Progression Policy

This policy is current as of 1 January 2014 and will be reviewed at least annually by the Academic Board.

Scope

This policy is applicable Kaplan Higher Education Pty Ltd, trading as Kaplan Online Higher Education.

Purpose

Kaplan is committed to providing all students the maximum opportunity to demonstrate the competence required to achieve their educational and career aspirations. The purpose of the Academic Progress Policy is to provide information on the:

• rules for meeting course completion requirements
• identification of students who are, or are ‘at risk’ of, not making satisfactory academic progress
• 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

Progression rules

To be successful in their program of enrolment, students need to demonstrate the level of understanding, knowledge and skill expected by the level of academic achievement suitable to the level of the qualification. The level of academic achievement is set by the Academic Board and is conveyed to the instructor, lecturer, or tutor through a moderation of assessments process, where a moderator is appointed to monitor the quality of the assessment tasks set and the marking of those assessments.

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

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. Note, international students are required to study full time, and therefore the maximum time to complete will be related to the length of their student visa.
### Course Requirements

<table>
<thead>
<tr>
<th>Course</th>
<th>Subject Requirements</th>
<th>Completion time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Certificate in Corporate Finance</td>
<td>3 core subjects + 1 elective</td>
<td>3 years or 9 trimesters</td>
</tr>
<tr>
<td>Graduate Certificate in Mining Finance</td>
<td>3 core subjects + 1 elective</td>
<td>3 years or 9 trimesters</td>
</tr>
<tr>
<td>Graduate Certificate in Applied Finance</td>
<td>3 core subjects + 1 elective</td>
<td>3 years or 9 trimesters</td>
</tr>
<tr>
<td>Graduate Diploma of Applied Finance</td>
<td>3 core subjects + 5 electives</td>
<td>4 years or 12 trimesters</td>
</tr>
<tr>
<td>Master of Applied Finance</td>
<td>4 core subjects + 8 electives</td>
<td>5 years or 15 trimesters</td>
</tr>
<tr>
<td>Graduate Certificate in Financial Planning</td>
<td>4 core subjects</td>
<td>3 years or 9 trimesters</td>
</tr>
<tr>
<td>Graduate Diploma of Financial Planning</td>
<td>7 core subjects + 1 elective</td>
<td>4 years or 12 trimesters</td>
</tr>
<tr>
<td>Master of Financial Planning</td>
<td>8 core subjects + 4 electives</td>
<td>5 years or 15 trimesters</td>
</tr>
<tr>
<td>Graduate Certificate in Business Administration</td>
<td>6 core subjects</td>
<td>2 years or 6 trimesters</td>
</tr>
<tr>
<td>Graduate Diploma of Business Administration</td>
<td>10 core subjects</td>
<td>3 years or 9 trimesters</td>
</tr>
<tr>
<td>Master of Business Administration</td>
<td>15 core subjects</td>
<td>5 years or 15 trimesters</td>
</tr>
</tbody>
</table>

### Transferring between courses

Students who successfully complete a lesser nested award (e.g. Graduate Certificate) may transfer into a higher award (e.g. Masters degree), but the completion time for the higher award is calculated from the commencement date of the already completed lesser award.

NB: conditions may apply for International students on student visas

### Exiting from a course

Students enrolled in a higher award program (e.g. Masters degree) that has nested qualifications within it (e.g. Graduate Certificate) may exit to a lesser, nested qualification, provided they have met the requirements of the lesser award within the maximum time frame.

### Applications for an extension of time

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

Each application will be considered on its merits and with reference to the student's academic performance during the study period and any matters that warrant special consideration. In general the maximum extension of time that will be granted in any circumstance is between two (2) and four (4) trimesters, depending on the length of the course.

Applications for a time extension must be made in writing to Kaplan a minimum of 4 weeks prior to the expiry of the student's prescribed time (or within 4 weeks of receiving results that indicate they will not finish within the set time frame).
The application must include a letter outlining the reasons for the student’s inability to complete the qualification in the prescribed time and a current resume.

These documents will assist Kaplan in assessing the extension application, and in particular the student’s ability to complete the course within the extension period.

NB: conditions may apply for International students on student visas

**Satisfactory Academic Progress**

Kaplan recognises the value of reliably and efficiently monitoring the academic progress of students in their studies, and of having systems in place to promote the early detection and support of students who are at risk of not making satisfactory progress.

In general a student may be deemed to be not making satisfactory academic progress in their course if they:

- fail to successfully complete at least 50% of their load for 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

Other indicators may be used by staff to determine students at risk of not making satisfactory progress including poor attendance, low grades in ongoing formative and summative assessments including in-class tasks and mid-trimester assignments and exams. These indicators may be the basis for offering the student additional support, but will not constitute unsatisfactory progress.

**Supporting students**

**Intervention Strategy**

Kaplan aims to keep attrition at a minimum in all its programs. It is aware that attrition may be potentially high in certain cohorts, including students in their first year of study in higher education, students taking part time programs, adult learners who have not attended a higher education program 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 program late. The higher the number of these categories that a student falls into, the greater is the risk of attrition.

Accordingly, Kaplan will put in place actions to address these risks.

Students will:

- be given sufficient information about programs allowing well informed course choices by students
- have an effective student support model which places particular emphasis on individual attention, personal service, and tracking success or failure, and which identifies staff specifically responsible for a cohort of students.
- 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 not involved, engaged or committed to their studies
• be identified by the Vice President (Higher Education) or delegate and followed up on where results, or lecturer or support staff reports indicate that students are experiencing difficulties in their studies because of poor academic performance, language difficulties or some other cause.

• be informed of relevant program details including withdrawal dates for subjects or programs

• engage in subjects that include training in technologies, research methods and study skills so as to enhance their likelihood of success

• have lecturers and teachers who are committed, well qualified and aware that they may have students in their classes who are in a likely attrition category.

Reporting measures are in place to ensure that relevant and regular data is provided to the Vice President (Higher Education) or delegate, and through that person to Academic Board so as to ensure timely intervention.

Specific measures for individual students

A student identified as not making satisfactory academic progress will be contacted by Kaplan. The student will be required to complete a short questionnaire and undertake an academic counseling interview with the Vice President (Higher Education) or delegate to discuss their questionnaire and, if necessary, formalise an appropriate intervention strategy to assist the student in their progression. 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, should be completed prior to week three of the next trimester.

Intervention strategies used to address the academic progress matters will be documented and recorded and may include, but not be limited to:

• 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 which outlines 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 counseling interview or does not participate in the alternative process may be subject to the following courses of action:

a. A Learning Contract may be developed in the student’s absence and sent to the student by registered mail, which will constitute agreement on the part of the student to the conditions of the contract

b. Be required to meet with the Vice President (Higher Education) or delegate to show cause as to why they should not be excluded from the course
Exclusions

Failure to progress

Student identified as not making satisfactory academic progress for a second time will be contacted by Kaplan and required to show cause as to why they should not be excluded from the course. This will require the student to submit a formal letter within ten (10) working days of the initial contact outlining why intervention strategies did not work and why they should be permitted to continue their studies. The Vice President (Higher Education) or delegate will review the letter and determine whether the student will be excluded from further study, suspended for a period of time, or permitted to continue under special circumstances. Students will be notified of the decision in writing within 10 working days. Failure by the student to submit a letter will result in automatic exclusion. Where a decision is made to suspend or exclude, the student’s enrolment details will be amended to reflect this.

Students identified as not making satisfactory academic progress for a third time will be automatically excluded and notified in writing of this decision. Where appropriate Kaplan will notify all relevant agencies and appropriate individuals as per any privacy agreements. The 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. Their course status will be ‘Expired’. A statement to this effect will appear on the final academic transcript for the study period (i.e. the transcript for the last trimester of eligibility to complete). Students may wish to appeal a decision should refer to the Grievance Policy.

Students who wish to begin the course again

The following rules will 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 as per the relevant advanced standing principles described in this chapter.

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 2007, Standard 8
- The National Code of Practice 2007, Standard 9
- The National Code of Practice 2007, Standard 10

Responsible Officer

The responsible officer for the implementation and relevant training of this policy is the Vice President, Higher Education Australia.
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 time frame, or may be at risk in the future. We’d 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/Higer Education Provider:  
Kaplan Business School  Kaplan Online Higher Education  Murdoch Institute of Technology
Campus ( KBS only):  
Adelaide  Sydney  Melbourne

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

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you enrolled in more than a full time load this trimester?</td>
<td></td>
</tr>
<tr>
<td>Do you find it difficult to find time to study?</td>
<td></td>
</tr>
<tr>
<td>Are you struggling with key concepts in any of your subjects?</td>
<td></td>
</tr>
<tr>
<td>Are you struggling with required skills?</td>
<td></td>
</tr>
<tr>
<td>Is English your first language?</td>
<td></td>
</tr>
<tr>
<td>Are you struggling with strategies for learning?</td>
<td></td>
</tr>
<tr>
<td>Have you used the Discussion Forum to raise questions?</td>
<td></td>
</tr>
<tr>
<td>Have you spoken to your Academic Adviser during the trimester?</td>
<td></td>
</tr>
<tr>
<td>Would you consider any extra tuition for your studies?</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Usefulness</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Does your home environment allow you to concentrate on your studies? (circle) **YES**  **NO**

6. Are there any health issues that have impacted on 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 study period
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________
   __________________________________________________________________________

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

Signed:  
Date:  
( Student)

**Office Use Only**

<table>
<thead>
<tr>
<th>Signed:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>(Student Services Manager)</td>
<td></td>
</tr>
</tbody>
</table>