POLICY AND PROCEDURE

Name:	**STUDENTS AT ACADEMIC RISK POLICY**
Policy No:	PP3122
Approved by:	ACER Academic Board
Last reviewed:	August 2018
Responsible Division/	Professional Resources Division/ ACER Institute

1. **Purpose**

   To identify, monitor and support Students who demonstrate signs that they may be at risk of failing a Course or Unit.

2. **Scope**

   This policy applies to Staff Members and Students.

3. **Definitions**
   See Glossary of Terms

4. **Legislation and Related Documents**
   Equal Opportunity Act 2010 (Vic)
   Australian Qualifications Framework (AQF) 2nd edn. (Jan 2013)
   Higher Education Standards Framework (Threshold Standards) 2015
   ACER Records Management Policy
   ACER Student Policies

5. **Policy Principles**

   i.   The prime objective of ACER PP3122 Students at Academic Risk Policy is to identify, monitor and support Students who demonstrate signs that they may not be coping with the demands of their Course or Unit, in order that they may achieve successful completion.

   ii. ACER will ensure that appropriate intervention is provided in a timely, equitable and consistent manner.

   iii. The nature of the support will be appropriate to the needs of the individual Student.

   iv. Confidentiality shall be strictly observed by all involved in identifying and supporting Students at risk.

6. **Identifying at risk students:**

   i.   A Student will be deemed at risk if he or she fails to progress through the Course or Unit in the time frame and manner outlined in the PP3113 Student Progression and Exclusion Policy.

ii. Learning analytics may identify that a Student is not adequately participating online, indicating a lack of engagement with the Course or Unit, a lack of time to commit to the Course or Unit, or difficult circumstances impacting on their ability to complete the Course or Unit. Other indications may include:

- poor quality or late submission of Assessment Tasks
- failure to attend synchronous sessions
- failing a Unit
- failing the same Unit twice
- failing to meet the conditions of a progress meeting/action plan
- patterns of deferral/withdrawal from Units.

iii. Evaluations following each Unit may reveal indications that a Student is becoming disengaged, and therefore at risk.

iv. A Student will be deemed to no longer be at risk when they have demonstrated that they can commit to the minimum time required to complete the Course or Unit, as outlined in the Course or Unit Structure; actively engage in the Course or Unit via online participation; and submit Assessment Tasks of a satisfactory standard (pass grade) by the due date.

v. Given that the Student cohort is generally made up of Graduates with employment responsibilities, it is likely that personal matters will be as important as issues of academic achievement in contributing to the risk of non-completion.

7. Roles and Responsibilities

The Director has responsibility for ensuring that all Staff Members are familiar with the early signs that a Student may be at risk.

Staff Members should alert The Director immediately in cases of concern and work together with The Director to address the problem, keeping the Student's welfare as the first priority at all times.

A Student deemed at risk will be contacted in writing by the Director, advising them of their "at risk" status, possible consequences for further poor performance, and services available to Students for advice, learning support, and assistance.

Arrangements will be made for the Student to attend a compulsory meeting with The Director. The meeting will provide the Student with an opportunity to identify barriers to satisfactory performance and implement an action plan that will help achieve successful completion.

A secure case file of communications will be commenced. The Director is responsible for monitoring the case file and advising on appropriate action.

Staff Members will communicate that Students can receive advice on a confidential basis through ACER's external provider (ORS). The telephone number is 1300 677 789, and Students will need a current ACER Student number for verification purposes.

8. Keeping Records

Records and documents created in the course of identifying and assisting a Student at risk are stored in accordance with the ACER Records Management Policy.

9. Dispute resolution

Should a dispute arise in relation to the interpretation or application of this Policy or its Procedures a Grievance may be notified and managed in accordance with the ACER PP3111 Student Grievance Resolution Policy.

10. Awareness of Policy

The Director will take reasonable steps to disseminate and explain this policy to Staff Members and Students who may be affected by it.

The policy will be available online at
https://www.acer.org/professional-learning/postgraduate/students/policies

11. Version Control

Authorised by: ACER Academic Board
Maintained by: Director ACER Institute
Written: March 2013
Review: August 2019
Version: 6

Version Control	Date Effective	Amendments by	Amendment
1.	23/1/2013	E. Hartnell-Young	Logo, Page Numbers
2.	14/03/2013	C. Kemp	Last Review Date updated, Version Control details included, formatting
3.	14/08/2014	E. Hartnell-Young	Further information regarding how students 'at risk' will be identified, monitored and supported in order to successfully complete the course.
4	12/11/2015	G. Appleby	Definitions, Purpose, Scope, Keeping Records, Awareness of Policy, Version Control details, formatting
5	17/8/2016	P. Taylor-Guy	Clarified purpose and principles. Removed table of definitions and added link to Glossary of Terms. Section 6 added for clarity as these points were previously mixed in with section 7. Edits made to section 7. Added section 9 to be consistent with other policies. Update Version Control.
6	1/8/2018	P. Taylor-Guy	Formatting Version control