Academic Success Policy

Scope

This policy is applicable to Kaplan Business School Pty Ltd ("Kaplan").

Purpose

Kaplan is committed to providing all students with maximum opportunity to develop and demonstrate the competence required to achieve their educational and career aspirations. This policy is to ensure that Kaplan has a structured process in place to track performance of each student throughout their course to ensure that all students are in a position to complete their course within the expected duration on their Confirmation of Enrolment (CoE) and as agreed in their written agreement. This policy is to ensure that Kaplan complies with all applicable regulatory and legislative requirements through routine audits or checks.

This policy is to provide information on the:

- rules for meeting course completion requirements

- identification of students who are, or are 'at risk' of, making unsatisfactory academic progress

- intervention strategies to ensure that students have access to appropriate support mechanisms

- ways in which students will be supported as they adapt to the Australian education system

- processes relating to the exclusion of students who do not meet completion or academic progress requirements

Definition

Assessment is a systematic process for facilitating and evaluating student learning. The process includes the design, development and implementation of assessment tasks, and the evaluation and reporting of student performance. The purpose of assessment is both to facilitate and certify the achievement of specified learning outcomes. Assessment is integral to the curriculum as it drives approaches to student learning and achievement.

Award students are enrolled in a course that leads to a qualification issued by Kaplan, specifically a diploma, associate degree, bachelor degree, graduate certificate, graduate diploma or master degree. Award students are given an Australian Qualifications Framework (AQF) award (also called testamur) at the completion of their course.

Kaplan Test of English (KTE) is a cloud-based, adaptive English language assessment system, grounded in evidence-based learning and assessment principles.

Non-award students are enrolled in a course or courses, but they are not enrolled in an academic course that leads to the conferral of an AQF award at Kaplan. Non-award students are either given a certificate of achievement, certificate of completion, completion letter and/or an interim transcript at the completion of their course.

ELICOS students are non-award students enrolled in an approved ELICOS (English Language Intensive Courses for Overseas Students) course that adheres to the ELICOS Standards developed by the Australian government.

Provider Registration and International Student Management System (PRISMS) is an Australian Government secure online system that enables providers to issue CoEs, and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the Education Services for Overseas Students Act (ESOS Act).

Progression Rules

To be successful in their course of enrolment, students need to demonstrate the level of understanding, knowledge and skills expected within their course. That level of competence is reflected in the students' ability to attain a mark of 50% or more for each subject, demonstrating achievement of the course learning outcomes.

For ELICOS students, the level of competence is demonstrated when students attain scores higher than their previous KTE results, a minimum of 65% in their summative assessments in English for Academic Purposes courses, or a minimum of 50% in their daily formative assessments over a 10-week period according to their teachers' evaluation.

The following academic progress rules are provided to facilitate the progression of students within and between Kaplan award and non-award courses:

Recording Students' Course Progress

At the beginning of each study period, students will be provided with access to an online portal through which they will be able to access their course learning materials, subject outlines, learning outcomes, and assessment briefs. The students' ongoing progress will be recorded and will be accessible by relevant staff, including teachers, academic leaders, and administrators. The students will have access to their grades or levels via the online portal. These grades or levels are ordinarily released four weeks after the teaching period ends.

Assessing Students' Course Progress

For any given subject, students can expect to be assigned at least three assessments. In most cases, these will be marked by the students' lecturers. Whilst it is not essential for students to pass all assessments, it is critical they achieve an overall pass mark of 50%. The online portal will be used to record the students' assessment marks, which are ordinarily released within two weeks of each assessment's due date. If, for example, a first-year undergraduate student fails the first assessment or does not submit the student will be identified as potentially at risk of unsatisfactory course progress, thereby possibly triggering an early intervention. For more information, please refer to the *Assessment Policy*.

Course Completion Timelines

The maximum course enrolment duration permitted to meet ELICOS course completion requirements is 30 weeks. The completion date will be calculated from the date of the student's initial commencement date in the course stated on the student's certificate of achievement.

The course durations permitted to meet award course completion requirements are listed in the table below. The completion date will be calculated from the date of the student's initial commencement date in the course (period and year) stated on the student's transcript.

- **Credit point values** are assigned to each award subject and course and represent an approximate amount of student workload. Credit point values vary across Kaplan courses with the standard credit point value of a subject being either three, four or six points. Credit points can be found in course and subject information such as subject outlines and on transcripts. Any variation to credit points must be approved by the Academic Board.

- **Full time study load** applies to students on an overseas student visa. Students on an overseas student visa must complete their course within the time indicated on their CoE, which is issued for this duration and in accordance with student visa requirements.

- **Part time study load** applies to domestic students. Domestic students can study part time at a pace of their choosing. This table calculates a typical part-time study load as double a full-time study load.

- **Maximum course duration** applies to all students. This is the absolute maximum time a student can take to complete the course and obtain a qualification. This amount is calculated as 2n + 2 years (n = full time study load). It includes all periods of leave of absence. Only under exceptional circumstances extensions may be granted with approval from the Academic Dean.

KBS Courses	Total # of Credit Points in Course	Total # of Subjects in Course	# of Subjects per year (full-time study)	Full-time study load (n)		Part-time study load (2n)		Maximum course duration 2n + 2 years
				Course duration (by trimester)	Course duration (by months, years)	Course duration (by trimester)	Course duration (by months, years)	Course duration (by months, years)
Diplomas	24	8	8	3	1 year	6	2 years	4 years
Bachelors	72	24	8	9	3 years	18	6 years	8 years
Graduate Certificate in Accounting	16	4	4	2	8 months	4	1 year, 4 months	3 years, 4 months
Graduate Certificate in Business Administration	24	4	4	2	8 months	4	1 year, 4 months	3 years, 4 months
Graduate Certificate in Business Analytics	16	4	4	2	8 months	4	1 year, 4 months	3 years, 4 months
Graduate Certificate in Information Technology	16	4	4	2	8 months	4	1 year, 4 months	3 years, 4 months
Graduate Diploma of Business Administration	48	8	6	4	1 year, 4 months	8	2 years, 8 months	4 years, 8 months
Graduate Diploma of Business Analytics	32	8	8	3	1 year	6	2 years	4 years
Graduate Diploma of Information Technology	32	8	8	3	1 year	6	2 years	4 years
Master of Accounting	64	16	8	6	2 years	12	4 years	6 years
Master of Business Administration	72	12	6	6	2 years	12	4 years	6 years
Master of Business Analytics	48	12	8	5	1 year, 8 months	10	3 years, 4 months	5 years, 4 months
Master of Business Analytics (Extension)	64	15	8	6	2 years	12	4 years	6 years
Master of Business Analytics (Information Technology)	64	15	8	6	2 years	12	4 years	6 years
Master of Information Technology	48	12	8	5	1 year, 8 months	10	3 years, 4 months	5 years, 4 months
Master of Information Technology (Extension)	64	15	8	6	2 years	12	4 years	6 years
Master of Professional Accounting	48	12	8	5	1 year, 8 months	10	3 years, 4 months	5 years, 4 months

Exiting from a Course

Students enrolled in a higher award course (e.g., Master's degree) that has nested qualifications within it (e.g., Graduate Certificate) may exit with a lesser, nested qualification, provided they have met the requirements of the lesser award within the maximum time frame, and all other eligibility criteria.

Students enrolled in a non-award course (e.g., ELICOS) may exit with a partial completion, provided they have met the requirements of the partial completion within the maximum time frame, and all other eligibility criteria.

Applications for an Extension of Enrolment

Students who fail to complete within the expected course duration, who can reasonably be expected to meet the course requirements within

(i) two additional trimesters for award courses
(ii) one additional study period for non-award courses

(inclusive of any intervention strategies implemented by Kaplan during the student's study) may apply for an extension of time.

An extension may be granted:

- if there are compassionate, compelling or extenuating circumstances. Such circumstances are defined as circumstances beyond the student's control, which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:
  - o serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - o bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
  - o major political upheaval or natural disaster requiring emergency travel where this impacts on the student's studies
  - o a traumatic experience which could include:
    - • involvement in, or witnessing of, a serious accident
    - • witnessing or being the victim of a serious crime, and this has impacted the student (these

cases should be supported by police or psychologists' reports)

- o where the registered provider was unable to offer a course pre-requisite, subject or level
- o inability to begin studying on the course commencement date due to delay in receiving a student visa
- if non-completion is a result of a revised enrolment pattern due to the implementation of a Kaplan intervention strategy
- if an approved deferment or suspension of study has been granted

Each application will be considered on its merits, with reference to the student's academic performance to date and any matters that warrant special consideration. In general, the maximum extension of time that will be granted in any circumstance is two study periods for award courses and one study period for non-award courses, depending on the type and length of the course.

Applications for a time extension must be done using the *Course Extension Request* on the student portal as soon as it becomes clear that the course cannot be completed within the expected duration. Kaplan will assess the extension application, and in particular the student's ability to complete the course within the extension period.

For students on an overseas student visa, variations that affect the student's course duration will be recorded via a student course variation (SCV) in PRISMS i.e., the intervention strategy implemented by Kaplan resulted in the student not being able to complete their course within the expected duration, as specified on the original CoE. Where a course is extended, the student will be issued a replacement CoE.

Academic Progress

Kaplan recognises the value of reliably and efficiently monitoring students' academic progress. As such, Kaplan has systems in place to promote early detection and support for students at risk of making unsatisfactory academic progress.

A student may be deemed to be making unsatisfactory academic progress in their course if they:

- fail to successfully complete at least 50% of their study load in a trimester
- fail the same subject twice
- fail to enrol after an approved study break
- withdraw more than twice from any subject
- fail to undertake an enrolment load that will enable them to complete within the guidelines of this policy.

A student may also be deemed to be making unsatisfactory academic progress and therefore 'at risk' if they fail:

- their first assessment task in a trimester
- to complete the first assessment in a subject, where there is no grant of Special Consideration
- to attend a minimum of 70% of classes for any subject from the date of their enrolment.

ELICOS students may be deemed to be making unsatisfactory academic progress if they:

- fail to attempt the on-going formative and summative assessment tasks during the enrolment period
- fail to respond as required to the intervention strategies in both Stages 1 and 2 identified for and agreed by them in their course progress review session where counselling notes are taken and recorded
- are deemed to have not passed 50% or more of the formative and summative assessments attempted in the following enrolment period

Other indicators may be used by staff to determine students at risk of making unsatisfactory progress including

low grades in their ongoing formative and summative assessments such as in-class tasks, mid-trimester assignments, and exams. These indicators may form the basis for offering the student additional support, but on their own do not constitute unsatisfactory academic progress.

If a student engages in any form of academic misconduct, such as plagiarism or contract cheating, this will indicate the student is potentially at risk of unsatisfactory course progress. In the first instance, Kaplan will provide the student with coaching and support. However, repeat offences may incur serious penalties. For more information on academic integrity, and in particular the processes associated with acts of misconduct, please see the *Academic Integrity and Misconduct Policy*.

In the above situations, and where the student fails to contact Kaplan to make appropriate arrangements, Kaplan may administratively withdraw the student from the subject or course. In such situations, the student will be financially liable for the subject or course.

Students on Overseas Student Visa

Students on an overseas student visa are required to maintain satisfactory course progress as a condition of their student visa. Kaplan will ensure that the relevant National Code 2018 Standards are followed. Students who fail to maintain satisfactory course progress will be identified and an appropriate intervention strategy implemented. The identification of these at-risk overseas students will be determined by the same factors noted in the preceding section, such as the failure to complete 50% or more of a study load in any one study period or by failing the same subject/level twice.

If an intervention strategy has been implemented and a student fails to meet satisfactory course progress in the following study period, the student will be provided with written notification of an intention to cancel their enrolment and to report them to the Department of Education and/or Department of Home Affairs for failing to achieve satisfactory course progress, and that this may result in the Department of Home Affairs cancelling their student visa. The student will be informed that they have 20 working days to submit an appeal regarding this decision. Consent must be given by students over the age of 18 for Kaplan to notify their parents.

Kaplan will notify the Department of Education and/or Department of Home Affairs via PRISMS that the student has failed to maintain satisfactory course progress when:

- the student does not access the appeal process within 20 working days, or

- the student withdraws from the appeal process, or

- the appeal outcome is in favour of Kaplan.

The student will be informed of the cancellation of their enrolment via a standard letter which will also be placed in the student's file.

Supporting Students

Intervention Strategies

Kaplan aims to keep attrition at a minimum in all its courses. Attrition may be higher in certain cohorts, such as students in their first year of study in award courses, students studying part-time, adult learners who have not participated in an award course before or for some time, students who are studying in a language other than their first language, students with significant family responsibilities and/or financial difficulties, students whose performance in secondary school was not at a high level, students on an overseas student visa, students studying online, students who are among the first in their family to enrol in award and/or non-award courses and students who commence a course late.

(i) The higher the number of these categories that a student falls into, the greater their risk of attrition. Accordingly, Kaplan will put in place preventative actions to address these risks so that students are, as much as possible, nurtured so that their chances of becoming 'at risk' are lessened. Students therefore

will:

- be given sufficient information about courses, thereby enabling better-informed course choices

- be given individual attention, personal service, and the timely tracking of success or failure

- be provided with an orientation to Kaplan and, for international students, to Australia more generally

- be identified and followed up by student support staff where they are deemed not to be appropriately engaged with their studies

- be given additional support when they are experiencing difficulties in their studies because of poor academic performance or some other cause

- where necessary, be offered additional English language instruction, such as one-on-one consultations with a Learning Advisor or enrolment in a subject that specialises in business and academic communication skills

- be given access to a range of support resources, particularly for students who may need greater assistance

- be referred to qualified practitioners in cases where they feel overwhelmed, such as the initial period of adaptation when studying in a different country

- be informed of relevant course details including withdrawal dates for subjects and courses

- be given opportunities to engage in training on relevant technologies, research methods and study skills in an attempt to enhance their likelihood of success

- have appropriately qualified academic staff who are aware that they may have students in their classes who may be 'at risk' of making unsatisfactory academic progress

(ii) ELICOS students in Stage 1 Intervention (undertaken by the teachers) may:

- be nominated for language practice sessions

- be given opportunities to re-submit assessment tasks

- be provided with alternative resubmission dates of assessment tasks

- be given opportunities for practical demonstration of achievement identified

- have work groups/teams reviewed, if appropriate

- be referred to the Academic Manager or nominated staff within the academic area

ELICOS students in Stage 2 intervention (undertaken by the Academic Manager) may:

- need to repeat courses after the reasons for failing an assessment for a second time have been identified

- need to re-submit assessment tasks

- need further attendance at language practice sessions

- need advice regarding study skills

- need a review of work groups/teams

- need a revised study plan

- need a placement in a more appropriate course

- need access to academic support classes

- need referral to external personal guidance and/or counselling

Reporting measures are in place to ensure that relevant and regular data is provided to:

- the Vice President, Academic or delegate, and through that person to the Academic Board to ensure

timely intervention for award students

- the Academic Director by the Academic Manager to ensure both Stages 1 and 2 interventions are undertaken and recorded in a timely manner for ELICOS students

Specific Measures for Individual Students

Kaplan will contact a student identified as making unsatisfactory academic progress to attend a consultation session. The student may bring a support person (approved by Kaplan) to this session.

(i) The student will be required to complete a short questionnaire and undertake an academic counselling interview to discuss their questionnaire responses, and to formalise an intervention strategy to assist them in their studies. This process, from contacting the student to finalising an intervention strategy, is ordinarily completed prior to week three of the next study period.

(ii) ELICOS students will be required to attend a course progress review session with the Academic Manager in Stage 2 Intervention, if Stage 1 intervention strategies fail. This review session takes place during week five and counselling notes which identify the reasons for the lack of course progress and any intervention strategies that are agreed to are clearly and thoroughly recorded.

Intervention strategies used to address individual academic progress matters will be documented and may include:

- revising enrolment patterns, study loads or the course of enrolment
- minimum attendance requirements
- regular meetings with an identified Kaplan staff member to address key issues
- English language support at Kaplan (where available or students will be directed to appropriate services)
- mandatory study skills coaching and/or training
- mandatory study plans
- academic counseling, referral to appropriate medical services and/or other appropriate support
- review of accommodation (Homestay) and other support systems, if applicable
- establishing a learning contract outlining specific activities that are to be completed by the student
- approving leave or suspension of studies

Copies of the intervention plan or counselling notes, and any modifications, will be given to the student, and will be communicated to the teaching staff as well as being kept in the student's file.

Any student who has been identified and contacted as being 'at risk', and fails to attend the required session or does not participate in the alternative process, may be subject to the following courses of action:

- A Learning Plan will be developed in the student's absence and sent to the student, which will constitute agreement on the part of the student to the conditions of the learning plan.
- The student will be required to meet with the Academic Dean, Academic Director or delegate to show cause as to why they should not be excluded from the course.

Exclusions

Failure to Progress

A student identified as making unsatisfactory academic progress (as per the indicators noted earlier in this policy) for a second consecutive trimester may be excluded from studying at Kaplan. This applies equally to domestic students as well as students on an overseas student visa. Students will be notified of the decision in writing and will have 20 working days from this notice to appeal the decision in line with the *Grievances,*

Complaints and Appeals Policy. Failure by the student to appeal within 20 working days will result in automatic exclusion and the student will be notified of this outcome in writing. Where appropriate, Kaplan will notify relevant agencies and appropriate individuals about the exclusion while ensuring privacy standards are met. Normal appeal processes apply to students who wish to appeal their exclusion.

Failure to Complete Within the Time Frame

Students who fail to complete course requirements within the expected course duration will be recorded as not meeting the requirements for the award or non-award courses. The course status will be 'Failed to Complete'. Students who wish to appeal an exclusion decision should refer to the *Grievances, Complaints and Appeals Policy*. Where a student is excluded from Kaplan, they may seek re-admission later. While there is no guarantee of re-admission, applications for re-admission will be considered on a case-by-case basis.

Students Who Wish to Begin the Course Again

The following rules apply to all students who wish to enrol again in the award or non-award course for which they have failed to meet the course requirements within the prescribed time:

- Students are required to complete a new enrolment.
- The time limit for the period of study will recommence.
- Students will retain their existing student number.
- Students may apply for subject exemptions in accordance with the https://www.kbs.edu.au/admissions/forms-and-policies.
- Students on an overseas student visa will be issued with a new Letter of Offer and CoE.

Relevant Legislation

As a registered education provider, Kaplan operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws. Below lists the most relevant legislation which apply to this policy:

- Department of Home Affairs Student Visa Regulations
- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework 2021 (Threshold Standards)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This policy should be read in conjunction with the following:

- Academic Integrity and Misconduct Policy
- Assessment Policy
- Changes to Enrolment Policy
- Diversity, Inclusion and Equity Policy
- Grievances, Complaints and Appeals Policy
- Privacy Policy
- Recognition of Prior Learning Policy
- Student Record Management Policy

Version Control and Accountable Officers

It is the joint responsibility of the Responsible Officer and Implementation Officer(s) to ensure compliance with this policy.

Policy Category	Academic
Responsible Officer	Vice President, Academic
Implementation Officer(s)	Academic Dean
Review Due Date	October 2025
Approved by	
Vice President, Academic under a standing delegation from the Academic Board	

Version	Authored by	Brief Description of the changes	Date Approve	Effective Date:
3.0	Kaplan Business School in collaboration with the Quality, Regulations and Standards Team	• Expanded on the 'Purpose' of the policy to emphasise the processes in place for tracking students' performance within expected course duration. • Complete update of the table on course completion timelines, included information on fulltime and part-time study load as well as maximum course duration. • Revised wording for more clarity and accuracy of information provided. • Removed from policy the Appendix A 'Student at Risk Questionnaire', to be included in the School's procedures and forms.	26.03.2020	20.05.2020
3.1	Quality, Regulations and Standards Team	Added definition for credit points.	16.06.2021	23.06.2021
3.2	Quality, Regulations and Standards Team	• Minor wording and formatting changes. • Incorporation of ELICOS provisions	01.12.2022	08.12.2022
3.3	Quality, Regulations and Standards Team	• Updated to reflect test name change from Kaplan International Tools for English (KITE) to Kaplan Test of English (KTE) • Minor formatting changes	22.02.2024	15.03.2024
3.4	Quality, Regulations and Standards Team	• Addition of Master of Business Analytics (Information Technology) course to course completion timelines table • Updated policy names • Minor formatting changes	15.11.2024	15.11.2024