

Student Progression and Support Policy

Policy and Procedure

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SECTION 1 – INTRODUCTION

PURPOSE

The purpose of this policy and procedure is to sets out the manner in which Australasian College of Health and Wellness (ACHW) will record, monitor and respond to a student’s academic progress, as well as ACHW’s approach to identifying students at risk and the intervention and support strategies available to them.

SCOPE

This policy applies to all students attending any courses delivered by ACHW.

SECTION 2 – POLICY AND PROCEDURE

PRINCIPLES

This policy describes how ACHW is managing risks associated with systematically monitoring students' course progress and attendance, notifying and counselling students who are at risk of failing to meet the course progress requirements.

ASSESSMENTS

Unit Guides contain details on how students will be assessed and how all assessment results may be combined to produce an overall mark for the unit. In particular, the Unit Guide explains:

- ï the weight of each task in contributing to the overall mark;
- ï minimum standards that are applied to specific assessment tasks, and the consequences if such standards are not met (including failure to submit particular tasks);
- ï rules regarding penalties applied to late submissions; and
- ï precise details of what is expected in terms of presentation of work for assessment

Students should take note that the aggregated mark for a unit will be moderated which may result, in some cases, in a variation of the final grade awarded to the student for the unit. This may be inconsistent with the marks awarded to the student for individual assessment items for that unit.

SUBMISSION OF ASSESSMENT ITEMS

Students are required to submit assessment items at the time and date specified in the Unit Guide. Assessments items submitted after the due date will be subject to a penalty unless the student has been given prior approval in writing for an extension of time to submit that item.

Assessments should be submitted in the form specified in the Unit Guide or as notified by the facilitator. All assessments must be lodged via the learning management system (LMS) and the date and time the assessment was received will be considered the date and time of submission.

PENALTIES FOR LATE SUBMISSION

An assessment item submitted after the assessment due date, without an approved extension or without approved mitigating circumstances, will be penalised. The standard penalty is the reduction of the mark allocated to the assessment item by 10% of the total mark applicable for the assessment item, for each day or part day that the item is late (a 'day' for this purpose is defined as any day on which campus administration is open). Assessment items submitted more than ten days after the assessment due date are awarded zero marks.

Extensions to assessment deadlines based on mitigating circumstances is at the discretion of the facilitator, and will be granted in writing. Mitigating circumstances are circumstances outside of the student's control that have had an adverse effect on the student's work or ability to work.

SPECIAL CONSIDERATION

Students whose ability to submit or attend an assessment is affected by sickness, misadventure or other circumstances beyond their control, may be eligible for special consideration. No consideration is given when the condition or event is unrelated to the student's performance in a component of the assessment, or when it is considered not to be serious.

Students must apply in writing to the facilitator for special consideration within three days of the due date of the assessment item or exam.

When considering the application for special consideration, the Head of School may take into account one or more of the following:

- the student's performance in other assessment tasks in the subject;
- the severity of the event;
- the student's academic standing in other subjects and in the course; and
- any history of previous applications for special consideration, especially where they indicate a chronic problem.

If an application for special consideration is accepted, the student will be advised any one of the following outcomes:

- additional assessment or a supplementary examination will be scheduled;
- the deadline for assessment is extended;
- the student is allowed to discontinue from the subject without failure. This is unlikely to occur after an examination or final assessment has taken place.

ASSESSMENT FEEDBACK

To minimise the number of requests for reviews of an assessment decision, ACHW provides students with feedback which enables them to understand the reason for their results.

REASONABLE ADJUSTMENT

Students with a disability may request reasonable adjustment to an assessment task to accommodate their disability. Adjustments to assessment take into account the special characteristics of the student. Any adjustments made will be 'reasonable' so that they do not impose an unjustifiable hardship upon either the student or ACHW.

A request for reasonable adjustment is to be made by the student in writing to the facilitator for the affected subject. The request for adjustment may be additional to any special adjustments made by ACHW before the student commenced the study of their course.

Making a reasonable adjustment involves varying the procedures for conducting an assessment, for example:

- allowing additional time for the completion of an assessment;
- extending deadlines for an assessment;
- varying question and response modalities for an assessment; and
- providing or allowing additional resources in examinations

REQUIREMENTS FOR SUCCESSFUL COMPLETION OF A SUBJECT

Students must attempt all assessment tasks and achieve at least 50% of the total marks for the unit to be deemed to have met all unit requirements and to have successfully completed the unit.

GRADES

During each unit, students are provided with an evaluation of their individual performance with reference to the criteria for each assessment task. Student performance in individual units is graded in accordance with the following guidelines:

Grade	Definition
<p>High Distinction (outstanding performance) Code: HD Mark range: 85% and above</p>	<p>Complete and comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of unit learning outcomes.</p>
<p>Distinction (very high level of performance) Code: D Mark range: 75-84%</p>	<p>Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of unit learning outcomes</p>
<p>Credit (high level of performance) Code: C Mark range: 65-74%</p>	<p>High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of unit learning outcomes.</p>
<p>Pass (competent level of performance) Code: P Mark range: 50-64%</p>	<p>Adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and satisfactory achievement of unit learning outcomes.</p>
<p>Non-graded Pass Code: NGP</p>	<p>Successful completion of a unit assessed on a pass/fail basis, indicating satisfactory understanding of unit content; satisfactory development of relevant skills; satisfactory interpretive and analytical ability and satisfactory achievement of unit learning outcomes</p>
<p>Fail (unsatisfactory performance) Code: F Mark range: below 50%</p>	<p>Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve the majority of unit learning outcomes.</p>
<p>Withdraw with Failure Code: WD</p>	<p>Cancelled enrolment in the unit after the final date for withdrawal without failure (the census date).</p>
<p>Advanced Standing Code: AS</p>	<p>Credit has been granted for the unit following an application and its approval for Advanced Standing.</p>

PUBLICATION OF RESULTS

Once grades have been approved by the Assessment Review Committee, the approved grade is recorded in the student database against the relevant unit and students are notified of their results by both electronic means.

REVIEW OF AN ASSESSMENT DECISION

A student may request a review of an assessment decision. In the first instance, students should approach the facilitator, where appropriate, to discuss their concerns about the assessment decision. Where the issue regarding the assessment decision is unable to be resolved at this level, a request for a review may be made in writing and lodged with the Head of School within five business days of formal notification of the assessment result.

The grounds upon which the student may request a review of an assessment decision are:

- that the student believes that an error has occurred in the calculation of the grade; and/or
- a demonstration that the assessment decision is inconsistent with the published assessment requirements or assessment criteria.

Students should note that each review against an assessment decision is determined on its own merits without reference to other applications.

The Head of School will normally respond to the request for a review of an assessment decision in writing within ten business days and may confirm or vary the original decision. If a student remains dissatisfied with the outcome of the review of an assessment decision they may utilize ACHW's Grievance Policy for further guidance on additional steps to making appeals.

COURSE PROGRESSION

All students will receive a course start and end date in the Letter of Offer, indicating the time required to complete the course.

All students are provided with a Unit Guide for each unit which states the unit participation requirements and the total number of assessments (tests, assignments and gradable activities) and exams that a student has to complete before the final results for the unit can be determined.

All students are expected to complete all learning and assessment materials as defined in the Unit Guide.

Students must complete all assessments outlined in the Unit Guide and will be provided with assessment feedback. Students are advised of the outcome of their assessment and the need for reassessment if applicable.

Progression of a student is monitored via their participation in the unit and includes participation to online lectures and tutorials of each unit of study as well as their submission of assessments as and when due as detailed in the Unit Guide.

ACHW may prevent a student from further progress in their unit of study or from completing the final exam if assessment tasks are not completed when due or when the student fails to gain satisfactory marks during the course of study in a unit.

AT RISK STUDENTS

Progress of a student in a course is monitored at the unit level. The Academic Learning Advisor monitors LMS logs and completion of assessments of each student. The facilitator will advise the Academic Learning Advisor of students who are at 'risk'. Students are at 'risk' if

- initial assessments of discussion questions, quizzes and early diagnostics that appear in all units are not completed; or
- at any other time during their studies, a student fails to complete work when due or fails to achieve a satisfactory progress mark; or
- a student fails to achieve the overall required mark to be deemed to have successfully completed a unit

STUDENT INTERVENTION AND SUPPORT STRATEGIES

Students who are deemed at 'risk' or identified as being disadvantaged due to personal and/or academic reasons and in turn at 'risk' of not completing their unit of study or their course, will trigger the intervention strategy set out below.

1. If a student's progress is deemed unsatisfactory, they will be notified in writing by the Academic Learning Advisor and the most appropriate intervention strategy is initiated.
2. The intervention strategies available to the student may include:
 - 2.1 receiving individual case management where a student is provided with additional academic and/or language, literacy and numeracy support;
 - 2.2 counselling or support meetings with a Counsellor from EAP Access;
 - 2.3 receiving assistance with personal issues which are hindering progress;
 - 2.4 where possible, being placed in a suitable, alternative unit within the course or a suitable, alternative course;

- 2.5 advising of opportunities for the student to be reassessed for assessment tasks in the unit; and/or
 - 2.6 a combination of the above and a reduction in course load
3. Students are expected to complete their course within the prescribed time in their Letter of Offer.

SECTION 4 – REFERENCE AND SUPPORTING INFORMATION

DEFINITIONS

Word/Term	Definition
At risk	To be considered unlikely to pass the enrolled unit, or meet the minimum participation requirements
Appeal	Formal, written request by a student to have a matter heard and/or reconsidered after receiving an unfavourable decision
Course Progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies
Study Period	Scheduled course duration within a semester
Unsatisfactory Progress	Not successfully completing or demonstrating competency in at least 50% of unit or course requirements for a study period

SUPPORTING DOCUMENTATION

Document name	Document type	Location
Grievance form	Policy	<i>G:\Compliance\ACHW\Policies & Procedures</i>

SECTION 5 – DOCUMENT DETAILS

POLICY OWNER

Name: Student Progression and Support Policy and Procedure	
Endorsed by:	Director ACHW
Approved by:	Head of Compliance
Date Approved:	10.07.2017
Implementation Owner	Head of Quality Assurance
Maintenance Owner	Head of Quality Assurance

Review Date	15.01.2021
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CHANGE HISTORY

Version	Approval date	Approved by	Approved by	Change
V1.0	10.07.2017	Head of Compliance	Director ACHW	Initial document review after purchase of MHMHE
V2.0		Approved by Academic Board on 10.03.2020		General review