

**Purpose**

This section describes the ways in which the University will systematically identify students who are making unsatisfactory progress and direct them to appropriate sources of assistance. It also outlines the process by which students are required to take action and may be precluded for ongoing unsatisfactory progress.

**Relevant to**

All students enrolled in:

- undergraduate and postgraduate coursework programs

This section does **not** apply to:

- enabling programs
- students enrolled in the significant research component of a postgraduate coursework program
- Open Universities Australia (OUA) units delivered by UniSA.

**Cross-references**

- [A-49: Postgraduate Coursework Degrees with a significant research component](#)
- [APPM Section 11: Student Appeals Committee](#)

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**10.1 Monitoring unsatisfactory progress**

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- 10.1.1 As part of good teaching practice, academic staff endeavour to identify students at risk as soon as possible, and make adequate time available for giving advice and assistance to those students or recommending that they seek appropriate personal and/or academic support.
- 10.1.2 At the end of each academic review period (see [General Definitions](#) section), each student's results will be assessed against the criteria used to identify students who have made unsatisfactory progress (see clause 10.1.3).
- 10.1.3 The University identifies unsatisfactory progress as:
- a. failing a course for the second time, or
  - b. failing courses in an academic review period, resulting in a grade point average for that period of less than 2.80, or
  - c. failing a practicum, field or clinical placement, where that failure constitutes failure in the course (see [clause 4.5](#)).
- 10.1.4 A student identified as making unsatisfactory progress will receive notification from the University as described in the procedures below, and an academic review notation will be entered on their student record stating they have been 'notified' for that academic review period.
- 10.1.5 Where a student is identified as making unsatisfactory progress, the University will employ an intervention strategy designed to assist the student to improve their performance in their program (see clauses 10.2 to 10.4).

## 10.2 Procedures for the *mid-year* review of academic progress

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- 10.2.1 Students who have been identified as making unsatisfactory progress in their program **for the first time** will be notified in writing outlining the reason they have been identified, and requiring them to meet with their Course Coordinator or Program Director, either in person, by telephone or by email. A copy of this correspondence must be retained on the student's file in Campus Central or UniSA transnational administration office, as applicable.
- 10.2.2 Possible intervention strategies resulting from the discussion with the Course Coordinator or Program Director, may include but are not limited to:
- group academic counselling organised by the school (only for students who have been identified as making unsatisfactory progress in their program for the first time)
  - further discussion between the student and the Course Coordinator or Program Director, either in person, by telephone or by email
  - a recommended program of study over a specified period of time to assist the student's progress
  - a reduction in load
  - leave of absence
  - referral to Learning and Teaching Unit or UniSA partner administration office, as applicable, for a full assessment of the student's circumstances and a personalised study plan.
- 10.2.3 If a student is identified as making unsatisfactory progress in their program for the **second or subsequent time**, they will be notified in writing requiring them to attend formal academic counselling with their Program Director or academic staff nominee. A copy of this correspondence must be sent to Campus Central or UniSA transnational administration office, as applicable, to be retained on the student's file.
- 10.2.4 A student who is required to attend formal academic counselling may be accompanied by:
- a representative of UniLife, or in the case of transnational students, a representative of the UniSA partner institution, or
  - any staff member or student of the University.
- Where attendance is not possible, the discussion can occur via teleconference, but must not be as part of a group.
- 10.2.5 Possible outcomes of this intervention strategy may include:
- further discussion between the student and the Course Coordinator or Program Director, either in person, by telephone or by email
  - a recommended program of study over a specified period of time to assist the student's progress
  - a reduction in load
  - leave of absence
  - referral to Learning and Teaching Unit or UniSA partner administration office, as applicable, for a full assessment of the student's circumstances and a personalised study plan.
- 10.2.6 Academic or Learning and Teaching Unit staff who have counselled a student in relation to their academic progress must complete an Academic Review Action Plan. The original must be sent to Campus Central or UniSA transnational administration office, as applicable, to be retained on the student's file, and a copy is to be given to the student. Special provision must be made for students without access to electronic resources.
- 10.2.7 Students should keep a copy of the Academic Review Action Plan for their own records.

- 10.2.8 Due to the short interval between study periods at mid-year, school committees will normally consider preclusion only at the end of the academic year. However, if a student is identified as making unsatisfactory progress for the third time at mid-year and has previously been considered for preclusion, the school committee may choose to consider preclusion at mid-year.

### **10.3 Procedures for the *end-of-year* review of academic progress**

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- 10.3.1 If, at the end of an academic year, a student is identified as making unsatisfactory progress in their program for the **first or second time**, the procedures specified in clause 10.2 above will apply.
- 10.3.2 If, at the end of an academic year, a student is identified as making unsatisfactory progress in their program **in three or more** academic review periods, their case will be considered by the school committee (see clause 10.4).

### **10.4 Procedures for preclusion or monitoring student progress**

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- 10.4.1 School boards will establish a committee to consider student progress.
- 10.4.2 The school committee may decide on one of the following outcomes:
- a. formal academic counselling and ongoing monitoring of progress, or
  - b. preclusion
    - (i) Students will be considered for preclusion by the school committee if they are identified as making unsatisfactory progress **in three or more** academic review periods.
    - (ii) When considering a student for preclusion, the school committee will take into account a part-time study load and its impact on the GPA calculation.
- 10.4.3 Where the school committee decides that formal academic counselling is appropriate, the student will be notified in writing requiring them to attend formal academic counselling with their Program Director or academic staff nominee. Copies of this correspondence must be retained on the student's file in Campus Central or UniSA transnational administration office, as applicable.
- a. In these cases, the student's progress in subsequent study periods will be monitored by the Program Director, and the student may be required to attend further meetings.
  - b. If the student continues to make unsatisfactory progress, the Program Director may recommend that a special meeting of the school committee be convened to consider preclusion.
- 10.4.4 Students cannot appeal against a school committee's decision requiring them to attend formal academic counselling with subsequent ongoing monitoring of progress.
- 10.4.5 Where the school committee decides that a student should be precluded, the student will be notified by registered mail that:
- a. they have the right to appeal the decision of the school committee (see clause 10.5)
  - b. their enrolment in the program will be discontinued if the student does not appeal, or their appeal is rejected by the division and the University
  - c. application for re-admission to a program at the same level in the same discipline will not normally be reconsidered for two years
  - d. application for re-admission will follow normal procedures and is not guaranteed, and
  - e. students who gain re-admission will be classified as new students for the purposes of assessing fees and eligibility for Commonwealth support or assistance.
- A copy of this correspondence must be sent to Campus Central or UniSA transnational administration office, as applicable, to be retained on the student's file.

- 10.4.6 The decision to preclude will be subject to the student's right of appeal (see clause 10.5). A decision by the school committee to preclude can only be reviewed by the divisional appeals committee.
- 10.4.7 If a student does not appeal or an appeal is not upheld, the preclusion will be recorded against the student's program, and will appear on their academic transcript.
- 10.4.8 A student cannot submit an appeal directly to the Student Appeals Committee under [Section 11](#) of this Manual without their case first being heard by the relevant division appeals committee (see clause 10.5).

## **10.5 Appealing against preclusion**

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- 10.5.1 Division boards will establish a division appeals committee to consider appeals against preclusion from a program. The division appeals committee will be chaired by the Pro Vice Chancellor /Director: Regional Engagement or nominee, and will include:
- at least four academic staff representatives from a cross-section of schools in the division, or in the case of the Centre for Regional Engagement, appropriate discipline representation
  - the relevant Division Manager or nominee
  - a representative from UniLife, or in the case of transnational students a representative of the UniSA partner administration office.
- 10.5.2 Students wishing to appeal against preclusion must lodge an appeal in writing on the standard form to Campus Central or UniSA partner administration office, within 20 working days from the date specified in the letter notifying the student of the school committee's decision to preclude them. Such appeals must be supported by relevant evidence including any action taken by the student in response to previous intervention strategies.
- 10.5.3 The chair of the school committee constituted under clause 10.4 and/or the relevant Program Director will be invited to attend or make a submission to the division appeals committee regarding the decision to preclude the student.
- 10.5.4 Students will be invited to attend the meeting of the division appeals committee to present their case. The student may be assisted or represented at the meeting by:
- a representative of UniLife, or in the case of transnational students, a representative of the UniSA partner institution
  - any staff member or student of the University.
- Where a student is unable to attend the hearing, but wishes to participate, they may do so through teleconferencing.
- 10.5.5 No party will be permitted to have legal representation at an appeals hearing.
- 10.5.6 If the student raises new or additional factors in support of their appeal, the division appeals committee may require the student to provide supporting documentation to the committee within a specified time frame. If the student fails to provide the supporting documentation within the specified time frame, the committee will make a determination on the basis of the original appeal.
- 10.5.7 The student will be notified of the outcome of the division appeals committee by registered mail within five working days of the committee's decision, together with the circumstances under which a further appeal against the decision may be lodged under [Section 11](#) of this Manual, where relevant. Copies of all relevant correspondence will be forwarded to:
- The relevant Program Director
  - Campus Central or UniSA transnational administration office, as applicable, to be retained on the student's file.

- 10.5.8 Students may continue their program of study pending the outcome of an appeal, unless the University considers that to do so places the student at risk. In these cases, appropriate documentary evidence must be maintained on the student's file in Campus Central or UniSA transnational administration office, as applicable.
- 10.5.9 Should the student's appeal be denied, their current enrolment will be amended accordingly.
- 10.5.10 A copy of all correspondence, and any other relevant documentation pertaining to a student's appeal, must be retained on the student's file in Campus Central or UniSA transnational administration office, as applicable.