Student Academic Progress Procedure

1 Purpose

To describe how the University identifies and supports a Student who is experiencing difficulty progressing through their nominated program.

2 Scope

This procedure applies to Students studying Non-Award and Award undergraduate and Coursework postgraduate programs at the University. This procedure applies to Courses undertaken at the University or contributing to University programs.

This procedure does not apply to Higher Degree by Research Award Programs or UniSQ Upskill Courses.

3 Procedure Overview

The University recognises that a Student's ability to successfully progress through their studies may vary throughout their program due to a range of factors such as family or health issues or financial pressures. Progress is proactively monitored to identify Students whose satisfactory progress may be at risk. This allows Students to be provided with support, including practical and achievable strategies to assist them to realise their learning potential.

This procedure assists in demonstrating the University's compliance with Standards 6.1.7 and 8 of the National Code 2018, the Higher Education Support Act (2003) and Standards 1.3.4 and 1.3.5 of the Higher Education Standards Framework.

This Procedure aligns with the:

- *Higher Education Standards Framework (Threshold Standards) 2021:* Standard 1.3 Orientation and Progression

4 Procedures

All Coursework Students are expected to maintain a satisfactory standard of academic achievement in order to progress through and complete their program of study within the required timeframe. This is referred to as successful Academic Progress.

Academic Progress is calculated at the end of each Study Period in which the Student is

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enrolled in at least one Course. Study Periods in which a Student is not enrolled in at least one Course will not impact a Student's Academic Progress.

A Student who is successfully progressing towards completing their program is not assigned to any of the stages of Academic Progress outlined in this Procedure.

A Student's Academic Progress is not program specific and is retained when transferring from one Award Program to another. Students transferring from a Non-award Program to an Award Program are not assigned to any stage of Academic Progress.

Support for learning is available at all stages of Academic Progress, including to Students who are successfully progressing towards completing their program.

4.1 Intervention strategies

The University employs a range of strategies to assist Students to improve their academic performance, including:

1. identifying as early as possible Students who may be experiencing difficulty progressing in their enrolled program
2. notifying Students experiencing difficulty progressing to raise awareness of the support services and academic skill development opportunities available to help them improve their progress
3. providing proactive advice and support to assist students in developing strategies to address the factors impacting their progress
4. identifying Students who are unable to complete their program requirements (i.e. professional registration or accreditation requirements and/or inherent requirements) and providing them with alternative educational pathways, where possible.

4.2 Academic Progress stages

The stages of Academic Progress assigned by the University are shown in the table below.

Stage	Description
Stage 1: Priority Student	The Student may need access to support or services to improve their academic performance, as early as possible in their academic career.
Stage 2: Assisted Student	The Student will be placed on monitored enrolment because they are at risk of not making satisfactory progress towards completing their program. Students on monitored enrolment will be required to develop a personalised Academic Improvement

	Plan (AIP) which may have specific conditions. Students on monitored enrolment may also be advised to meet with a nominated member of staff to discuss their AIP.
Stage 3: At risk of Exclusion	The Student continues not making satisfactory progress towards completing their program and is at risk of Exclusion from the University for a maximum of 12 months, with no automatic right of readmission.

4.3 Stage 1: Priority Student

The purpose of Stage 1 is to identify Students who may need access to support or services to assist in improving their academic performance. The nature of the support and intervention activities will vary according to:

1. the needs of the individual Student;
2. whether the Student is in their first year of study or is more advanced in their academic career;
3. whether the Student is on an International Student Visa in order to comply with visa requirements; and
4. the nature of the program.

Following the release of results at the end of each Study Period, the University will notify a Student that they have been identified as a Priority Student if they meet one or more of the following criteria:

1. failed a Course and enrolled in that Course for a second time; or
2. failed one or more Courses, but less than 50% of their Courses in their most recent Study Period.

Academic Progress will return to satisfactory for Priority Students who pass all Courses in their most recent Study Period unless they enrol in a Course they have previously failed.

4.4 Stage 2: Assisted Student

The purpose of Stage 2 is to identify Students who will be placed on monitored enrolment because they are at risk of not progressing satisfactorily through their program. Each time a Student is placed on Stage 2, they will be required to develop a personalised Academic

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Improvement Plan (AIP) which may have specific conditions.

Strategies which may form part of the Student's AIP include but are not limited to:

1. undertaking study skills modules
2. participating in online study support sessions
3. undertaking self-assessment and reflective activities
4. meeting with the relevant Course Coordinator
5. participating in a counselling program or other professional support services at no cost to the Student
6. meeting with Disability Services to discuss the development of a Learning Support Plan
7. receiving program or career advice
8. reducing study load
9. withdrawing or taking a leave of absence from the program and enrolling in a tertiary preparation or Pathway Program.

Students on monitored enrolment may be required to meet with a nominated Learning Advisor to develop their AIP.

Following the release of results at the end of each Study Period, the University will notify Students that they have been identified as a Stage 2 Assisted Student if they meet one or more of the following criteria:

1. failed 50% or more of their Courses in their most recent Study Period
2. failed one Course or its equivalent for the second time
3. enrolled in a Course for the third time
4. enrolled in a compulsory work-integrated learning (WIL) practicum or placement or project Course for the second time
5. failed a compulsory work-integrated learning (WIL) practicum or placement or project Course
6. readmitted to the same or different program, following a period of Exclusion.

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Engagement with an AIP will be considered as part of any Show Cause submissions (see section 4.5) or readmission applications (see section 4.10) and completed AIPs will be confidentially kept as part of the Student's record.

When a Student is identified as a Stage 2 Assisted Student for the first time, they will remain in this Stage for a minimum of two Study Periods, unless they meet the criteria for stage 3 after their first Study Period as a stage 2 Assisted Student.

A student who has been on Stage 2 for two Study Periods, or one Study Period subsequent times on Stage 2, will be assessed and placed on the appropriate stage.

Higher Degree by Research students will be placed on Stage 2 when they admit to a coursework program while on Conditional Academic Standing in their research program.

4.5 Stage 3: At risk of Exclusion

Following the release of results at the end of each Study Period, the University will notify Students if they have been an Assisted Student for at least one Study Period and meet one or more of the following criteria:

1. Failed 50% or more of the Courses attempted in their most recent Study Period as a stage 2 student;

2. Failed the same Course, or its equivalent, a third time;

3. Failed a compulsory WIL, practicum, placement or project Course for a second time.

Students meeting Stage 3 criteria will be issued with a Notice of Intention to Exclude them from their program, normally for a maximum of 12 months from the date of notification of the Exclusion, and given an opportunity to Show Cause why they should not be Excluded.

4.6 Responding to a Notice of Intention to Exclude/the Show Cause process

Students can demonstrate why they should not be Excluded from their program via a Show Cause submission. Except for International Students studying in Australia on a Student Visa, Students have 10 (ten) University Business Days to respond to the 'Notice of Intention to Exclude' with a Show Cause submission, in accordance with the submission instructions provided in the Notice, unless Special Circumstances apply (see the Assessment of Special Circumstances Procedure).

The National Code requires the University to inform International Students studying in Australia on a Student Visa that they are at risk of Exclusion due to not maintaining satisfactory Academic Progress and provide them with access to the University's Complaints and Appeals processes

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within 20 University Business Days. A Show Cause submission in response to a Notice of Intention to Exclude is deemed to be the equivalent of requesting a Stage 2 review, in accordance with section 4.4 of the Student Grievance Resolution Procedure.

A Student who does not lodge a Show Cause submission in response to the 'Notice of Intention to Exclude' within the required timeframe will become an excluded Student with no right to Appeal the Exclusion.

4.7 Outcome of Show Cause process

The Dean (Curriculum and Quality) in consultation with schools, where applicable, is responsible for assessing Show Cause submissions.

Evidence that a Student has participated in recommended activities or met the specific conditions set out in their Stage 2 AIP will be taken into consideration when reviewing a Show Cause response.

After consideration of a Show Cause submission, if the Student is permitted to continue with their studies, they will be given a Stage 2 Assisted Student status and will be required to review their AIP, as set out in section 4.4.

If the Show Cause submission is not successful, the Student will be:

1. notified within 10 University Business Days of receipt of the Show Cause submission that they will be Excluded from their program;
2. advised they have the right of Appeal, as per the Student Appeals Procedure; and
3. notified of any specific conditions that they will need to meet prior to any future program readmission.

In the case of International Students on a Student Visa, the University is obliged to advise Students that a period of Exclusion for unsatisfactory Academic Progress will result in them being reported to the relevant Government departments for unsatisfactory progress. This may result in the cancellation of the Student's visa, unless they can demonstrate one or more of the following:

1. Special Circumstances
2. that the University failed to record or calculate the Grades accurately
3. that the University failed to follow relevant policies and procedures.

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If a Student does not lodge an Appeal against Exclusion within 20 University Business Days of notification that they were not successful in a Show Cause submission, the Student will be Excluded and current Enrolment in any Courses will be withdrawn without financial or academic penalties. The Student has no further right of internal Appeal, unless Special Circumstances apply.

4.8 Period of Exclusion

The period of Exclusion, up to a maximum of 12 months, will be determined by the Decision-maker and communicated to the Student as part of the email notification of Exclusion.

Students in an Award Program may enrol in an enabling or preparatory/Pathway Program during the Exclusion period but cannot transfer to another Award Program unless given permission to do so as part of the Show Cause process. No Credit will be given for Courses completed at the University or another institution during the Exclusion period, unless permission is given to do so as part of the Show Cause process.

Excluded Students remain Students of the University and are permitted to access support services. Excluded Students are encouraged to remain engaged with their AIP which can be used to support their application for readmission.

A Student who has been Excluded from a program may apply to graduate with a lesser Award in accordance with the Graduations Procedure.

Prior to the Exclusion period ending, Students will be contacted to discuss an application for readmission to their program or transfer to a different program, an application for a leave of absence or cancellation of their Enrolment. Students who do not apply for Admission/readmission or a leave of absence at the end of their period of Exclusion will automatically have their Enrolment cancelled.

4.9 Appeal against Exclusion

A Student who is Excluded following an unsuccessful Show Cause submission may Appeal the Exclusion Decision, as per the Student Grievance Resolution Procedure. Students should refer to the Student Appeals Procedure for further guidance.

If an Appeal is lodged, the Exclusion will come into effect at the end of the Appeal period or when the outcome of their Appeal is determined.

The University will maintain a Student's Enrolment as active while an Appeal is ongoing.

Where a Student's Appeal against Exclusion is upheld, the Student may resume their Enrolment in the program from which they were Excluded under such conditions as determined by the Dean (Curriculum and Quality) in consultation with schools.

Where a Student's Appeal against Exclusion is upheld, they will be given a Stage 2 Assisted Student status and will be required to review their AIP as set out in section 4.4 above.

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Where a Student's Appeal against Exclusion is not upheld, the Student's Enrolment in any Courses will be immediately terminated and the Enrolment record and financial liability removed.

Should a Student already have received a Final Grade for any Courses undertaken whilst an Appeal is being considered, the status of these Grades will be determined by the Deputy Vice-Chancellor (Students and Education).

4.10 Readmission following Exclusion

Students seeking readmission from Exclusion must apply for readmission to their program of study or transfer to another program of study based on the equivalent Admission requirements to gain entry to the relevant program at the time of the readmission application.

Students will be required to demonstrate changes in circumstances, capability or motivation to show that they are capable of successfully completing the program. This may be demonstrated through continued engagement with their AIP.

Students seeking readmission may be required to be interviewed by the Dean (Curriculum and Quality) or nominee. Readmission will be approved by the Dean (Curriculum and Quality) in consultation with schools on the recommendation of the relevant Program Director responsible for coordinating the program.

Readmitted Students will be returned to Stage 2: Assisted Student. When a Student is identified as a Stage 2 Assisted Student for the first time, they will remain in this Stage for a minimum of two Study Periods, unless they meet the criteria for stage 3 after their first Study Period as a stage 2 Assisted Student.

A Student has the right to Appeal the Decision of the University not to readmit them to their program of study or transfer to another program of study, in accordance with the Student Appeals Procedure.

5 References

Nil.

6 Schedules

This procedure must be read in conjunction with its subordinate schedules as provided in the table below.

7 Procedure Information

Accountable Officer	Deputy Vice-Chancellor (Students and Education)

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Responsible Officer	Academic Registrar
Policy Type	University Procedure
Policy Suite	Admissions, Enrolment and Graduations Policy
Subordinate Schedules	
Approved Date	16/10/2026
Effective Date	28/9/2026
Review Date	8/8/2026
Relevant Legislation	*Education Services for Overseas Students (ESOS) Act (2000)* Higher Education Standards Framework (Threshold Standards) 2021 *Higher Education Support Act (2003)* *Information Privacy Act (2009)* National Code of Practice for Providers of education and Training to Overseas Students 2018
Policy Exceptions	Policy Exceptions Register
Related Policies	Assessment Policy Code of Conduct Policy Student Academic Integrity Policy Student Communication Policy Student General Conduct Policy Student Grievance Resolution Policy
Related Procedures	Admissions Procedure Assessment Procedure Enrolment Procedure Grades Procedure Graduations Procedure Higher Degree by Research Thesis Examination Procedure

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	Research Code of Conduct: Management of Potential Breaches Procedure Student Academic Misconduct Procedure Student Appeals Procedure Student Communication Procedure Student Discrimination, Bullying, Harassment and Sexual Misconduct Response Procedure Student General Misconduct Procedure Student Grievance Resolution Procedure Work Integrated Learning Activities Procedure
Related forms, publications and websites	Administrative Information for Higher Education Providers (AIP) Manual Feedback, Complaints, Review of Decision and Appeals Graduate Research School Student Progress Reports Student General Misconduct Procedure Penalty Schedule
Definitions	**Terms defined in the Definitions Dictionary**
	Academic Appeal A formal, written request made by a Student to the Academic Appeals Committee to have a Decision, in relation to an academic matter, overturned. Academic Misconduct Academic Misconduct encompasses all behaviours, including doing as well as attempting to do, any of the acts, omissions or activities that constitute Academic Misconduct: involving the misrepresentation of academic achievement; or undermining the core values (honesty, trust, fairness and respect) of Academic Integrity; or breaching Academic Integrity; whether intentional or unintentional. Academic Misconduct includes, but is not limited to the following: Plagiarism and Self-plagiarism; using (including for Assessment or review) the work prepared by another person or software, including generative artificial intelligence, as their own without appropriate attribution; Collusion, such as any unauthorised collaboration in preparation or presentation of work, including knowingly allowing personal work to be copied by

others; all forms of Cheating in examinations and other Assessment tasks; Contract Cheating; Promoting ways to breach Academic Integrity or using University resources to support others in breaching Academic Integrity; offering or accepting bribes (money or other favours), e.g. for Admission or for Marks/Grades; and fabrication or falsification of information or Student identity (TEQSA Guidance Note: Academic Integrity, Version 1.2, 28 March 2019).

Academic Program

An approved Higher Education Award of the University, consisting of a combination of Courses the successful completion of an offering of which, together with any credit transfers and Exemptions in accordance with the relevant requirements, will fulfil the prescribed requirements for that particular Award.

Academic Progress

Describes the status of a Student's progress towards successful completion of their coursework for each Study Period and towards completion of their program within the maximum given timeframe. Students who are successfully progressing through their studies would not be assigned to any of the Academic Progress stages outlined in the Student Academic Progress Procedure.

Admission

The process of submission and assessment of applications for entry to study at the University.

Award

The qualification conferred upon a Student following the successful completion of an Academic Program. The categories of Award are listed in the Program Nomenclature Schedule .

Award Program

A sequence of study which leads to an academic qualification granted by the University and conferred by Council.

Course

A discrete element of a program, normally undertaken over a single Study Period, in which the Student enrols, and on completion of which the Student is awarded a grade.

Course Coordinator

Responsibilities of Course Coordinators include but are not limited to: Course planning, design and development Course Specifications and alignment with Program Learning Outcomes Assessment design, implementation and marking Course delivery and Student learning experiences by providing Student support leadership and guidance of teaching teams engagement with professional and accreditation bodies ensuring currency of disciplinary and content knowledge and expertise reflecting on evaluations for the purpose of quality enhancement of Courses.

Decision

A determination made by an Employee, contractor or other authorised delegate in the course of their duties on behalf of the University.

Domestic Student

A Student who is an Australian citizen, a New Zealand citizen, an Australian Permanent Resident or the holder of an Australian permanent humanitarian visa.

Exclusion

Prohibition from enrolling in a Course or program for a specified period due to unsatisfactory academic progress.

Final Grade

A Final Grade is a code that normally represents the outcome of the Assessment of a Student's performance against the learning objectives of a Course but may reflect the outcome of an applicable administrative process.

General Misconduct

Behaviour or conduct which is contrary to expected Student conduct outlined in the Student General Conduct Policy.

Grade (noun)

A Grade is a code that indicates the status of the Assessment of Student performance against the Learning Outcomes of a Course.

Grade Point Average (GPA)

A GPA is the sum, for all relevant Courses, of the Unit value for each Course, multiplied by the numerical value of the Grades achieved in those Courses, divided by the sum of the Unit values for all the

relevant Courses.

International Student

A Student who is not an Australian citizen, a New Zealand citizen, an Australian Permanent Resident or the holder of an Australian permanent humanitarian visa.

Learning Support Plan

Refers to the formal written statement prepared by Student Support for Learning outlining the impact of a Student's Disability and the Reasonable Adjustments that will be required by the Student to enable equitable access to learning, teaching and Assessment.

Non-Award Program

A sequence of study which does not lead to an Award.

Notice

A Notice from the University is a document, whether physical or electronic. A Notice may be: given by hand to the addressee or delivered to the address provided by the addressee to the University; or sent by registered or pre-paid mail to the address provided by the addressee to the University; or sent by electronic communication to the University-issued email account provided by the University to a Student during the period of Enrolment until the completion of their program; or sent by electronic communication to the email address provided to the University by an addressee not enrolled at the University. A Notice is taken to be received if: given by hand to the addressee or delivered to the address provided to the University by the addressee; or sent by registered or pre-paid mail - three University Business Days after the date of posting; or sent by electronic communication - at the time that would be the time of receipt under the Electronic Transactions Act 1999 or its succeeding legislation. A Notice that would be deemed to have been received out of business hours or on a non-University Business Day will instead be deemed received on the next University Business Day.

Pathway Program

Generally, pathway offerings are designed to provide access to higher education to potential Students who have not qualified through prior study for direct entry and normally focus on preparing them for university study by assisting them to develop the necessary academic and study skills. Pathways may act as an entry point into an appropriate higher education Award Program for those who

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successfully complete the pathway.

Research Misconduct

Breaches of the University Research Code of Conduct and the Australian Code for the Responsible Conduct of Research occur on a spectrum, from minor (less serious) to major (more serious). Some major/serious breaches may be regarded as 'research misconduct'. The University uses the definition recommended in the National Health and Medical Research Council Guide to Managing and Investigating Potential Breaches of the Australian Code for the Responsible Conduct of Research and defines Research Misconduct as a serious breach of the Code which is also intentional or reckless or negligent. The use of the term Research Misconduct for serious breaches will be considered in the context of other institutional processes, Regardless of whether a Code investigation and an investigation done under an employment or student disciplinary agreement are separate or integrated, the University will take all reasonable steps to ensure that these do not conflict, or hinder the timely implementation of all corrective actions. Research misconduct does not include honest differences in judgement. Unintentional errors do not usually constitute research misconduct unless they result from behaviour that is reckless or negligent. Repeated or persistent breaches will likely constitute a serious breach, which will trigger consideration of Research Misconduct.

Show Cause

The Show Cause process is a formal process that allows a Student to present their case as to why they should not be Excluded from their studies due to unsatisfactory Academic Progress.

Special Circumstances

Matters which are, in most cases, beyond the control of the Student and which will impact their capacity to progress with their planned program of study or meet a submission deadline. In some legislation, Special Circumstances are referred to as “compassionate and compelling circumstances”.

Student

A person who is enrolled in a UniSQ Upskill Course or who is admitted to an Award Program or Non-Award Program offered by the University and is: currently enrolled in one or more Courses or study units; or not currently enrolled but is on an approved Leave of Absence or whose admission has not been cancelled.

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	Study Period The period during which a Course or study unit is offered. Examples of Study Period include, but are not limited to, semesters, trimesters, blocks, intensives and sessions. Sub-Bachelor Includes diploma, undergraduate certificate, advanced diploma and associate degree level programs. Unit This is an indicator of the value of a Course. Most Courses are valued at one Unit. Units are used to track progress towards completing a program. (The term used prior to 2002 to describe a Course) University The term 'University' or 'UniSQ' means the University of Southern Queensland. University Business Days The days of Monday to Friday inclusive between 9am and 5pm Australian Eastern Standard Time (AEST), with the exclusion of gazetted Public Holidays for the relevant campus location, plus the closure of the University between 25 December and 1 January in the following year inclusive as specified in the Enterprise Agreement, as well as any closure of the University either at one or several campuses in accordance with a direction of the Crisis Management Team.
	Definitions that relate to this procedure only
	Student Visa An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the *Migration Act (1958)*.
Keywords	Exclusion, excluded, satisfactory academic standing, conditional academic standing, at risk, Academic Progress, academic standing
Record No	13/566PL

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