1. Context

Torrens University Australia is committed to providing a supportive student-centred learning environment which maximises the potential for its students to succeed in their studies. While students have the primary responsibility for their academic performance, the University places an emphasis on the pivotal role of academic and support staff in enabling student success. The University recognises that early identification and support of students at risk of unsatisfactory academic progress gives them the best chance of success. This policy outlines how academic performance is monitored to ensure that students who are at risk of not achieving satisfactory progress receive appropriate learning support and assistance. If a student’s progress remains unsatisfactory, the University may impose conditions on the student’s continued enrolment or the student may be excluded from continuing their studies in their program.

2. Definitions

**Domestic student:** a student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa.

**International student:** a full-fee paying student studying in Australia on a student visa as defined in the ESOS Regulations 2001.

**School Academic Advisor:** a staff member designated to assist students in maintaining satisfactory academic progress by monitoring performance and referring students to support services.

3. Scope

This policy applies to domestic and international students enrolled in undergraduate and postgraduate coursework programs.

4. Principles

The principles upon which this Policy is based are that:
students are primarily responsible for their own academic performance;
the University will ensure that students have the necessary tools to evaluate their progress, including timely and informed feedback on all assessment tasks;
students identified as at risk of not achieving satisfactory progress will be advised of this status in a timely manner; and
appropriate learning and other support will be provided to students identified as at risk of not achieving satisfactory progress.

5. Satisfactory Academic Progress

Academic progress will be assessed on the final results achieved in courses studied in each trimester. Students who do not achieve at least a pass grade in 50% of credit points attempted in a trimester will be deemed to be at risk of not achieving satisfactory progress.

Students who do not achieve at least a pass rate in 50% of credit points attempted in three trimesters, which may or may not be consecutive, will be assessed as not achieving satisfactory progress for the purposes of this Policy and will be required to show cause why they should not be excluded from their program.

6. Notification

The Academic Progress Procedures are followed in notifying students of their academic progress status. The procedures are summarised as follows:

6.1 First notification
At the end of each trimester, students identified as being at risk for the first time will receive a first notification letter via their student email account. The letter will advise students of their ‘at risk’ status and will invite them to attend an interview with a School Academic Advisor who will offer assistance and information about the University’s academic support and counselling services. The student will also be advised of the possible consequences of not improving their academic performance. In particular, international students will be reminded that maintaining satisfactory progress is a condition of holding a student visa.

6.2 Second notification
At the end of each trimester, students identified as being at risk for the second time will receive a second notification letter via their student email account. The letter will advise the student to attend a School Academic Advisor session to develop a tailored strategy aimed at addressing any underlying academic, health or personal reasons that may be affecting the student’s performance. Strategies may include, but are not limited to:

- referral to language and learning support services provided by the University;
- referral to the counselling services provided by the University;
- a reduced enrolment load or a *leave of absence; and
- guidance on the suitability of the student’s choice of program.

International students will again be reminded that Torrens University Australia has an obligation to notify the relevant Commonwealth Government Department of students who have made unsatisfactory academic progress and this could result in the cancellation of their student visa.
6.3 Show cause notification
At the end of each trimester, students deemed not to have made satisfactory progress will receive a letter via their student email account advising that they are required to show cause to the Academic Director why they should not be excluded from their program of study.

The student’s show cause submission must give an indication of the reasons for the student’s poor performance, and any current or intended remedial action to address the poor performance.

7. Decision following show cause submission

Based on the evidence provided, the Academic Director will make a determination and will either:

- find there is cause to exclude the student from further studies in their program;
- *suspend the student from their entire program for one or two trimesters;
- find there is cause not to exclude the student, and approve the re-enrolment of the student without conditions; or
- approve the re-enrolment of the student with conditions which may include, but are not limited to:
  a) restricting enrolment to less than a full-time load or to specified courses;
  b) requiring the student to undergo counselling;
  c) set an academic performance standard to be reached in the next trimester for the student not to be excluded.

*The enrolment of an international student can only be suspended in compassionate and compelling circumstances at the request of the student in accord with Standard 13 of the National Code 2007.

8. Appeals

Students may appeal the Academic Director’s decision by following the Academic Grievance Procedures of the University’s Student Grievance Management Policy within 20 working days of receipt of the email or registered letter notifying the student of the decision.

9. Finalisation of exclusion decision

Exclusion decisions will not be finalised and a student’s enrolment will not be cancelled until:

- the 20 business days allowed for lodging an appeal has elapsed; or
- if the student lodges an internal appeal, the grievance resolution process is complete and supports the decision to exclude; or
- if the student lodges an external appeal, the external review process is complete and supports the decision to exclude.
10. Re-admission after exclusion

A student who has been excluded from an academic program may apply for re-admission to that program or another program in accord with the University's Entry Requirements for Admission.

11. References

Standard 10 – Monitoring Course Progress under the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code 2007), established under the Education Services for Overseas Students (ESOS) Act 2000.

12. Authorities

The following authorities are delegated under this Policy:

<table>
<thead>
<tr>
<th>Authority</th>
<th>Approved Delegate</th>
<th>Limits</th>
</tr>
</thead>
<tbody>
<tr>
<td>To exercise powers specified in Clause 7</td>
<td>Academic Director</td>
<td></td>
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