

## STUDENT AT RISK POLICY AND PROCEDURE

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<b>Policy Contact:</b>	Operations Manager
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### 1.0 Purpose

This policy and procedure provides a framework to support students in achieving academic success in a supportive teaching and learning environment. EIT is committed to early identification of students at risk of unsatisfactory academic progress and timely intervention to support students to succeed. EIT aims to encourage student responsibility for learning while ensuring that structured, fair, and transparent systems are in place to provide necessary support and guidance.

### 2.0 Scope

This policy applies to all members of the EIT's VET education community. This policy does not apply to non-award micro-credential courses (please refer to the *Higher Education Student at Risk Policy*), Professional Certificate courses or self-paced courses.

### 3.0 Objectives

EIT aims to:

- Promote shared responsibility between EIT staff and students for academic success
- Identify students at risk as early as possible
- Monitor academic progress consistently across all courses, units and modules
- Communicate clear academic progression requirements to students
- Provide proactive and tailored support to assist students in achieving their learning outcomes
- Ensure fair, timely, and transparent decision-making in response to unsatisfactory progress
- Respect student privacy and natural justice in all stages of monitoring and intervention

## 4.0 Policy Principles

EIT is committed to the following principles that underpin this policy.

### 4.1 Shared Responsibilities

EIT is responsible for:

- Ensuring entry-level knowledge is sufficient before enrolling a student on a course, including English language proficiency
- Regularly advising students of academic progression requirements
- Monitoring student academic progress
- Identifying students at risk through consistent processes
- Initiating timely intervention and support strategies
- Keeping accurate records of student performance, support interactions and decisions

Students are responsible for:

- Observing module/unit pre-requisites and course progression rules
- Engaging actively in their learning and maintaining good study habits to achieve learning outcomes
- Meeting attendance; and assessment requirements
- Submitting assessments by the published due dates
- Notifying staff and seeking help when facing difficulties or extenuating circumstances
- Acting on feedback provided by instructors and/or assessors

### 4.2 Identification of Students at Risk

A student may be deemed at risk of making unsatisfactory academic progress if they:

- Fail to submit assessments by due dates
- Fail to complete proctored assessments
- Fail an assessment more than once
- Fail a module/unit
- Do not meet attendance requirements
- Are unlikely to complete the course within the maximum timeframe.

Staff will monitor students at various stages:

- Prior to Enrolment: Ensuring that entry-level knowledge is sufficient to successfully complete the course, including English language proficiency; and
- During Studies: Throughout the module/unit, and at the completion of assessments for each module/unit, to ensure that students are achieving satisfactory results.

### **4.3 Support and Counselling**

Students identified as at risk will be contacted by their LSO and:

- Counselling on their academic progress
- Provided with information on available support strategies
- Informed of the consequences of continued unsatisfactory progress

Support strategies may include:

- Extensions for assessments
- Submission of webinar summaries for missed webinars
- Academic or learning skills support
- Administrative support
- Extra assistance from academic staff
- Transfer to a future intake
- Change of course
- Withdrawal from course

### **4.4 Information**

EIT will ensure that information is available to students in a variety of formats to ensure that students are aware of course requirements and what is required to satisfactorily progress through the course. Students will be provided with information that will outline the consequences of unsatisfactory progress.

## **5.0 Procedure**

### **5.1 Pre-Enrolment Assessment**

Students are assessed for academic and English proficiency to ensure they are suited to the course. Entry requirements must be satisfied prior to enrolment.

### **5.2 Monitoring Student Progress**

LSOs continuously monitor student progress. Monitoring includes:

- Webinar attendance
- Submission and performance in assessments
- Course engagement

### **5.3 Risk Indicators and Notifications**

#### **5.3.1 Notifications**

If a student is identified as being at risk of unsatisfactory academic progression, as outlined in Sections 5.3.2–5.3.4, they will receive an initial notification specifying the coursework in which they are behind. The student will have the opportunity to explain the reasons for falling behind and to indicate whether they require any of the support strategies described in section 4.3 to assist them in catching up.

If satisfactory progress is not achieved following this initial notification, the student may subsequently receive a second student at risk notification, in accordance with sections 5.3.2 - 5.3.4

Note: Proctored assessments have a different notification process, detailed in section 5.3.5.

### **5.3.2 Attendance**

If the student:

- Fails to meet the 70% attendance requirement, the LSO must contact the student to remind them that this attendance rate is required to graduate.
- Has not attended any webinars for two modules/units, or their attendance falls below 50%, the LSO will issue the initial student at risk notification, in writing (email).
- Does not attend webinars for a third module/unit, the LSO will issue a second student at risk notification with a deadline for completion (28 calendar days from the date of notification) and notice that the student will be withdrawn if they fail to catch up by the stipulated date.

### **5.3.3 Assessments** (e.g. quizzes, written and practical assignments)

If the student:

- Has not passed, submitted or fully completed the required assessments for two modules/units (e.g. quizzes, written or practical assignments), then the LSO will issue the initial student at risk notification, in writing (email), to the student.
- Has not passed, submitted, or fully completed one additional module/unit after the initial notification has been sent, the LSO will issue a second student at risk notification with a deadline for completion (28 calendar days from the date of notification) and notice that the student will be withdrawn if they fail to catch up by the stipulated date.
- Has not caught up with the outstanding assessments identified in the initial notification by the time the next assessment is due, the LSO will issue a second student at risk notification with a deadline for completion (28 calendar days from the date of notification) and notice that the student will be withdrawn if they fail to catch up by the stipulated date.

### **5.3.4 Prerequisites**

Where the assessments for a prerequisite module/unit remain incomplete at the time the dependent module/unit is assessed, the dependent module/unit will be deemed outstanding, and the procedure outlined in section 5.3.3 will apply.

### 5.3.5 Proctored Assessments

If the student:

- Fails to complete a proctored assessment by the stipulated date, then the LSO will issue a student at risk notification, in writing (email), to the student, including a revised date to complete the proctored assessment.
- Fails to complete the proctored assessment by the revised date, the student will be withdrawn from their course.

### 5.4 Unsatisfactory Progress and Withdrawal

If a student does not respond or continues to make unsatisfactory progress after the second notification, EIT will withdraw the student from their course on the date stipulated in their second notification. The student will receive a withdrawal notification, which will include the reason for withdrawal and available appeal processes.

### 6.0 Definitions

Please refer to the EIT Glossary that can be found [here](#) for all definitions used in this document.

### 7.0 Related Documents

- Academic Honesty and Misconduct Policy and Procedure.DS
- Admissions Policy and Procedure.VET
- Assessment and Validation Policy and Procedure.VET
- Award Nomenclature and Academic Records Policy and Procedure.VET
- Diversity, Fair Treatment and Equal Opportunity Policy.DS
- Ethics Statement.DS
- Learning and Teaching Policy and Procedure.VET
- Learning and Teaching Resources Policy.DS
- Online Learning and ICT Support Policy and Procedure.VET
- Privacy Policy.DS
- Records Management Policy.DS
- Student Code of Conduct.DS
- Student Complaints, Grievances and Appeals Policy and Procedure.VET
- Student Consultation Policy.VET
- Tuition Payment, Withdrawal and Refund Policy and Procedure.VET
- VET Regulatory Compliance and Cooperation Policy.VET
- VET Student Loans Debt Review and Recredit Policy and Procedure.VET
- VET Student Loans Policy.VET
- VET Student Loans Tuition Fees and Charges Policy.VET
- VET Student Loans Withdrawal and Cancellation Policy and Procedure.VET

## 8.0 Related Legislation

The following legislation is relevant to this policy; however, not all are mandatory for education providers:

- [Age Discrimination Act 2004 \(Cwth.\)](#)
- [Australian Human Rights Commission Act 1986 \(Cwth.\)](#)
- [Credentials Policy \(Cwth.\)](#)
- [Disability Discrimination Act 1992 \(Cwth.\)](#)
- [Equal Opportunity Act 1984 \(WA\)](#)
- [National Vocational Education and Training Regulator \(Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements\) Instrument 2025](#)
- [National Vocational Education and Training Regulator \(Outcome Standards for Registered Training Organisations\) Instrument 2025](#)
- [Privacy Act 1988 \(Cwth.\)](#)
- [Racial Discrimination Act 1975 \(Cwth.\)](#)
- [Sex Discrimination Act 1984 \(Cwth.\)](#)
- [VET Student Loan Act 2016 \(Cwth.\)](#)
- [VET Student Loans \(Courses and Loan Caps\) Determination 2016 \(Cwth.\)](#)
- [VET Student Loan Rules 2016 \(Cwth.\)](#)

## 9.0 Accountabilities

The Academic Board is responsible for the review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and EIT's community via the website and other publications.