

ACADEMIC PROGRESSION POLICY AND PROCEDURE

Associated Information

Approving body	Academic Board
Policy owner	Academic Dean
Policy contact	Academic Dean
Related Documents	Admission Policy and Procedure Student Appeals Policy and Procedure Student Support Framework
Related Legislative and Regulatory Instruments	Standard 1.3.2, 1.3.4, 1.3.6 and 7.2.2
National Code 2018	Standard 8

Date of Approval	Date of Effect	Date of Scheduled Review
4 November 2025	4 November 2025	Three (3) years from commencement - 19 September 2028

Purpose

- 1) Students are expected to contribute to their own academic progress during their studies through appropriate attendance, the submission of assessments according to all known criteria and for ensuring that they are aware of the requirements of their specific course of study.
- 2) IBC Education ensures the provision and access of information to students on, academic and non-academic/personal support to assist students with satisfactory course progression and meeting course completion requirements to graduate in the expected duration of the course.
- 3) This Policy and Procedure sets out IBC Education's approach for identifying students who may be at risk of not progressing satisfactorily through their studies and the support strategies that the IBC Education will provide.

Scope

- 4) This policy applies to:
 - a) All students of the IBC Education
 - b) All academic staff, student administration and support staff.

Policy

Policy Statement

- 5) This Policy defines satisfactory and unsatisfactory academic progress and outlines procedures that apply in the case where the need for additional support is identified at an early stage, and when a student's progress is deemed to be unsatisfactory, including intervention through to exclusion. IBC Education monitors the academic performance of all students each semester to inform decisions regarding academic progress.

Principles

- 6) IBC Education aims to provide every opportunity for students, regardless of background, to succeed in their studies to graduate within the expected duration of their accredited course.
- 7) IBC Education expects that students will make every effort to excel in their coursework.
- 8) Key principles informing this Policy are:
 - a) all students are informed about requirements to achieve satisfactory progress before commencing their studies
 - b) IBC Education will document and monitor each student's progression
 - c) all students will have access to clearly defined, equitable and fair processes for handling matters in relation to assessment and academic progress issues, including avenues of appeal against decisions
 - d) IBC Education will provide early feedback to students to ensure that they are given every chance of success.
 - e) IBC Education supports students' progress through the provision of reasonable access to academic staff, learning resources and support services
 - f) student support services address both personal and academic development of the student and any special needs that they may have
 - g) intervention will be employed at any time that a student is deemed as requiring additional support or being at risk of not progressing.
- 9) During the first half of each semester the Academic Dean, working with the Course Coordinator will monitor student progress to ensure that their needs are met and to identify students in need of additional support.
- 10) The criteria for identifying students in need of additional support at this stage include:

- a) poor performance in an early assessment task, which will be administered in the first four weeks of every unit. The outcomes of this assessment will be used to provide feedback to students and to identify support needs
 - b) low attendance rates (including during a Placement) or participation, evidenced by failure to access the Learning Management System (LMS) or to submit assessment items.
- 11) Students identified as requiring additional support at this stage will be advised in writing of the academic and personal support services that are available to assist them in making satisfactory academic progress.

Students at Risk

- 12) Students are considered to be 'at risk' if, after the provision of academic and personal support services, they:
- a) fail fifty percent or more of enrolled units in any semester; and/or
 - b) fail the same unit more than once; and/or
 - c) fail to make sufficient academic progress to complete the course within the expected duration.
- 13) The Academic Dean will review students who have been identified as 'at risk' after publication of results for each semester of study and will:
- a) advise students in writing of their unsatisfactory academic progress and require students to attend an academic counselling session. The purpose of the academic counselling sessions is to allow Course Coordinators, the Student Learning Support Officer and students to negotiate appropriate support and an intervention strategy to improve academic progress over the following semester of study, and
 - b) enrol the student in an appropriate academic support program.

Academic Support Program

- 14) The goals of academic support programs are to identify issues limiting the capacity of students at risk to progress in their studies and to provide appropriate advice and support to assist these students to improve their academic results in the following semester. This support may include:
- a) academic skills workshops and support sessions
 - b) individual case management
 - c) peer support or mentoring arrangements
 - d) minimum class attendance requirement
 - e) psychosocial counselling
 - f) reduced study load
 - g) changes in course enrolment
 - h) conditions on enrolment
 - i) any combination of the above.

- 15) Student academic counselling sessions and attendance at support sessions will be monitored and recorded in the student file by Counsellors and Course Coordinators.
- 16) Psychosocial counselling may include referral to an external support agency, or referral to Student Support Officer.

Progress in the following semester

- 17) Students who improve their performance over the following semester will have their at-risk status rescinded but may choose to continue to access academic support programs.

Unsatisfactory progress

- 18) Students who continue to be at risk after attending academic support programs over a semester of study will be informed by the Academic Dean in writing that they:
 - a) have made unsatisfactory progress and are under consideration for exclusion from their course, and will be issued with a show cause letter, which:
 - i. requires the student to provide within twenty working days a written statement outlining why they should be permitted to continue their course of study
 - ii. depending on the response, they may be required to make a submission in person to a progress panel, with the assistance of a support person.
- 19) In accordance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, international students will also receive an Intention to Report Letter when they have made unsatisfactory academic progress for two consecutive semesters despite intervention support.
- 20) The Intention to Report Notification sent to relevant students, will set out the reasons IBC considers the student has not made satisfactory progress, the relevant requirements which have not been met and the students right to appeal within 20 working days of the notification.
- 21) As international students are granted a visa which expires at the completion of the normal registered course duration (three years for a bachelor's degree) in full-time mode, unsatisfactory progress may impact on their visa status and their capacity to complete their course.
- 22) If a student fails to submit a written statement by the due date, IBC Education will cancel their enrolment. International students in that situation will be reported to the relevant government department via PRISMS only when:
 - a) the internal and external complaints processes have been completed and the decision or recommendation supports IBC, or
 - b) the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - c) the overseas student has chosen not to access the external complaints and appeals process, or

- d) the overseas student withdraws from the internal or external appeals processes by notifying IBC in writing.

Progress Panel

- 23) The Academic Dean will convene a progress panel to consider any submission by a student and to determine whether there are any valid circumstances which have prevented the student from making satisfactory progress in their course.
- 24) The panel will consist of:
 - a) the Academic Dean as Chair
 - b) the relevant Course Coordinator
 - c) another academic staff member who has no connection with the student, and
 - d) a staff member of the student support team.
- 25) The progress panel will consider any written or verbal submission by a student and decide on one of the following actions:
 - a) terminate the student's enrolment
 - b) continue the student's enrolment with specific conditions
 - c) continue the student's enrolment without conditions
 - d) suspend the student's enrolment where there are compassionate and compelling circumstances.
- 26) Where a student chooses to make a verbal submission, the Course Coordinator/Student Support Officer will advise the student that they can be accompanied and assisted by a support person.
- 27) The Academic Dean will communicate the decision made to the student in writing within ten working days from the meeting of the panel.
- 28) A student who is permitted to enrol with conditions but continues to make unsatisfactory progress or breaches the conditions imposed on their enrolment will have their enrolment terminated.

Re-admission following exclusion

- 29) IBC Education understands that students transitioning to higher education studies may encounter adjustment (academic and/or personal) difficulties and will allow the re-admission of students who have been excluded for the first time from their course of study because of unsatisfactory academic progress.
- 30) Students seeking to re-enrol after one period of exclusion:
 - a) can re-apply after at least one semester of study; and
 - b) must re-apply in accordance with the IBC Education's Admission Policy and Procedure and must provide evidence that the circumstances prohibiting their academic progress

have been resolved or that they have taken action to improve their capacity to succeed in their studies.

- 31) To protect IBC Education's reputation in the sector, students who have been excluded a second time for unsatisfactory academic progress will not be eligible for re-admission.

Failure to complete within the expected duration

- 32) An application for an extension of enrolment must be submitted in writing one semester prior to the expiry of the expected completion. The application will be considered on the basis of the evidence provided and the student's prior study record in consultation with the Course Coordinator. The Academic Dean will inform the student of their decision within twenty working days of receiving the application for extension.
- 33) A student who fails to complete their course within the expected duration (including any extension of time granted by the Academic Dean) will have their enrolment terminated.

Appeals

- 34) A student may appeal against a decision made under this Policy under the provisions in the *Student Appeals Policy and Procedure*.

Monitoring and improvement

- 35) IBC Education tracks and monitors progress and completion data of commencing cohorts, including data concerning unsatisfactory progress and outcomes.
- 36) Commencing cohort analysis will include place of origin, intake source, diversity groups, etc as per the current needs of IBC Education and as identified by the Academic Board and its committees.
- 37) The Academic Dean will provide a report to Academic Board via the Learning and Teaching Committee each semester with analysis by student sub-cohort and trends over time.
- 38) Recommendations from this analysis will be directed towards the implementation of any required strategies tailored to the needs of identified sub-cohorts of students and to inform policy and practice in admissions and credit where appropriate.
- 39) IBC Education will also benchmark its performance against relevant sector data and will establish targets as appropriate.

Responsibilities

Course Coordinators
oversee the monitoring of student attendance and participation

	- ensure early assessment opportunities are incorporated in all units and that appropriate feedback and support is provided to students - negotiate and implement intervention strategies for students at risk - participate in progress panels as required.
Academic Dean	- working with Course Coordinators, ensures that the progress of every student is monitored and that any needs for additional support are identified at an early stage in each unit - identifies students who are required to enrol in an academic support program - confirms students who have made unsatisfactory progress - convenes progress panels - reports to the IBC Education's Academic Board and Board of Directors on progress data and analysis and making any consequent recommendations.

Definitions

For the purposes of this Policy, the following terms are defined:

Expected duration of the course	The expected amount of time it takes for a student to complete the course as specified on the student's Confirmation of Enrolment (CoE).
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Version Control

Version #	Changes	Approval Body	Approval Date
1.0	Original	Academic Board	11 December 2023
2.0	Expanded Clause 22 to fully describe complaints and appeals process as per National Code Standard 8	Academic Board	19 September 2025
2.1	Inserted Clause 20 – Intention to Report notification to align with National Code 2018	Board of Directors	4 November 2025