded on their unofficial or official Transcript
- How to book a Student Success and Wellbeing Advisor appointment
- How to order an unofficial Academic Record
- How to look at and understand results
- How to access counselling
- How to access other support Services

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SESU

Add comment codes into Student Management for ongoing reference (PRG_PREVENT to indicate that received communications but not meet criteria)

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Student

Responds to the SESU communications as guided:

- Access support services
- Meet with a Student Success and Wellbeing Advisor
- Meet with a Course Coordinator

Annex C – Not Meeting Academic Requirements – Early Identification

SESU – Determine the timelines for student progress processes and notify the Colleges prior to the end of each semester

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SESU – Report on all students per College who meet the criteria for 'Not Meeting Academic Requirements' as set out in the Student Progress Policy

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College SAS – Review the reports on students who meet the criteria for 'Not Meeting Academic Requirements', and remove any students who meet the criteria for 'Continuing to Not Meet Academic Requirements'

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SESU – Final list is created of students 'Not Meeting Academic Requirements - Early Identification'

→ SESU – Copy list to
- International Student Services
- Yungkurrinthi
- Flinders Living
- Flinders Academy

SESU – Email sent to students

SESU – SMS sent to students outlining email

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SESU – Student is provided with information and options

- Why receiving the communications
- Where they are on the student progress continuum and the impact if they continue to not meet academic requirements
- That this will be recorded on their internal Academic Record (for University staff reference only) but not recorded on their unofficial or official Transcript
- How to book a SSWA appointment
- How to order an unofficial Academic Record
- How to look at and understand results
- How to access counselling
- How to access other support Services

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SESU – Add comment codes into Student Management for ongoing reference (PRGC_50 and PRGC_FT2)

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Student – Responds to the communications as guided

- Access support services
- Meet with the Student Success and Wellbeing Advisors
- Meet with the Course Coordinator

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![Flinders University logo]

SESU – Determine the timelines for student progress processes and notify the Colleges prior to the end of each semester

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SESU – Report on all students per College who meet the criteria for 'Not Meeting Academic Requirements' as set out in the Student Progress Policy

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College SAS – Review the reports on students who meet the criteria for 'Not Meeting Academic Requirements', and extract students who meet the criteria for 'Continuing to Not Meet Academic Requirements'

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Dean Education – Evaluates the list of students 'Continuing to Not Meet Academic Requirements'. The Dean (Education) or delegate may contact a student to gather, or seek to clarify, relevant information in order to make this determination

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Not require formal review	Require formal review

Not require formal review branch:

Dean Education – Determines student able to continue with current study plan or measures OR puts in place new plans or measures to address why they are not meeting the academic requirements

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College SAS – Document in Student Systems the outcome as determined by the Dean Education

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College SAS – Send communication to the student to outline they are at 'Continuing to Not Meet Academic Requirements', and the outcome of the Dean Education evaluation. Also link to support services available

Require formal review branch:

Dean Education – Informs the College SAS team that student needs to be considered through Formal Review

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Has the student already been contacted at the 'Not Meeting Academic Requirements Early Identification' stage?

↓ (branches: Yes / No)

Yes:

College SAS – Notify students in writing of the Formal Progress process

No:

College SAS – Send the student the communications for Early Identification (step 5 Student Progress), and then initiate the Formal Review process

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Annex E – Formal Review of Progress

College SAS – Notify students in writing that they are subject to Formal Review and that their ability to progress in the course will be formally reviewed by the relevant College Progress Committee. This includes:

- Reasons for initiating the review
- Process and deadline for submitting a written response
- Guidance on what information may be included in the response
- Support services available to them
- Possible outcomes and the consequences of not responding
- Academic Advocacy options

College SAS also inform the relevant Course Coordinator

Course Coordinator (or delegate) – Contact the student who is subject to Formal Progress regarding their progress issues, and bring that information to the College Progress Committee

Student – Response received by SAS College to the request for a written response including any relevant academic or personal information?

Yes

No

College SAS – Record all the communications and collate for the College Progress Committee

College SAS – Note no response and inform the College Progress Committee

College Progress Committee meet and make a determination in accordance with 3.6.b of the Student Progress Policy.

College SAS – On behalf of the Dean Education notify the student of the outcome of the formal review as determined by the College Progress Committee

College SAS – On behalf of the Dean Education notify any external regulatory or accrediting bodies the termination of a student's enrolment, as applicable

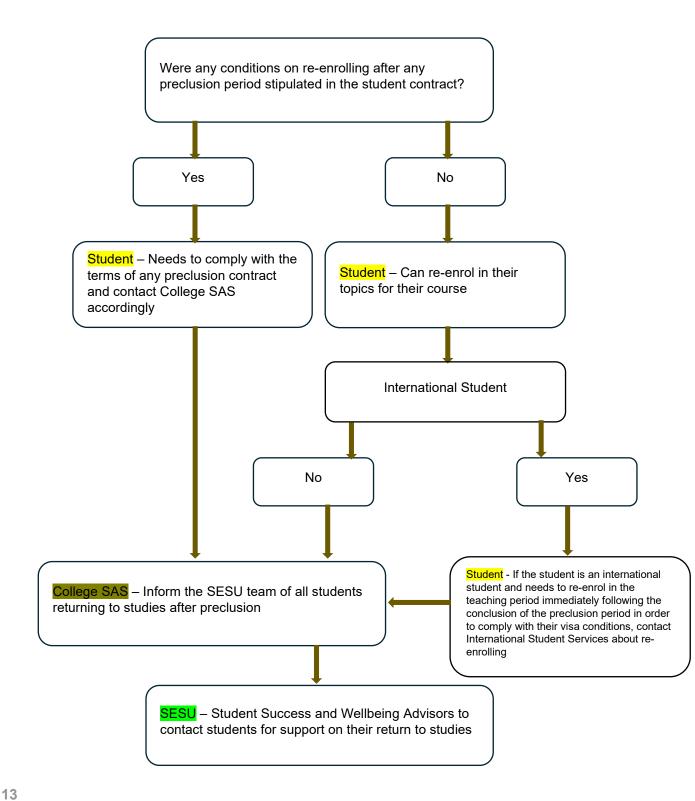**Student** – Take action in accordance with the outcome determined by the College Progress Committee

Student – If dissatisfied with the outcome of the College Progress Committee, request a review in accordance with the Student Review Appeal Policy and procedures

College SAS – Record the outcome into the Student Management System and manage enrolments in line with the College Progress Committee's decision after the 20-day review period has lapsed or, if the student has requested a review of the outcome, after the 20-day period for appeal to the Student Appeals Committee has lapsed (following notification to the student of the outcome of the review).

FEARLESS

Annex F – Re-enrolment after preclusion

Were any conditions on re-enrolling after any preclusion period stipulated in the student contract?

Yes

No

Student – Needs to comply with the terms of any preclusion contract and contact College SAS accordingly

Student – Can re-enrol in their topics for their course

International Student

No

Yes

College SAS – Inform the SESU team of all students returning to studies after preclusion

Student - If the student is an international student and needs to re-enrol in the teaching period immediately following the conclusion of the preclusion period in order to comply with their visa conditions, contact International Student Services about re-enrolling

SESU – Student Success and Wellbeing Advisors to contact students for support on their return to studies

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Annex G – Re-enrolment prior to completion of preclusion period is complete

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│ Student – Student to apply in writing to the  │
│ College Student Progress and Assessment       │
│ Advisors to request to have a preclusion       │
│ lifted prior to the end of the preclusion      │
│ period, including how their circumstances      │
│ have changed and why they would now meet       │
│ academic requirements                          │
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┌─────────────────────────────────────────────┐
│ College SAS – Collate and record the           │
│ correspondence, and submit to the College       │
│ Progress Committee                              │
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┌─────────────────────────────────────────────┐
│ College Progress Committee – Make a             │
│ determination on the student's application to   │
│ have a preclusion lifted prior to the end of    │
│ the preclusion period, including stipulating    │
│ any conditions for re-enrolling                 │
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│ College SAS – Will notify the student based     │
│ on the determination by the College Progress    │
│ Committee on behalf of the Dean Education       │
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│ College SAS – Inform the SESU team of all       │
│ students returning to studies after preclusion  │
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│ SESU – Student Success and Wellbeing Advisor    │
│ to contact students for support on their        │
│ return to studies                               │
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