STUDENT ACADEMIC SUPPORT AND PROGRESSION

Section	Problem Resolution		
Approval Date	03.05.2011	**Approved by**	Academic Board
Next Review	3.11.2018	**Responsibility**	Director of Academic and Quality
Last Reviewed	3.11.2016	**Key Evaluation Question**	5

PURPOSE

- To identify and support students who are having difficulty meeting **academic standards** as early as possible.
- To treat students fairly should it be necessary to exclude a student from a specific course or programme of study.

Academic support is the provision of guidance, support and advice to assist students to meet the academic standards for their programme of study and is a normal part of teaching and learning at NMIT.

SCOPE

Student Academic Support and Progression covers all NMIT students including NMIT students studying through contracted training providers.
In non-academic cases, refer to: *Student Misconduct Procedure*, *Complaints Procedure* or *Staff Misconduct.*

Academic Support shall be readily available to any student who:

- is identified as having difficulty meeting academic standards.
- seeks guidance, assistance or support with study related matters.

Student Academic Support and Progression is applicable in cases of repeated and continuing non-achievement of **academic standards**.

Student Academic Support and Progression may be applied only when a study related issue is identified in a student by:

- student self-identification
- assessment results below standard (formative and summative)
- poor attendance or low participation
- poor performance in practical settings
- poor professional behaviour as stated in the Programme Regulations

Industry standards of character or professional behaviour as specified in external regulations (e.g. Civil Aviation Authority, Maritime NZ and NZ Nursing Council) take precedence over this procedure.

ASM	Academic Staff Member
Academic Support	The provision of guidance, support and advice to assist students meet the academic standards for their programme of study. Academic Support may occur within a *Learning Conversation* (see definition below).
Academic standards	The standards that must be met in order for a student to successfully complete a course and to progress through a programme of study. Academic standards are documented, usually as assessment criteria, in *Programme Regulations* for each programme.
Academic warning (verbal or written)	A formal warning to a student and recorded in the student's file. An academic warning will describe the academic inadequacy and action required and will remain on the student file only until the end of the academic year for that student's programme of study.
Directorate	NMIT's executive management consisting of the Chief Executive and Directors.
Exclusion	The determination that a student is ineligible to continue their programme of study.
Head of Department (HoD)	Person responsible for the academic delivery for a group of programmes. The HoD reports directly to the Director of Learning and Teaching.
Learning conversation	A deliberate conversation between a student and their tutor/learning advisor/programme coordinator/HoD about their learning that encourages motivation, identifies actions for improvement and helps eliminate learning obstacles.
Programme Coordinator	Person responsible for the operational activities linked to a programme area within a department. For example, Hairdressing. The coordinator reports directly to the HoD.
Progression	Continuation through or to another programme of study.
Student Learning Adviser	Person acting as a conduit between students and academic staff. Responsible for writing individual learning plans, assisting students with study selections, and overall student progression.
Training Partner(s)	Organisation(s) or individual(s), with whom NMIT has a contracted arrangement, who provides delivery of training on behalf of NMIT, to NMIT students.
Written warning	A formal written warning to a student which is recorded in the student's file. A written warning will describe the academic inadequacy, and action required (including support) and will remain on the student's file until the end of the academic year for that student's programme of study.

RESPONSIBILITY

• **Academic staff member (ASM)** or • **Student Learning Adviser** or • **Programme Coordinator**	Provides, or arranges to provide, academic support for NMIT students. Ensures that academic support has been made available to the student. Conducts a **learning conversation** and **confirms it in writing** [see *Confirmation of Learning Conversation Template,* on QMS**: Forms, Templates and Guides**].
Programme Coordinator	Issues any **first written warning,** in consultation with the **HoD**. [see *First Written Warning Template,* on QMS**: Forms, Templates and Guides**]. Monitors student's progress against agreed actions throughout the process.
Head of Department	Issues any **second written warning** [see *Second Written Warning Template,* on QMS**: Forms, Templates and Guides**], and if requirements are not met within the agreed timeframes refers the case to the relevant **Academic Committee**.
Academic Committees	Considers any recommendation from the **Head of Department** to exclude a student from a course or programme and approve or not, the recommendation.

POLICY

The principles of natural justice are incorporated, whereby the student will be given all relevant information regarding the issue and sufficient notice for any meeting dates, an opportunity to prepare and present evidence, and to respond to the arguments provided.

Students will be informed at the time of course commencement of academic and other support services available to them.

Written records of student assessments will be kept on the student's file and made available to the student.

Academic staff members should provide academic support and/or may refer students to appropriate staff, e.g. Learning Facilitators/Advisors, Tutorial Assistants, Student Advisors, SANITI

Academic staff members shall offer and, in consultation with the student, document and implement a plan for any student who is not meeting academic standards. Time will be given for the student to demonstrate improvement and to implement the agreed actions.

The student will be supplied with a copy of this policy.

PROCEDURE

	Student Academic Support and Progression Procedure	Responsibility
1	Student performance issue can be identified by: • Performance in assessment • Class participation / engagement • Practical work • Student self-disclosure • Poor attendance • Academic failure • Criteria identified in the Programme Regulations • Failure to meet criteria for professional behaviour, where this is a programme specific requirement (refer to Programme Regulations)	Tutor/Student/ Learning Adviser/Programme Coordinator
2	Academic Support is offered. Criteria to be met are clearly defined and the student is referred to NMIT support services as required. The student support could be one or more of the following: • Student Advisor - Youth • Learning and Study Support Facilitators • Student Counselling Service • Cultural Advisor – Māori • Cultural Advisor - Pasifika • Cultural Advisors - International • Student Advisor - Equity • SANITI • OCP (Free counselling programme funded for students by NMIT) The student is provided with: • a copy of the Student Academic Support and Progression policy. • written confirmation of the Learning conversation including agreed actions. [Use *Confirmation of Learning Conversation Template,* available from QMS on Intranet] Copy to Student File.	Tutor/Student Learning Adviser/Programme Coordinator
3	If, following support, criteria are not met, ***a first written warning*** including agreed actions is sent to the student. [Use *First Written Warning Template* – available from QMS on Intranet] Copy to Student File. If, following support, criteria are met, no further action is necessary.	Programme Coordinator

	Student Academic Support and Progression Procedure	Responsibility
4	If there is no improvement and at least ten* working days has passed since the *first written warning,* then a *second written warning* will be *issued.* [Use *Second Written Warning Template* – available from QMS on Intranet] Criteria to be met are clearly specified. Copy to Student File. *Five working days for programmes less than 12 weeks in duration	HoD
5	If the requirements are still not met within the timeframe the case is referred to the Academic Committee that has the responsibility for the programme. *NB: The Student should continue to attend all classes until the Academic Committee makes a decision.*	HoD
	Exclusion Procedure	Responsibility

6	The Academic Committee reviews and makes a decision on the outcome. Options include:
	
	  • Exclude student for specified time and for specific courses or programme
	  • Extend period of the written academic contract
	  • Invite the student to withdraw and re-enrol the following year.
	
	Refer to *Principles for Determining Unsatisfactory Progress* in the NMIT Academic Statute (Section 3).
	
	Note: The Chair of the Academic Committee will ensure that directly involved parties (e.g. Tutor/Programme Coordinators/HoD) are excluded from this discussion and decision.
	
	Student advised of the outcome in writing.
	
	NB: Excluded students are obliged to return all NMIT property including ID Card, library books, text books and equipment.
		Chair of Academic Committee

7	The Academic Committee's decision may be appealed to the Academic Board Appeals Committee under the provision of the Student Academic Appeals procedure in writing within 10 working days of receipt of the Academic Committee decision. The student can have support. e.g: from Learner Services or SANITI etc.	Student
8	If there is no appeal or the appeal is unsuccessful, Information and Enrolments Centre Manager must be advised in writing	Chair of Academic Committee
9	If the excluded student is an International Student the Information and Enrolment Centre Manager will advise Immigration New Zealand that the student is no longer enrolled at NMIT.	Information and Enrolment Centre Manager

	Student Academic Support and Progression Procedure	Responsibility
10	Notification of an excluded student will be recorded on the institute's Student Management System, stating the exclusion period.	Information and Enrolment Centre Manager

REFERENCES

INTERNAL

NMIT Academic Statute
Student Charter
Complaints Procedure
Student Misconduct Procedure
Student Academic Appeals
Equal Education Opportunities
Programme Regulations
Withdrawal from NMIT Programmes and Courses
Domestic Student Fees, Charges and Refunds
International Student Fees, Charges and Refunds
Confirmation of Learning Conversation [Template]
First Written Warning [Template]
Second Written Warning [Template]

EXTERNAL

OCP (http://www.ocp.co.nz)

Principles of Natural Justice