Academic Success Policy

Scope

This policy is applicable to all students enrolled at Kaplan Business School Pty Ltd (Kaplan). It also applies to all Kaplan staff responsible for monitoring, supporting and reporting on student academic progress, including those involved in academic support, Subject coordination, and student administration.

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 the performance of each student throughout their Course to guarantee 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 also ensures that Kaplan complies with all applicable regulatory and legislative requirements through routine audits and internal checks.

This policy provides information on the:

- rules for meeting Course completion requirements
- ways in which students will be supported as they adapt to the Australian education system
- identification of students who are, or are at risk of, making Unsatisfactory Course Progress (UCP)
- intervention strategies to ensure that students have access to appropriate support mechanisms
- processes relating to the exclusion of students who do not meet completion or academic progress requirements

Definitions

Academic Learning Advisor (ALA)	means a staff member within the Academic Success Centre who provides academic support to students, including one-on-one consultations and group workshops. ALAs assist with developing students' academic skills across all Subjects and Courses.
AQF	means the criteria required to demonstrate the achievement of a qualification as per the Australian Qualifications Framework (AQF). For example, Level 7 = bachelor's degree, Level 9 = master's degree.
Academic Success Agreement	means a formal document outlining the terms of support and expectations for a student who has been identified as at risk of not meeting satisfactory academic progress requirements. The agreement may include specific conditions such as reduced study load, required attendance at academic support sessions, regular check-ins with academic staff or other tailored interventions.
Assessment	means the 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 Course	means Courses that are AQF qualifications, specifically diplomas, associate degrees, bachelor's degrees, graduate certificates, graduate diplomas or master's degrees at Kaplan.

Confirmation of Enrolment (CoE)	means a document issued by education providers to verify an International Student visa holder's enrolment in a specified Course.
Course	means a sequence of Subjects required to achieve stated learning outcomes.
Domestic Student	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
English for Academic Purposes (EAP)	means a type of Non-Award ELICOS Course designed to develop academic English skills required for successful participation in Award Courses. Kaplan's EAP Courses are registered and comply with the ELICOS 2018 Standards.
ELICOS	means the English Language Intensive Courses for Overseas Students framework.
International Student	means a student who is not an Australian citizen, permanent resident of Australia or New Zealand citizen, regardless of visa type. This includes but is not limited to, students holding a student visa, temporary visa, bridging visa, or any other type of visa that permits study in Australia.
Intervention Officer	means the staff member responsible for initiating and managing the intervention process when a student is identified as being at academic risk. The Intervention Officer may be an Academic Manager, Subject coordinator, or another designated staff member.
Kaplan Test of English (KTE)	means the cloud-based, adaptive English language Assessment system, grounded in evidence-based learning and Assessment principles.
Non-Award Course	means Courses that are non-AQF qualifications at KBS. Examples of Non-Award Courses at KBS include English for Academic Purposes (EAP) Courses, Non-Award Single Subject Enrolment, and the Study Abroad Program.
PRISMS	means the Provider Registration and International Student Management System – an Australian Government secure online system that enables providers to issue Confirmations of Enrolment, which government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act.
Student Management System (SMS)	means the system used to record a student's personal information and results.
Study Period	means a discrete period of study within a Course, namely term, trimester, short Course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.
Subject	means a unit of study that a student enrols in as part of their Course.
Unsatisfactory Course Progress (UCP)	means failure to meet the academic progression requirements of a Course, including consistently not achieving the minimum required results or failing to meet conditions of academic intervention. This may include failing more than 50% of enrolled Subjects in a Study Period, failing a Subject multiple times, or not meeting defined performance benchmarks as required summative Assessment scores in ELICOS Courses. UCP may result in formal intervention or exclusion from the Course.

Monitoring Academic Progress and Course Completion

To be successful in their Course, 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 an overall mark of 50% or more for each Subject, thereby demonstrating achievement of the Course learning outcomes.

For ELICOS students, satisfactory progress is defined as achieving at least 65% in their summative Assessments in English for Academic Purposes (EAP) Courses.

Kaplan uses a structured approach to monitor student progress and timely Course completion across both Award and Non-Award Courses.

Monitoring and Recording Student Progress

At the beginning of each Study Period, students will be provided with access to the learning management system (LMS) where they will be able to access their Course learning materials, Subject outlines, learning outcomes, and Assessment briefs. Students' ongoing progress will be recorded and will be accessible by relevant staff, including lecturers, academic leaders, and administrators. Students will have access to their grades or levels via the LMS. For Award Courses, final Subject grades are ordinarily released four weeks after the teaching period ends. ELICOS final grades are ordinarily released on the final day of the Study Period.

Assessment and Academic Progress Monitoring

For any given Award 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 that they achieve an overall pass mark of 50%. Students are expected to monitor their Assessment deadlines and proactively seek support where difficulties arise. The LMS will be used to record 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 or does not submit the first Assessment, the student will be identified as potentially at risk of Unsatisfactory Course Progress (UCP), thereby possibly triggering an early intervention. For more information, please refer to the Assessment Policy.

Course Duration and Completion Timeframes

The maximum Course enrolment duration permitted to meet ELICOS Course completion requirements is 40 weeks. The completion date will be calculated from the date of the student's initial commencement in the Course as 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 in the Course (Study Period and year) as stated on the student's transcript.

- **Credit point values** are assigned to each 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 timeframe 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) and includes all periods of suspension (if applicable). Only under exceptional circumstances will the Academic Dean approve extensions to the maximum Course duration.

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

Exit Awards and Course Withdrawal

Students enrolled in a higher-level 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., EAP) 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.

Extensions to Course Duration

Students who are unable to complete their Course within the expected duration as shown on their CoE for International Student visa holders, or enrolment record for all other students, may apply for an extension.

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:
  - 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 requiring emergency travel where this impacts on the student's studies
  - 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)
  - where the registered provider was unable to offer a Course pre-requisite, Subject or level
  - inability to begin studying on the Course commencement date due to delays 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. Extensions may be granted for the number of Study Periods required to complete the Course, provided the extension does not exceed the maximum Course duration ($2n + 2$ years for Award Courses). For Non-Award Courses, students may be granted an additional Study Period, with special approval required for further extension.

Requests for an extension must be submitted during the final Study Period as stated on their CoE for International Students or enrolment record for all other Students, via the student management system (SMS). International Students whose visas will expire prior to completing the Course must submit their extension request no earlier than four months before their current visa expires.

For International Students on a student visa, any approved variation to the expected Course duration will be reported as 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 the Course is extended, the student will be issued a replacement CoE.

Supporting Students

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.

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 to be not 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 an Academic Learning Advisor (ALA) 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 study-related 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 in 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 higher risk of attrition or unsatisfactory academic progress

ELICOS students identified through diagnostic testing and teacher observations may be referred for early intervention plans which may include:

- access to additional language practice sessions and self-study resources
- development of a formal intervention plan
- referral to the ELICOS Manager or nominated staff for study plan counselling including placement in a more appropriate Course

At any stage in their study, ELICOS students may be provided with the above or additional supports including:

- reasonable adjustments
- re-submitting Assessment tasks
- advice regarding study skills
- placement in a more appropriate Course
- referral to student counsellors or external counselling services

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 GM, Academic Services and Administration by the ELICOS Manager (or delegate) to ensure interventions are undertaken and recorded in a timely manner for ELICOS students

Academic Progress

Kaplan recognises the value of reliably and efficiently monitoring students' academic progress. As such, Kaplan has systems in place to promote early and ongoing detection and support for students at risk of making UCP. Award Course students may be identified as being at one of three levels of UCP. Each level reflects an increase in both student risk and institutional response, with the aim of either guiding students back to academic success or making responsible decisions about their ongoing enrolment.

Level 1: Potentially At Risk / Monitoring

Level 1 focuses on early identification and preventative support. Students meeting one or more of the following criteria are at a higher risk of making UCP:

- Late enrolment (enrolled after Week 1)
- High study load (including approved overload)
- Failed one or more Subjects in previous Study Period (i.e., overall mark of less than 50%)
- Enrolled in a Subject they previously failed
- Enrolled in an internal cross-institutional Subject
- Enrolled in a Subject with an approved pre-requisite waiver
- Failed the first Assessment of any Subject in the current Study Period
- Failed to submit the first Assessment of any Subject in the current Study Period
- Failed to attend a minimum of 70% of classes for any Subject from the start of the Study Period
- Identified as belonging to a high-risk cohort by academic management

Students are notified in writing that they meet one or more criteria for being potentially at risk of UCP and are provided with information on various supports available at Kaplan to assist with their academic success. In cases of higher potential risk, Intervention Officers contact students to offer tailored support and provide information on relevant services.

The expected outcome is that students respond positively to the support offered, successfully continuing their studies without progressing to escalated levels of the process.

Level 2: At Risk / Intervention

In Level 2 the student is formally recognised as being at risk of UCP, and the school takes a more structured approach to intervention. Students are deemed at risk if, in the previous Study Period, they met one or more of the following criteria:

- Failed more than 50% of enrolled Subjects, or
- Failed a second attempt at any Subject, or
- Withdrew from all Subjects

Students are issued a warning letter that explains why they are deemed to be at risk and outlines the next steps required. These include accepting the terms of an Academic Success Agreement (ASA) and attending a meeting with an Academic Learning Advisor (ALA). During this meeting, the student works with the ALA to develop a personalised improvement plan that targets the underlying issues contributing to poor performance. Copies of the improvement plan or counselling notes, and any modifications, will be provided to the student as well as being kept in the student's file. 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, alternatively, students will be directed to appropriate services)
- Study skills coaching and/or training
- Study plans
- Academic counselling, referral to appropriate medical services and/or other appropriate support
- Recommending leave or suspension of studies

The goal of Level 2 is to encourage student accountability and provide structured support. If the student accepts the ASA and actively participates in the improvement plan, they have the opportunity to regain good academic standing.

Level 3: Unsatisfactory Course Progress (UCP)

Level 3 represents the most serious stage of the process and may result in exclusion from the Course at the end of the current study period. Students who reach this level have met one or more of the following criteria in the previous Study Period:

- Failed more than 50% of enrolled Subjects in multiple Study Periods, or
- Failed a third (or subsequent) attempt at a Subject, or
- Failed to meet conditions of a previous UCP outcome

Students receive a formal notification that they are being reviewed for UCP and that they will be notified within ten working days of the review outcome. Each case is assessed using a defined risk matrix and is reviewed on its individual merits. Outcomes may include:

- Reverting students back to Level 2 to re-engage with an ALA and update their ASA and improvement plan
- Applying conditions to the current Study Period, such as passing all Subjects
- Exclusion from the Course. For students on an overseas student visa, this includes a notification of Kaplan's intention to report the student to the Department of Home Affairs for UCP, as outlined in the next section, *Students on an Overseas Student Visa*.

Other indicators may be used by staff to determine students at risk of making UCP 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 UCP. In the first instance, Kaplan will generally 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 regarding Course enrolment, Kaplan may initiate the cancellation of the student's enrolment in the Subject or Course. In such situations, the student will be financially liable for the Subject or Course. Refer to the Changes to Enrolment Policy and Refund Policy for more information.

Students on an 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 under Levels 1, 2 and 3.

Students whose Level 3 outcome is exclusion from the Course will be provided with written notification of an intention to cancel their enrolment and 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 students will be informed that they have 20 working days to submit an appeal regarding this decision.

Kaplan will notify the Department of Home Affairs (DHA) 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 either the internal or external appeal process, or
- the internal appeal outcome is in favour of Kaplan and the student does not provide evidence of lodgement of an external appeal with the National Student Ombudsman or
- the external appeal outcome is in favour of Kaplan and all appeal options have been exhausted.

The student will be informed of the cancellation of their enrolment and CoE(s) via a standard letter which will also be saved in the SMS.

Exclusions

Failure to Progress

A student identified as reaching Level 3 (Unsatisfactory Course Progress - UCP) as per the indicators noted earlier in this Policy may be excluded from studying at Kaplan. This applies equally to Domestic Students as well 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 Grievances, Complaints and Appeals Policy. Failure by the student to appeal within 20 working days will result in automatic exclusion normally at the end of current study period 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 Timeframe

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 Re-enrol in their Course

The following rules apply to all students who wish to re-enrol 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.
- Students will need to include a personal statement that explains the factors that led to their failure to meet the Course requirements of their prior enrolment and the strategies they will adopt to ensure their success in their subsequent attempt.
- If the application for re-enrolment is approved, the maximum Course duration 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.
- 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 the legislative instruments referenced below:

- 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
- Refund 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	March 2027
Approved by	
KBS Academic Board	

Version	Authored by	Brief Description of the changes	Date Approved:	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. • Added sections on relevant legislation and relevant policies.	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)	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

| 4.0 | Quality, Regulations and Standards Team | • Incorporated clearer thresholds and escalation pathways for UCP (Levels 1-3).
• Course extension requests must be submitted in the last trimester.
• Extension durations are now tied to remaining trimesters with the 2n+2 rule.
• Updated and expanded definitions.
• Clarified scope and applicability.
• Refined language and structure for clarity and consistency. | 18.06.2025 | 25.06.2025 |