
Academic Success Policy

Scope

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

Purpose

Kaplan is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational and career aspirations. The purpose of the Academic Success 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
- way in which international students will be supported as they adapt to the Australian higher education system
- processes relating to the exclusion of students who do not meet completion or academic progress requirements.

Progression rules

To be successful in their course of enrolment, students need to demonstrate a level of understanding, knowledge and skill expected at the relevant qualification level. 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.

The following academic progress rules are provided to facilitate the progression of students within and between Kaplan qualifications.

Recording the students’ course progress

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

Assessing the 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’ in-trimester 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 it, 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.

Years to complete

The number of years permitted to meet 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.

Course name	Requirements	Course Duration*
Diploma of Commerce	8 subjects	2 years or 6 trimesters
Diploma of Business	8 subjects	2 years or 6 trimesters
Bachelor of Business	24 subjects	6 years or 18 trimesters
Bachelor of Business (Accounting)	24 subjects	6 years or 18 trimesters
Bachelor of Business (Hospitality & Tourism Management)	24 subjects	6 years or 18 trimesters
Bachelor of Business (Management)	24 subjects	6 years or 18 trimesters
Bachelor of Business (Marketing)	24 subjects	6 years or 18 trimesters
Bachelor of Business (Finance)	24 subjects	6 years or 18 trimesters
Graduate Certificate in Accounting	4 subjects	1 year or 3 trimesters
Master of Professional Accounting	12 subjects	4 years or 12 trimesters
Master of Accounting	16 subjects	5.5 years or 15 trimesters
Graduate Certificate in Business Administration	4 subjects	2 years or 6 trimesters
Graduate Diploma of Business Administration	8 subjects	3 years or 9 trimesters
Master of Business Administration	12 subjects	5 years or 15 trimesters

* Course duration listed in the above table is the maximum time approved for a student studying **without visa restrictions**. International students must complete their course within the time indicated on their Confirmation of Enrolment (CoE) and in accordance with student visa requirements.

Transferring between courses

Students who successfully complete a lesser nested award (e.g. Graduate Certificate) may transfer into a higher award (e.g. Master's degree), but the completion time for the higher award is calculated from the commencement date of the already completed lesser award. Similarly, where a student transfers course from a higher award into a lesser award, the completion time will be calculated from the beginning of study in the higher award.

NB: conditions may apply for International students on student visas. Please refer to the Changes to Enrolment Policy.

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. That said, international students must be enrolled in the lower nested award and have a corresponding CoE at least a trimester prior to their intended completion of the lower award.

Applications for an extension of time

Students who fail to complete within the prescribed period, who can reasonably be expected to meet the course requirements within two additional trimesters (inclusive of any intervention strategies employed by Kaplan during the student's study) may apply for an extension of time.

An extension of a student's CoE may only be granted where it is clear that the student will not complete the course within the expected duration, as specified on the CoE. An extension may be granted:

- a. If there are compassionate, compelling or extenuating circumstances: Such circumstances are defined in the National Code 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:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
 - major political upheaval or natural disaster in the home country requiring emergency travel where this impacts on the student's studies; or
 - a traumatic experience which could include:
 - involvement in, or witnessing of, a serious accident; or
 - 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)
 - where the registered provider was unable to offer a pre-requisite unit; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa.
- b. If non-completion is a result of a revised enrolment pattern due to the implementation of a Kaplan intervention strategy, or
- c. 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 (2) trimesters, depending on the length of the course.

Applications for a time extension must be made in writing using the *Application for Course Extension* form, 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.

Should the variation affect the student's duration on their CoE, a new CoE will be issued via PRISMS and this will

be recorded as such (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 varied, the student will be provided with a copy of the student course variation (SCV) from PRISMS.

Satisfactory 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/unit twice
- fail to enrol after an approved study break
- withdraw more than twice from any subject/unit
- 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 assessments in a subject, where there is no grant of Special Consideration, or
- to attend 70% of classes for a unit of study from the date of their enrolment.

Other indicators may be used by staff to determine students at risk of making unsatisfactory progress including low grades in ongoing formative and summative assessments including in-class tasks and 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 Conduct 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 in week 6 of the trimester. In such situations, the student will be financially liable for the subject.

International students

International students are required to maintain satisfactory course progress as a condition of their student visa. Kaplan will ensure that the relevant National Code 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 international 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 trimester or by failing the same subject twice.

If an intervention strategy has been implemented and a student fails to meet satisfactory course progress in the following trimester, the student will be provided with written notification of an intention to report them to the

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.

If the student does not submit an appeal within 20 working days, a notification will then be made to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS) that the student has failed to maintain satisfactory course progress. A standard letter will be placed on the student's manual file.

Supporting students

Intervention Strategy

Kaplan aims to keep attrition at a minimum in all its courses. Attrition may be high in certain cohorts, such as students in their first year of study in higher education, students taking part time courses, adult learners who have not participated in a higher education 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, international students, and students who commence a course late. 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 international students who may need greater assistance by virtue of being among the first in their family to enrol in higher education
- 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 or 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.

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.

Specific measures for individual students

Kaplan will contact a student identified as making unsatisfactory academic progress. The student will be required

to complete a short questionnaire (refer to Appendix A) and undertake an academic counselling interview to discuss their questionnaire responses and to formalise an intervention strategy to assist them in their studies. The student may bring a support person to this meeting who is approved by Kaplan prior to the meeting. This process, from contacting the student to finalising an intervention strategy, is ordinarily completed prior to week three of the next trimester.

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

- revising enrolment patterns, study load or course of enrolment
- minimum attendance requirements
- regular meetings with an identified Kaplan staff member to address key issues
- ESL and/or language support (where available or students will be directed to appropriate services)
- study skills and/or study plan
- 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 deferment of studies.

Copies of the intervention plan, and any modifications, will be given to the student as well as being kept on the student's academic file.

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

- a. A Learning Plan may 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.
- b. The students may be required to meet with the Academic Dean 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 time in a row may be excluded from studying at Kaplan. This applies equally to domestic and international students. 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 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 time limit will be recorded as not meeting the requirements for the award. The course status will be 'Failed to Complete'. Students who wish to appeal an exclusion decision should refer to the 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 students who wish to enrol again in the qualification for which they have failed to meet the course requirements within the prescribed time:

- Students are required to complete a new enrolment in the qualification.
- 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 Recognition of Prior Learning Policy.

Legislative Context

The following websites provide additional information to international students.

- [The Education Services for Overseas Student’s \(ESOS\) Act 2000](#)
- [The National Code of Practice 2018](#)

Version Control and accountable officers

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

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer(s)		Registrar and General Manager, Student Experience		
Review Date		June 2020		
Approved by				
Vice President, Academic under a standing delegation from Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
1.1	Academic Quality & Governance Team	<ul style="list-style-type: none"> • Policy renamed to Academic Success Policy to stress student success and support as the policy objective. • Introduced a paragraph under Satisfactory Academic Progress, page 3 – to help identify students at risk. The paragraph also allows Kaplan to administratively withdraw students where they fail to appropriately engage with Kaplan to improve their academic outcomes. • Changed reference to Vice President (Higher Education Australia) to Vice President, Academic in line with the position nomenclature. 	23.09.2015	19.10.2015
1.2	Academic Quality & Governance Team	<ul style="list-style-type: none"> • Exclusion due to failure to progress section of policy streamlined to better reflect KBS processes. 	03.12.2015	17.12.2015

1.3	Academic Quality & Governance Team	<ul style="list-style-type: none"> Changed standards regarding 70% attendance to align with updated Attendance Policy and included BBus (Marketing) into Course completion table. 	25.05.2016	16.06.2016
1.4	Academic Quality & Governance Team	<ul style="list-style-type: none"> Included Diploma of Business into Course completion timetable on page 2. 	26.07.2016	26.07.2016
1.5	Academic Quality & Governance Team	<p>Reviewed policy for currency. Updates made to:</p> <ul style="list-style-type: none"> Course requirements updated to outline how many subjects need to be completed instead of course structure. Reference to study period updated to trimester to clarify that KBS operates on a trimester system. Include the fact that an excluded student can re-apply for admission and that Kaplan re-admission will be determined on a case-by-case basis. 	14.06.2017	29.6.2017
2.0	Academic Quality & Governance Team	<p>Updated policy:</p> <ul style="list-style-type: none"> Department of Immigration and Border Protection changed to the Department of Home Affairs 	08.03.2018	09.03.2018
2.1	Academic Dean	<p>Updated policy:</p> <ul style="list-style-type: none"> Wording change to reflect the National Code of Practice 2018 	04.10.18	05.10.18

Appendix A: Student at Risk Questionnaire

Kaplan is aware that students may experience difficulty in their studies from time to time. Our records indicate that you are 'at risk' of not completing your course within the required period, or may be at risk in the future. We would like to talk to you about this and work on strategies to help you complete your course. Please fill in the following questionnaire and contact us to arrange a time to discuss your situation.

Student ID: Name: _____

Address/Email: _____

Phone (wk): _____ **Phone (mob):** _____

Course enrolled in: _____

Business/ Higher Education Provider **Kaplan Business School**

Campus (KBS only) **Adelaide** **Sydney** **Melbourne** **Brisbane**

Part One – Study

1. Are you enjoying the course that you have chosen? (circle) **YES NO**

If you answered no, can you briefly describe why?

2. Answer the following questions

	Yes/No
Are you enrolled in more than a full time load this trimester?	
Do you find it difficult to find time to study?	
Are you struggling with key concepts in any of your subjects?	
Are you struggling with required skills?	
Is English your first language?	
Are you struggling with strategies for learning?	
Have you used the Discussion Forum to raise questions? (online courses only)	
Have you spoken to your Academic Adviser during the trimester?	
Would you consider any extra tuition for your studies?	

3. Please describe any problems you are experiencing and in what unit of study you are experiencing them.

4. Identify any Kaplan services you have used and whether it was useful

Service	Usefulness

5. Does your home environment allow you to concentrate on your studies? (circle) **YES NO**

6. Are there any health issues that have affected your studies? (circle) **YES NO**

7. In addition to your study, are you doing any paid or voluntary work? (circle) **YES** **NO**
 Describe any impact this has had on your ability to study.

8. What do you think would help you achieve you study outcomes in the next trimester?

I understand that material provided by me to Kaplan will be kept confidential and private and may be used to verify the authenticity of any of the supporting documentation I have provided.

Signed: _____ Date: _____

(Student)

Office Use Only

Signed:		Date:	
	(Student Services)		