Support for Students - Academic Progress Procedure

Section 1 - Purpose

(1) This procedure supports the [Assessment Policy](#) and [Support for Students Policy](#) by outlining the actions Charles Sturt University (the University) will take to monitor, record and respond to unsatisfactory academic progression of domestic, non-resident and international coursework students. Maintaining satisfactory academic progress is important as it indicates that a student is achieving the learning outcomes for each stage of their course, is on track to complete the course and ensures the currency of knowledge of the University's graduates.

Scope

(2) This procedure applies only to students enrolled in coursework courses and to staff.

(3) This procedure does not apply to higher degree by research candidates (as they are captured under the [Higher Degree by Research Policy](#)) or to courses taught through the School of Policing Studies.

(4) In the event of any anomalies or deviations from the stated procedure, these will be addressed and managed on a case-by-case basis by the Director, Student Administration and relevant approval authority as per clause 22, to ensure appropriate and effective resolution.

Section 2 - Policy

(5) This procedure supports the [Assessment Policy](#) and [Support for Students Policy](#).

Section 3 - Procedure

Part A - Academic progress status

(6) Academic progress status is one of the indicators used to proactively identify students who may need additional support to succeed in their study under the [Support for Students Policy](#). (Other indicators include student engagement as per the [Support for Students - Early Intervention Procedure](#) and fitness for study as per the [Fitness for Study Procedure](#)).

(7) Assessment of a student's academic progress will occur three times per year – following grade release of each of the main teaching periods (sessions). Assessment of academic progress will retrospectively look at all study attempted in the session, as well as any study attempted in other teaching periods (year-long periods, terms, micro sessions) that have ended during that session (monitoring period).

(8) This procedure will come into effect from Session 2, 2025, from which point all students will have their academic progress stage transferred to the corresponding academic progress status, as per the table below:

Academic progress stage	Academic progress status
Nil	Satisfactory

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Page 1 of 7

Academic progress stage	Academic progress status
Stage 1	Satisfactory
Stage 2	Satisfactory
Stage 2 (due to failing the same subject more than once)	Monitor
Stage 3 (approved to continue)	Monitor
Stage 3 (excluded)	Exclude

(9) A student's academic progress status will be classified as:

Academic progress status	Criteria	Support and services
Satisfactory	Student has completed their first 12 months of study at the University, and does not meet any of the criteria for Monitor or Exclude status (and therefore achieving satisfactory academic progress)	None (see clause 15)
	Student was previously on Monitor status and no longer meets any of the criteria for Monitor status in the monitoring period, noting that a student cannot return to Satisfactory status until any twice-failed subject has been passed	
Monitor	Student previously on Satisfactory status and: 1. has not passed at least 50% of total attempted subjects in the monitoring period, or 2. their GPA is at <3.00 and they have not achieved passing grades for all subjects attempted in the monitoring period, or 3. has failed the same subject for a second time, regardless of the monitoring period	Support provided (see clauses 16–17)
	Student is approved for readmission to their course following completion of an exclusion period	
	Student is approved to continue studying after a successful show cause against exclusion submission, or successfully appealing their Exclude status	
Exclude	Student previously on Monitor status and: 1. has not passed at least 50% of total attempted subjects in the monitoring period, or 2. has failed the same subject for a third time (or more) in the current monitoring period	Considered for exclusion – option to show cause against exclusion (see clauses 18–20)

(10) Where a student has been assessed as being on an academic progress status in a course and is admitted to or transfers to a different course, their academic progress status will carry over.

(11) Where a student has been assessed as being on an academic progress status in a course and takes a leave of absence in a subsequent session, or has no enrolment in a subsequent non-compulsory session, their academic progress status will carry over.

(12) A student's status will be monitored and changed based on the criteria in clause 9.

(13) Pass rates and GPA calculations are based on the following rules:

    a. Attempted subjects include all subjects that a student was enrolled in past the census date:
        i. grades used to calculate pass rates are HD, DI, CR, PS, SY, FL, FNS and US grades (see Table of grades)
        ii. GPA calculations are made in accordance with the Assessment - Grades and Review of Grades Procedure.
    b. Pass rate and GPA calculations do not include awarded transfer credit or proficiency credit.
    c. Pass rate calculations begin after a student has been enrolled at the University for 12 months, noting that

subsequent course admissions or course transfers do not constitute a reset of this period.

    d. Pass rates are calculated only on the subjects attempted in each monitoring period.

    e. For students who are enrolled in more than one course and have A/B ID numbers:

        i. the overall pass rate will be determined by combining the subjects attempted across each course, in each teaching period

        ii. the overall GPA calculation will be determined by combining and averaging the GPA within each course, in each teaching period

        iii. the pass rate and GPA calculation will be assessed on award courses only.

(14) If a grade is changed against an enrolment in a previous monitoring period, ordinarily impacting a pass rate or GPA calculation, this will not retrospectively alter a student's academic progress status. A student will retain their existing status and results for the current monitoring period must be considered before a new status is applied. For example, a student cannot move from Monitor to Exclude status as a result of a late grade change in a previous monitoring period.

Part B - Support and services

Satisfactory status

(15) Students on Satisfactory status have support and services as per the [Support for Students Policy](#) and are not subject to support and intervention processes under this procedure. However, they will be provided information about available student support through other student communication channels and/or if other University policies and procedures are applicable (e.g. [Support for Students - Early Intervention Procedure](#)).

Monitor status

(16) Students on Monitor status will be provided the opportunity to engage with relevant support services.

(17) The student will be informed in writing before census (where practicable) of the next monitoring period:

    a. that they are on Monitor status

    b. that they are required to develop an academic progress plan

    c. how they can access and utilise support services provided by the University, at no cost, that may help them address any issues that are impeding their academic progress

    d. how any further escalation to Exclude status may impact on the maximum completion time for their course, as set out in the [Policy addendum - Maximum completion time processes](#).

Exclude status

(18) Students on Exclude status will be provided the opportunity to make a written submission to show cause against exclusion (SCAE).

(19) The student will be informed in writing:

    a. that they are now on Exclude status and being considered for exclusion

    b. that they have 10 business days from the date of their notification to make a written submission to SCAE

    c. that they will be excluded from their course and all other award courses at the University, other than enabling courses, if a SCAE is not submitted within the timeframe

    d. how their Exclude status may impact on the maximum completion time for their course as set out in the [Policy addendum - Maximum completion time processes](#)

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Page 3 of 7

e. how they can access and utilise support services, including student advocates, to help them through this process, and

f. that late submissions to SCAE will not be accepted. A student will instead need to lodge an appeal if they have grounds to do so (refer to Part C – Appeals).

Show cause against exclusion and exclusion decisions

(20) If a student on Exclude status submits a written submission to SCAE, Student Administration will collate and provide the academic record to the Course Director, who will make a recommendation to the authority for decision (refer to clause 23).

(21) An exclusion decision will be made within 10 business days. Student Administration will then notify the student of the exclusion decision and support available. Where practicable, this will occur before census date.

(22) Exclusion decisions will be one of the following:

a. Exclude the student from all award courses at the University, other than enabling courses, for a default period of one year, unless the approval authority advises a longer exclusion period is appropriate.

   i. The student will not retain their place in the course and will be required to apply for re-admission (and credit, if applicable, as per the Credit Policy) if they wish to return to study after their exclusion period.

   ii. The student may lodge an appeal within the applicable timeframe (refer to Part C – Appeals), the result of which may change their academic progress status. The student will remain enrolled in their course and subjects until the end of the appeal period, or until the outcome of an appeal is determined.

   iii. The student may access support services, including student advocates, who can help them through the appeal process.

   iv. The student may be eligible to enrol in an enabling course during their exclusion period.

b. Not exclude the student, as there is evidence to support that the student has a reasonable chance of success. The student is approved to continue studying in their course, with or without conditions, and will be returned to Monitor status.

Approval authority for exclusion decisions

(23) The Assessment Policy states that the approval authority for academic progress-related exclusion decisions is the faculty Associate Dean (Academic) or above.

Note: This authority is currently exercised in each faculty as follows:
- Faculty of Arts and Education: Deputy Dean
- Faculty of Business, Justice and Behavioural Sciences: Deputy Dean
- Faculty of Science and Health: Associate Dean (Academic)

Part C - Appeals

Appeals – domestic and non-resident students

(24) Domestic and non-resident students excluded following consideration of their Exclude status have the right to submit an appeal in accordance with the University Student Appeals Policy and University Student Appeals Procedure.

(25) When a domestic or non-resident student receives a notice of exclusion, they will also be advised of:

a. their right to appeal

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Page 4 of 7

b. the timeframe of the appeal, being 10 days from the notice of exclusion.

(26) The exclusion will not be finalised until the appeal period has expired or the appeal process is complete.

(27) The student and Student Administration will be notified of the appeal outcome, and if it is:

a. approved, the student can continue study in their enrolled course and will be placed back to Monitor status

b. declined, the student will be excluded as per the original decision.

(28) If a domestic or non-resident student is excluded, the University will ensure that any current or future enrolment is removed. The student will be provided details on how to clarify their financial status and request a refund of any credited fees.

Appeals – international/overseas students

(29) International/overseas students (international students) excluded following consideration of their Exclude status have the right to submit an internal and external appeal in accordance with the [University Student Appeals Policy](#) and [University Student Appeals Procedure](#).

(30) When an international student receives a notice of exclusion, they will also be advised of:

a. their right to internal and external appeal

b. the grounds of internal appeal

c. the timeframe of internal appeal, being 20 business days from notice of exclusion, and

d. the need to contact immigration.

(31) The exclusion will not be finalised until:

a. the internal appeal period has expired, or

b. the internal appeal or complaint process is complete, and

c. any subsequent external appeal process is complete, noting that an international student can submit an external appeal within 10 business days of the outcome of their internal appeal, and must provide the University with evidence of submission.

(32) The international student and Student Administration will be notified of the appeal outcome and if it is:

a. approved, the student can continue study in their enrolled course and will be placed back to Monitor status

b. declined, the student will be excluded as per the original decision.

(33) If an international student is excluded, the University will ensure that any current or future enrolment is removed. The student will be provided details on how to clarify their financial status and request a refund of any credited fees, as per the [International Student Fee Refund Procedure](#).

(34) The enrolment cancellation and the reason will be recorded in [Provider Registration and International Student Management System (PRISMS)](#). Immigration will then have access to information related to the cancellation of the international student's confirmation of enrolment (COE).

(35) International students must be advised to contact Immigration to understand the effects of the cancellation of their COE and their student visa.

Part D - Other

(36) It is a student's responsibility to read and act upon any communications sent regarding academic progress. Failure to read and act upon correspondence sent to the student's nominated primary email account are not grounds for an appeal.

(37) This procedure will be administered by the Division of Student Experience – Student Administration.

Management of academic progress in deliveries with third parties

(38) For Charles Sturt University students enrolled in courses or subjects delivered in partnership with third parties, the partner institution or organisation is required to keep records of its interventions to support students and forward copies of these records to University staff (in accordance with the Privacy Management Plan), as required.

Section 4 - Guidelines

(39) Nil.

Section 5 - Glossary

(40) This procedure uses the following terms:

a. Coursework course – as per the policy library glossary.
b. Domestic student – as per the policy library glossary.
c. Enabling course – means a course designed to help the skills and confidence needed to succeed at university. Topics include academic writing, foundational maths and critical thinking. See Enabling courses.
d. International student – as per the policy library glossary.
e. Leave of absence – means a teaching period in which a student elects to temporarily suspend their studies, allowing them time to resume in the next teaching period without reapplying for admission. See Enrolment and Fees Policy.
f. Monitoring period – as per clause 7, means the period over which a student's completion rate and GPA is assessed to determine their academic progress status. Monitoring periods align with the grade release dates for Sessions 1,2 and 3 (see the Academic Calendar Schedule) but assess all subjects and teaching periods that end within those dates.
g. Non-compulsory session – See Enrolment and Fees Procedure.
h. Non-resident student – as per the policy library glossary.
i. Proficiency credit – See Credit Policy.
j. Teaching period – as per the policy library glossary.
k. Transfer credit – See Credit Policy.

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Page 6 of 7

Status and Details

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Glossary Terms and Definitions

"Coursework course" - a course leading to an award/qualification recognised by the Australian Qualifications Framework that is not classified as a higher degree by research.

"Teaching period" - each formal period of study during which a subject is delivered, including sessions, terms, micro-sessions, year-long periods and ADPP periods.

"Domestic student" - A student who is an Australian citizen or permanent resident, New Zealand citizen, or holds an Australian permanent humanitarian visa.

"International student" - A student who is not a domestic student at the time of the relevant study, and is studying within Australia on a temporary student visa.

"Non-resident student" - All students who are not classified as 'domestic' or 'international/overseas' in relation to their visa/citizenship and location status. Non-residents include: any student enrolled in a non-domestic course (including Australian domestic students studying overseas in a course delivered by an offshore partner institution); non-domestic students studying on campus within Australia while on any temporary visa other than the student visa; and non-domestic students who are studying in a domestic course that is delivered entirely online, where they do not need a student visa for their enrolment.