

## Academic Support and Progression

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Applies From: Immediately

Authorisation: Academic Board  
Officer Responsible: Director, Academic

Major changes/additions since the last version was approved are indicated by a vertical line in the left hand margin.

## 1 Introduction

### 1.1 Purpose

This policy sets out a transparent and equitable process to enable students to successfully complete a programme of study. The Policy's staged processes give students who are having difficulties the opportunity to be involved in the identification of problems restricting achievement and in planning their future study carefully.

### 1.2 Scope and Application

- a This policy applies to all Ara Institute of Canterbury<sup>1</sup> staff and students, including those students studying through contracted providers.
- b For the purposes of this policy the measure of what constitutes satisfactory progress is recorded in programme documentation and refers primarily to completing course and programme requirements. These may include low attendance, non-participation, failure to submit assessments on time, not passing assessments, and/or a change in a student's assessment pattern.
- c In addition, for all International students, satisfactory progress is further defined as 100% attendance and successful completion of 75% of their courses. Attendance is an important factor in academic success and for all students, when attendance falls below 100% students are recorded as 'at risk' and are monitored for non-engagement. Not meeting these requirements may result in Visa implications.
- d For cases related to behavioural issues please refer to *APP506 Probation policy*.

### 1.3 Formal Delegations

- a The Ara Council delegates the Academic Board to:
  - i Approve new and existing programmes and courses which are in accordance with the Ara Strategic Plan and Investment Plan.
  - ii Admit students to approved programmes and courses.
  - iii Grant awards.
  - iv Develop, monitor, review and maintain policies on academic matters, including research.

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<sup>1</sup> From herein referred to as Ara

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- b Academic Board delegates to Head of Department (or delegate) the issuing of a Formal Academic Contract.

<p><b>Related Ara Procedures and Forms</b></p> <ul style="list-style-type: none"> <li>• APP301b Flowchart</li> <li>• APP511a Student Support at Ara</li> <li>• CPP120d Academic Delegation Register</li> </ul>	<p><b>Related Ara Policies</b></p> <ul style="list-style-type: none"> <li>• APP203 Academic Board membership and Terms of Reference</li> <li>• APP301 Students Rights and Responsibilities</li> <li>• APP304 Academic Misconduct</li> <li>• APP504 Regulations Governing Admission, Enrolment and Withdrawal</li> <li>• APP506 Probation</li> <li>• APP512 Exclusion</li> <li>• CPP105a Code of Conduct for ICT Users</li> <li>• CPP110 Legislative Compliance</li> <li>• APP505d Academic Appeals Committee Terms of Reference</li> <li>• CPP211 Code of Professional Practice Responsibilities</li> <li>• CPP211a Code of Professional Practice</li> </ul>
<p><b>Related Legislation or Other Documentation</b></p> <ul style="list-style-type: none"> <li>• Student Referral Directory</li> <li>• Privacy Act 1993</li> </ul>	<p><b>Good Practice Guidelines</b></p>
<p><b>References</b></p> <ul style="list-style-type: none"> <li>• Programme Handbook</li> <li>• Admission and Enrolment Guide</li> </ul>	
<p><b>Notes</b></p> <p>2014 – The policy <i>APP506 Regulations Governing Probation, Suspension, and Cancellation/refusal of Enrolments</i> was divided into three new policies to better reflect the three main components of the policy. The new policies are <i>APP511 Academic Progression</i>, <i>APP506 Probation</i> and <i>APP512 Exclusion</i>.</p> <p>2016 – new branding</p> <p>2017 – addition of statement that Formal Appeals are reported publically every six months</p>	

## 2 Principles

- 2.1 Ara will engage with students to encourage enrolment in a course of study best suited to their needs.
- 2.2 Ara is committed to successful graduate outcomes for all students.
- 2.3 Support will be available to any student who has identified as having difficulty meeting academic standards or who seeks guidance, assistance or support with study related matters.
- 2.4 Ara will provide information for students about how to contact student support services through a variety of mechanisms, including student and Ara websites.
- 2.5 Students who are not achieving satisfactorily will receive specifically targeted advice and assistance at an early stage.
- 2.6 Staff will maintain up to date knowledge about support services available and ensure that they facilitate timely access to the next stage of support for students.
- 2.7 Any matter of concern that may lead to actions under this policy will be raised with the student as early as possible, with the intention that the concerns will be resolved with the minimum possible formal intervention.
- 2.8 Every person has the right to representation, advice, advocacy, and support at all stages of any of the processes under this policy. This includes information on the availability of the counselling and other services and the Student Advocate. It also includes the right to be

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accompanied by one or more appropriate people of her/his choice at any meetings. If more than three people are to accompany the student, the convenor must be notified in advance.

- 2.9 Every person has the right to access all personal information held about him or her unless good reason exists under the Privacy Act 1993 for not disclosing such information.

### 3 Associated procedures for Ara Academic Policy on: Academic Support and Progression

<b>Contents:</b>	3.1	Student Support
	3.2	Academic Support and Monitoring
	3.3	Formal Academic Contract
	3.4	Appeal Rights and Other Rights

#### 3.1 Student Support

- a The primary relationship enabling student success is between the student and academic staff member however this is scaffolded by a wide range of student support services. Please refer to *APP511a Student Support at Ara* for further information.
- b Students will be informed at the commencement of their study and at regular intervals throughout their study of the support services available to them.

#### 3.2 Academic Support and Monitoring

- a Student results will be kept on the student's file within the Student Management System (SMS) and available to students.
- b Departments are expected to identify and monitor progress, provide academic support and at the earliest stage, refer students to appropriate staff. This may include referral to additional support services.
- c Academic staff members shall offer, and in consultation with the students, document and implement a plan for any student who is not meeting academic standards. This will include identifying, documenting, implementing, and monitoring goals, expected academic progress, timelines and support.
- d If satisfactory progress is not made then the student will be invited to meet with the Head of Department or his/her delegate, who will explain the circumstances, discuss the consequences, and give the student the opportunity to present their view of events leading up to the meeting. The student will be encouraged to have a support person with them at this meeting.
- e Depending on the outcome of the meeting a Formal Academic Contract may be entered into.

#### 3.3 Formal Academic Contract

- a Any student whose progress in a current course is still considered by her/his tutors to not be satisfactory will be invited to a meeting and advised in writing by the Head of Department or his/her delegate.
- b If it is not practical to hold a meeting, or the student does not wish to meet, or the student fails to attend a meeting without reasonable cause, the Head of Department or his/her delegate, may proceed to issue a Formal Academic Contract and document attempts to contact the student.

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- c The Formal Academic Contract must record the deficiencies or concerns, the progress which must be met, any assistance available, the time within which progress or change must be demonstrated, and the method and criteria by which such progress or change will be measured. The contract must also identify how a student will know they are no longer on a Formal Academic Contract.
- d The progress or change required should be reasonable and the criteria for assessing whether the progress or change has been achieved should be easily understood and capable of being clearly demonstrated.
- e The Formal Academic Contract must include the warning that failure to make progress or achieve change may lead to exclusion, cancellation of current enrolment(s) and/or refusal of future enrolment(s).  
These requirements are known as the terms and conditions of Formal Academic Contract.
- f The student will be asked to sign the written terms and conditions of the Formal Academic Contract but, if he or she declines to sign them, it will be made clear that the terms and conditions apply.
- g Every student who has been issued with a Formal Academic Contract by the Head of Department or his/her delegate may apply to the Chief Executive for a review of the fact or terms and conditions of the contract as set out in Section 3.4 below.
- h If at any time during Formal Academic Contract the Head of Department or his/her delegate is of the opinion on good evidence that the terms and conditions of the contract are not being met or have not been met, the Head of Department or his/her delegate may seek to escalate the action, by recommending to the Chief Executive that the student be excluded. *See APP506 Exclusion* for further information.

### 3.4 Appeal Rights and Other Rights

- a Every student who is placed on a Formal Academic Contract by a Head of Department or his/her delegate may, within **ten** working days of the date of the notice of the decision, apply to the Chief Executive for a review of the fact of or the terms and conditions of the contract.
- b The Chief Executive will, within **ten** working days of receiving a notice of his/her appeal determine the matter and communicate decisions to all the parties.
- c The student may, within **ten** working days of the date of the Chief Executive decision, appeal to the Chair of Council for a review of the decision.
- d The Chair of Council will, within **ten** working days of receiving a notice of appeal, establish an Enrolment Appeal Committee.
- e The Enrolment Appeal Committee thus established will, in accordance with the Committee's terms of reference determine its own procedures for hearing the appeal (subject to the requirements of natural justice and procedural fairness) including the time, date, and venue for the hearing.
- f The Enrolment Appeal Committee will determine the matter and communicate its decision to all the parties.  
Advice to the appellant must include information about any other relevant rights.
- g A report on the decision together with a brief statement of the circumstances must be presented to the Ara Council at its next ordinary meeting with the public excluded.

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- h Appeal decisions are reported every six months. Please note no identifying information is published.

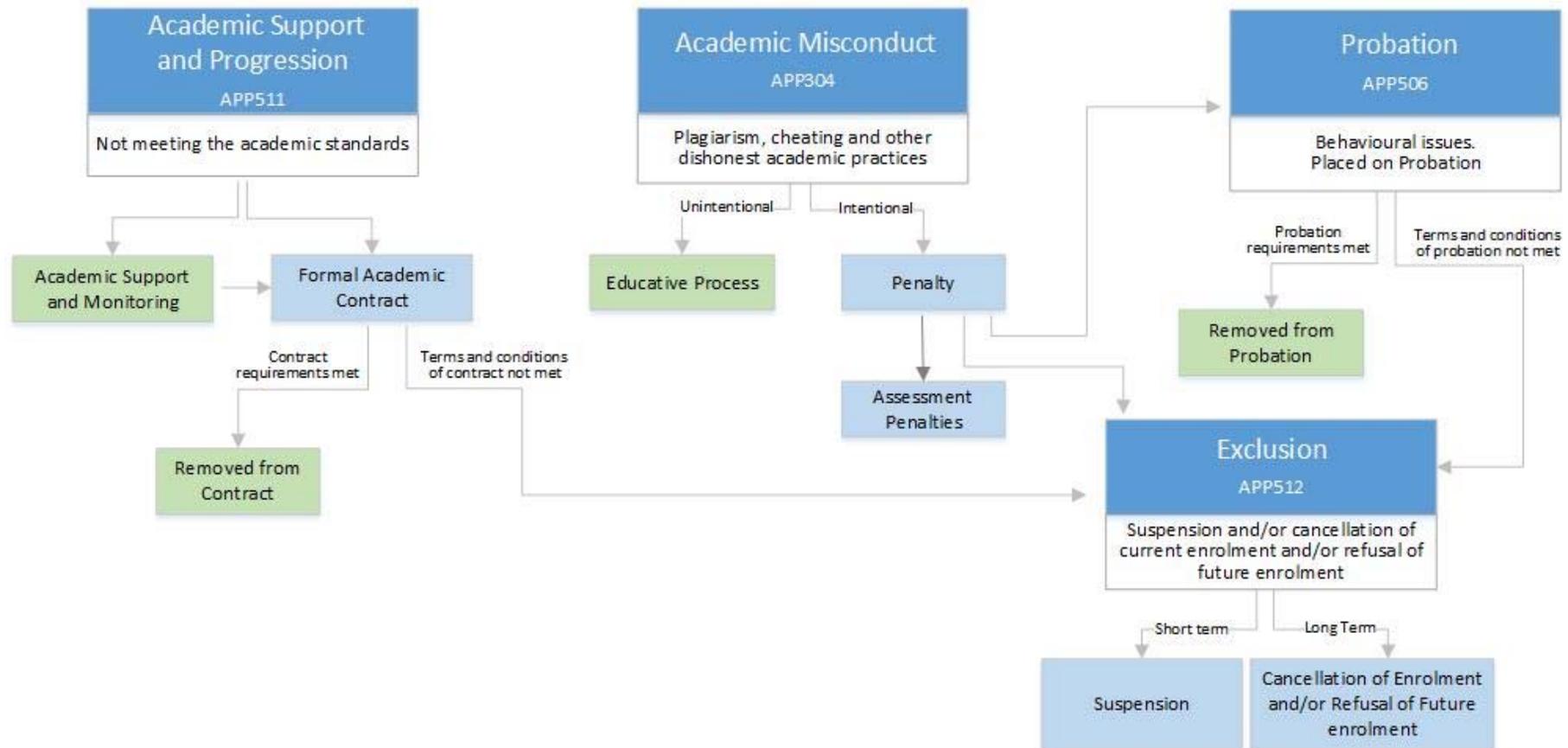
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# Flowchart for Student Rights and Responsibilities, Academic Support and Progression, Academic Misconduct, Probation and Exclusion Policies



**Student Rights and Responsibilities**  
APP301

All students enrolled at or attending/using services of Ara are expected to accept certain responsibilities, respect the rights of others and behave in an acceptable manner



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