

Academic Support and Progression

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Past Revisions:	26/2/15,		
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Applies From:	Immediately		

Major changes/additions since the last version was approved are indicated by a vertical line in the left-hand margin.

1 Introduction

1.1 Purpose

This policy sets out a transparent and equitable process to enable learners to successfully complete a programme of study. The Policy's staged processes give learners who are having difficulties the opportunity to be involved in the identification of problems restricting achievement and in planning their future study carefully.

1.2 Scope and Application

- a This policy applies to all Ara Institute of Canterbury Ltd¹ staff and learners, including those learners studying through contracted providers.
- b For the purposes of this policy the measure of what constitutes satisfactory progress is recorded in programme documentation and refers primarily to completing course and programme requirements. These may include low attendance, non-engagement, failure to submit assessments on time, not passing assessments, and/or a change in a learner's assessment/engagement pattern.
- c In addition, for all International learners, satisfactory progress is further defined as 100% attendance and successful completion of 75% of their courses. Attendance is an important factor in academic success and for all learners, when attendance falls below 100% learners are recorded as 'at risk' and are monitored for non-engagement. Not meeting these requirements may result in Visa implications.
- d For cases related to behavioural issues please refer to *APP506 Probation policy*.

1.3 Formal Delegations

- a Ara Academic Committee delegates to Head of Department (or delegate) the issuing of a Formal Academic Contract.

¹ From herein referred to as Ara

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<p>Related Ara Procedures and Forms</p> <ul style="list-style-type: none"> • APP301b Flowchart for Learner Responsibilities and Rights • APP511a Learner Support at Ara • APP517b Application for Academic Appeal Form • CPP120d Academic Delegation Register 	<p>Related Ara Policies</p> <ul style="list-style-type: none"> • APP203 Ara Academic Committee membership and Terms of Reference • APP301 Learners Responsibilities and Rights • APP304 Academic Misconduct • APP504 Regulations Governing Admission and Enrolment • APP506 Probation • APP512 Suspension and Refusal/Cancellation of Enrolment • APP514 Withdrawals, Refunds and Compassionate Consideration • CPP105a Code of Conduct for ICT Users • CPP110 Legislative Compliance • APP505d Academic Appeals Committee Terms of Reference • CPP211 Code of Professional Practice Policy
<p>Related Legislation or Other Documentation</p> <ul style="list-style-type: none"> • Student Referral Directory • Privacy Act 2020 	<p>Good Practice Guidelines</p>
<p>References</p> <ul style="list-style-type: none"> • Programme Handbook • Admission and Enrolment Guide 	
<p>Notes</p> <p>2014 – The policy <i>APP506 Regulations Governing Probation, Suspension, and Cancellation/refusal of Enrolments</i> was divided into three new policies to better reflect the three main components of the policy. The new policies are <i>APP511 Academic Progression</i>, <i>APP506 Probation</i> and <i>APP512 Exclusion</i>.</p> <p>2016 – new branding</p> <p>2017 – addition of statement that Formal Appeals are reported publicly every six months</p> <p>2018 – Restructure of Te Kāhui Manukura.</p> <p>2019 – Addition of international attendance requirements.</p> <p>2020 – Addition of statement in Section 1.2b listing the types of situations where this policy applies. Added section 2.9 regarding rights to personal information. Organisation name changed to Ara Institute of Canterbury Ltd.</p> <p>2020 – NZIST changes – Academic Board becomes Ara Academic Committee; Ara Council becomes Ara Board; Standardised text relating to appeals, new Application for Academic Appeal Form. APP301 – Rights and Responsibilities changed to Responsibilities and Rights; Changing ‘student’ to ‘learner’.</p> <p>3/2/21: Changed Infoweb to Waituhi in footer</p> <p>28/9/21: Privacy Act date updated</p>	

2 Principles

- 2.1 Ara will engage with learners to encourage enrolment in a course of study best suited to their needs.
- 2.2 Ara is committed to successful graduate outcomes for all learners.
- 2.3 Support will be available to any learner who has identified as having difficulty meeting academic standards or who seeks guidance, assistance, or support with study related matters.
- 2.4 Ara will provide information for learners about how to contact Student Support Services through a variety of mechanisms, including learner and Ara websites.
- 2.5 Learners who are not achieving satisfactorily will receive specifically targeted advice and assistance at an early stage.

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- 2.6 Staff will maintain up to date knowledge about support services available and ensure that they facilitate timely access to the next stage of support for learners.
- 2.7 Any matter of concern that may lead to actions under this policy will be raised with the learner as early as possible, with the intention that the concerns will be resolved with the minimum possible formal intervention.
- 2.8 Every person has the right to representation, advice, advocacy, and support at all stages of any of the processes under this policy. This includes information on the availability of the counselling and other services and the Student Advocate. It also includes the right to be accompanied by one or more appropriate people of his/her choice at any meetings. If more than three people are to accompany the learner, the convenor must be notified in advance.
- 2.9 Every person has the right to access personal information as per the Privacy Act 2020.

3 Associated procedures for Ara Academic Policy on: Academic Support and Progression

Contents:	3.1	Learner Support
	3.2	Academic Support and Monitoring
	3.3	Formal Academic Contract
	3.4	Appeal Rights and Other Rights

3.1 Learner Support

- a The primary relationship enabling learner success is between the learner and academic staff member however this is scaffolded by a wide range of Student Support Services. Please refer to *APP511a Learner Support at Ara* for further information.
- b Learners will be informed at the commencement of their study and at regular intervals throughout their study of the support services available to them.
- c When these procedures concern international learners, the International Student Advisor (ISA) will also be involved throughout the process.

3.2 Academic Support and Monitoring

- a Learner results will be kept on the learner's file within the Student Management System (SMS) and available to learners.
- b Departments are expected to identify and monitor progress, provide academic support and at the earliest stage, refer learners to appropriate staff. This may include referral to additional support services.
- c Academic staff members shall offer, and in consultation with the learners, document and implement a plan for any learner who is not meeting academic standards. This will include identifying, documenting, implementing, and monitoring goals, expected academic progress, timelines, and support.
- d If satisfactory progress is not made then the learner will be invited to meet with the Head of Department or delegate, who will explain the circumstances, discuss the consequences, and give the learner the opportunity to present their view of events leading up to the meeting. The learner will be encouraged to have a support person with them at this meeting.
- e Depending on the outcome of the meeting a Formal Academic Contract may be entered into.

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3.3 Formal Academic Contract

- a Any learner whose progress in a current course is still considered by his/her tutors to not be satisfactory will be invited to a meeting and advised in writing by the Head of Department or delegate.
- b If it is not practical to hold a meeting, or the learner does not wish to meet, or the learner fails to attend a meeting without reasonable cause, the Head of Department or delegate, may proceed to issue a Formal Academic Contract and document attempts to contact the learner.
- c The Formal Academic Contract must record the deficiencies or concerns, the progress which must be met, any assistance available, the time within which progress or change must be demonstrated, and the method and criteria by which such progress or change will be measured. The contract must also identify how a learner will know they are no longer on a Formal Academic Contract.
- d The progress or change required should be reasonable and the criteria for assessing whether the progress or change has been achieved should be easily understood and capable of being clearly demonstrated.
- e The Formal Academic Contract must include the warning that failure to make progress or achieve change may lead to exclusion, cancellation of current enrolment(s) and/or refusal of future enrolment(s).

These requirements are known as the terms and conditions of Formal Academic Contract.
- f The learner will be asked to sign the written terms and conditions of the Formal Academic Contract but, if he or she declines to sign them, it will be made clear that the terms and conditions apply.
- g Every learner who has been issued with a Formal Academic Contract by the Head of Department or delegate may apply to the Chief Executive for a review of the fact or terms and conditions of the contract as set out in Section 3.4 below.
- h If at any time during Formal Academic Contract the Head of Department or delegate is of the opinion on good evidence that the terms and conditions of the contract are not being met or have not been met, the Head of Department or delegate may seek to escalate the action, by recommending to the Chief Executive that the learner be excluded. The learner will be invited to meet with the Head of Department so he/she can outline the next steps, and that it will be forwarded to the Chief Executive. See *APP506 Probation* for further information.

3.4 Appeal Rights and Other Rights

- a Any learner affected by a decision made under this policy may appeal that decision in writing to the Chief Executive within ten working days from the date on the advice of the decision (refer *APP517b Application for Academic Appeal Form*).
- b The Chief Executive may choose to respond to the appeal directly or authorise the convening of an Academic Appeals Committee (refer *APP517 Academic Appeals Committee Terms of Reference*) which must be done within ten working days of receiving the appeal. The next steps must be communicated to the student within 15 working days.
- c If an Academic Appeals Committee is convened, they will determine the matter and communicate its decision to all the parties.

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- d Appeal decisions are reported publicly every six months. Please note no identifying information is published.

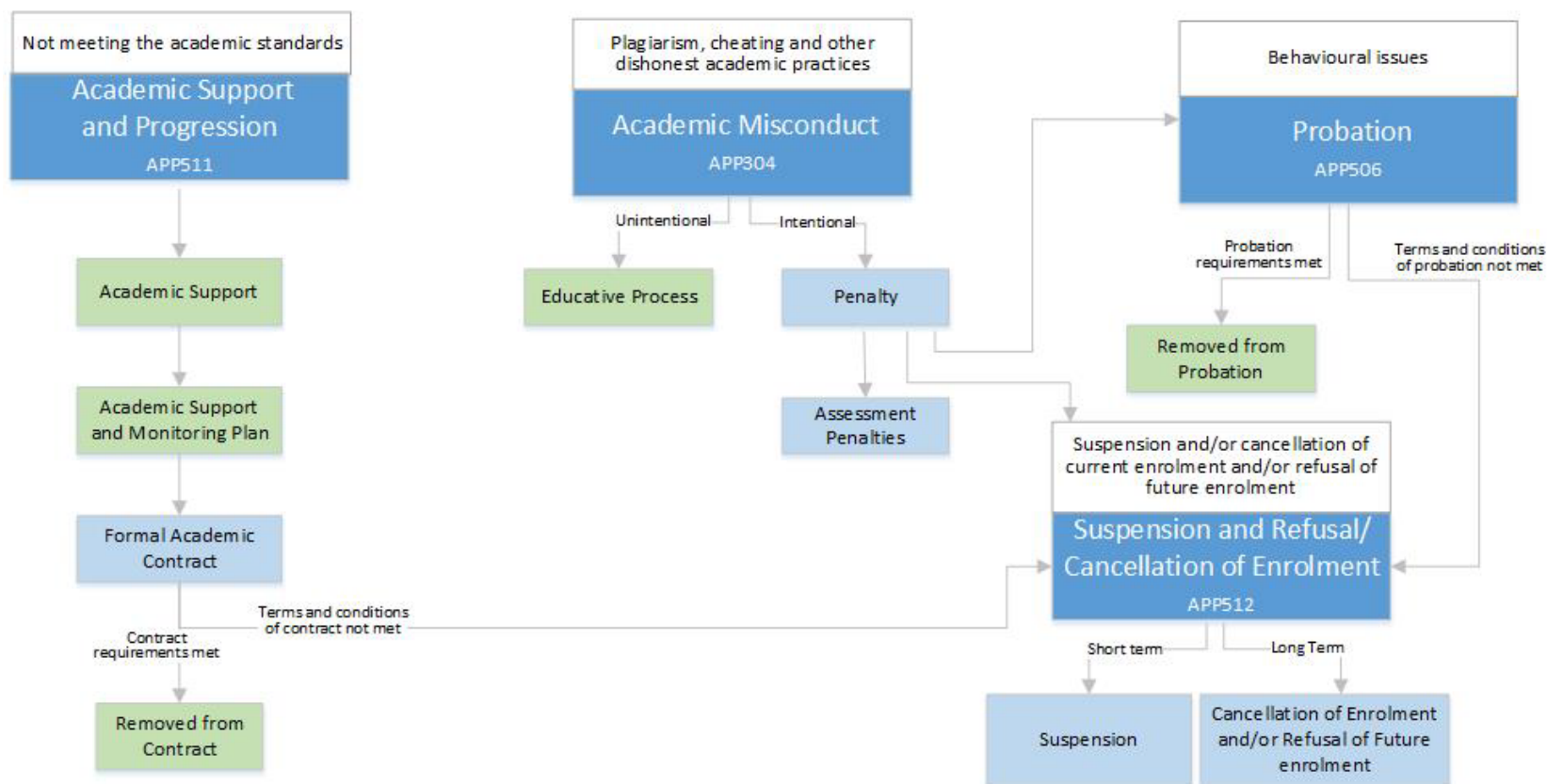
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Flowchart for Learner Responsibilities and Rights and Associated Policies

All learners enrolled at or attending/using services of Ara are expected to accept certain responsibilities, respect the rights of others and behave in an acceptable manner

Learner Responsibilities and Rights

APP301



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