

## Policy 10: Academic Integrity and Progress Policy and Procedure

### Purpose

The purpose of this policy and procedure is to establish the course requirements and ACU's approach to students' academic progress and to take fair, equitable and reasonable measures to enable students to successfully complete the course.

### Scope

This policy and procedure applies to all students enrolled with ACU.

### Definitions

- 1. Learning Environment Online (LEO):** is the online learning management system where all training and assessment resources, assessment submissions, marking, assessment feedback, results and other relevant resources are made available for students and staff.
- 2. Satisfactory course progress:** refers to a satisfactory progress made during the study period or through to the completion of the course by meeting all course requirements and unit outcomes.
- 3. 'At risk' students:** refers to students who make unsatisfactory progress in their course requirements which includes but is not limited to consistent low attendance, unsatisfactory performance in the class, behavioural and personal issues and non-payment of fees.
- 4. Plagiarism:** means taking/copying some else's idea and claiming it as one's own.

### Policy

#### 1. Training delivery

- 1.1 ACU believes in delivering quality training across all courses on its scope of registration.
- 1.2 Majority of our courses are delivered face to face in a classroom situation on the respective campus (Melbourne, Ballarat, Ararat and Brisbane), simulated environment and in work placements where required.
- 1.3 The location of training, mode of delivery, duration, pre-requisites (if any), entry requirements, placement requirements (where applicable) are published on our website and in our student handbook.
- 1.4 The courses may be offered as part-time/full time based on the number of students and our availability.
- 1.5 All course specific details are published on the course pages on our website and in our student handbook.
- 1.6 In the case of trainer absence, ACU makes every possible attempt to find a replacement trainer, however, there may be delays in start and finish times.
- 1.7 ACU reserves the right to make changes to the delivery of courses. If any student is disadvantaged, ACU will take reasonable measures, such as refunds (as per *Policy 6: Fees, Charges and Refunds Policy and Procedure*), referral to other courses within ACU (if suitable), encourage students to re-apply in future or approach other training providers.
- 1.8 Any alteration to the delivery schedule/timetables will be published on the notice boards and on LEO for students and staff perusal.
- 1.9 All learning resources (PowerPoint presentations, unit outlines, assessment packs) and other relevant reference materials are made available on LEO for easy and convenient access.
- 1.10 Students must check their unit assessment instructions and delivery schedules/time-table (for Nursing) on LEO for the current versions.

## 2. Student conduct

- 2.1 Students must respect the trainer and students in the classroom
- 2.2 Student must act in a manner that is acceptable in an educational environment.
- 2.3 Students must exercise duty of care while they are on campus or on placements and conduct themselves in accordance with the *Student Code of Conduct outlined in Policy 11: Code of Conduct and Discipline Policy and Procedure*.
- 2.4 Students are expected to be punctual to classes to minimise any interruptions caused due to the student's late arrival. Any complaints or misconduct must be reported to ACU staff in accordance with *Policy 3: Complaints and Appeals Policy and Procedure* and *Policy 11: Code of Conduct and Discipline Policy and Procedure*.

## 3. Attendance

- 3.1 It is expected that students must attend at least 80% of the face to face delivery classes for each unit of study across all qualifications offered by ACU and 100% attendance for simulated activities in the Health Simulation Centre for Nursing and any practical tasks for other qualifications.
- 3.2 Students must have 100% attendance for all Professional Experience Placements. Any unauthorised or uninformed absences from placements may result in students repeating the placement and may attract a cost per day (for Nursing). Absences more than 4 days consecutively on placements may result in students being withdrawn from the course.
- 3.3 In some courses the attendance requirements are critical and are linked to assessment outcomes. Any student with less than 80% percent attendance will be referred to Progress Committee/Course Coordinators for appropriate action.
- 3.4 Course Coordinators/Progress Committee/Group Coordinators will apply a reasonable measure as deemed fair and equitable to all students so as not to disadvantage students' progress, however ACU reserves the right to make appropriate decisions in considering all factors. Staff may refer to the appendix to Policy 10 (staff use only) document for further details.
- 3.5 Students must sign the attendance sheet circulated. Anyone who carries out or found to have carried out a proxy will be subject to disciplinary actions.
- 3.6 Any absences due to medical reasons should be supported with medical certificates and will be considered by the Course Coordinator/Progress Committee.
- 3.7 It is your responsibility to plan your holidays and trips in accordance with the course requirements. Any absence due to pre-planned holidays and trips will not be considered favourably.
- 3.8 Any student with poor attendance (that has not contacted either the trainer, Course Coordinator or the Student Welfare and support /Group Coordinator will be contacted by phone/email to ascertain whether they are experiencing any difficulties/issues which may be impacting their ability to study.
- 3.9 Where ACU deems it necessary ACU staff may contact the agencies issuing the certificate (medical certificate) to verify its authenticity.

## 4. Monitoring course progress

- 4.1 ACU will adopt a proactive approach in monitoring students' course progress to ensure that the students are actively engaged in learning and assessment activities and meet the course requirements.
- 4.2 Academic course progress will be monitored regularly by the trainers, Course Coordinators/Student Welfare and Group Coordinators and Group Coordinators
- 4.3 The Progress Committee for Nursing meets weekly or as required. For all other courses the progress is monitored monthly.
- 4.4 It is the responsibility of the students who face any difficulty, hardships, and issues with their studies or are experiencing any personal issues that may affect their studies, to report to the Group Coordinators to seek appropriate support. ACU may not be able to identify the students issue if it is not brought to the attention of the Group Coordinator or Course Coordinator.
- 4.5 For all 'at risk' students identified by trainers, Course Coordinators and Student Welfare /Group Coordinator necessary intervention will be offered to support the students to cope with course requirements.
- 4.6 Students with 'at risk' status may not be allowed to undertake new units of competency or attend placement until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.

- 4.7 Students can request in writing a progress report. The requests may take up to 10 working days to be processed.
- 4.8 If necessary referral to other support services such as Academic Skills Unit and Counselling Services will be made available.
- 4.9 Any academic grievance must be reported in line with Policy 3: Complaints and Appeals Policy and Procedure.

## 5. Assessments/Assignments submission

- 5.1 The assessment tools are designed in accordance with the unit requirements to assess students' skills and knowledge in the unit of study.
- 5.2 All assessment resources are made available on LEO. All assessment submissions (except exams) are to be done only on LEO. In unavoidable circumstances students may be allowed to submit paper based assessments with prior permission from the trainer or Course Coordinator. If no prior permission is obtained paper based assessments will not be marked and considered as Not Yet Competent (NYC)/Not Yet Satisfactory (NYS). Assessments should not be emailed.
- 5.3 It is the students' responsibility to report technical issues concerning LEO.
- 5.4 All assessments must be signed/name printed and dated. It is the students' responsibility to ensure that the correct assessment along with other required documents are uploaded to the unit. The Assessments will not be marked if the is not done.
- 5.5 All assessments must be in a "submitted for grading" status. If they are in "draft / pending" status they will not be marked.
- 5.6 To be deemed competent, all assessment tasks/questions, quizzes, clinical skills assessments, demonstrations, practical tasks and practical placements must be completed in accordance with the assessment conditions and requirements outlined in the assessment instructions for each unit.
- 5.7 Assessments and quizzes are due two weeks after the last day of delivery/class, unless students are instructed by the Trainer/Course Coordinator otherwise.
- 5.8 Students get multiple attempts on quizzes and must obtain 100% mastery by the due date. Re-opening the quiz after the due date may attract a nominal fee. Please refer to *Policy 6 Fees, Charges and Refunds Policy and Procedure for fees*.
- 5.9 All online Units (e.g. WHS Online Modules) must have 100% mastery in each module. Up to 4 attempts on each module are allowed within the due date.
- 5.10 Assessment extensions must be requested 24 hours before the due date in writing/email to your Course Coordinator or Group Coordinator to be approved.
- 5.11 Any late submission (submissions after the due date) will be an automatic NYC/NYS in first attempt and the submission will be considered as a second attempt and the student will only get a "Pass" grade.
- 5.12 It is expected that the students keep a copy of the completed assessments to be produced upon request.
- 5.13 Assessments may not be submitted and will not be marked when there is no attendance in classroom sessions. Further follow up will be required via the Student Progress Committee in these situations.

## 6. Exams/Tests and clinical skills assessments/practical tasks/demonstrations

- 6.1 In addition to the assessment tasks, some courses have exams/tests and clinical skills assessments/practical tasks/demonstrations. The unit outline and the timetable will give the students clear indication on when the exams/clinical are held.
- 6.2 The students must follow the exam conditions outlined in the exam papers and any instructions given by the trainer/assessor on clinical skills assessments. Any breach of those conditions or instructions will result in automatic NYS/NYC and will count as an attempt.
- 6.3 If a student does not attend the scheduled exam/test and clinical skills assessment/simulation tasks, he/she will be marked as Did Not Submit (DNS) and will be seen as a first attempt unless a Doctor's certificate is supplied in a timely manner.
- 6.4 10 minutes reading time will be given prior to the commencement of an exam. Students will not be able to commence an exam if they arrive after the reading time has finished.
- 6.5 Students are permitted to use Calculators when undertaking the Medications Calculations Exam. The student must show all mathematical working out. The student must achieve 100% to achieve competency.

## 7. Assessment marking/grading and feedback

- 7.1 To maintain academic integrity, any academic misconduct that includes but is not limited to: cheating, plagiarism, collusion and improper collaboration during the preparation of assessments, improper behaviour in exam, will result in automatic NYS/NYC in any attempt.
- 7.2 If the trainer/Course Coordinator is in doubt about any part of students' assessment which seems to have been plagiarised, they may use the Turnitin service for further investigation or consult another trainer/assessor to determine the degree of plagiarism.
- 7.3 It will take up to four weeks from the due date, to mark/grade and release the results on LEO. Upon releasing the results on LEO, students are sent a notification about the availability of results.
- 7.4 Students can find feedback either throughout the returned assessment document or as a consolidated feedback in the feedback column on the front page of the assessment or on the feedback area in LEO.
- 7.5 For some courses assessment outcome is dependent on the attendance conditions outlined in clause 3 of this policy.
- 7.6 There are different terminologies used for assessment tasks and unit outcomes.
  - a. Assessment task outcomes are marked as Satisfactory (S) or Not Yet Satisfactory (NYS) or if marks awarded the percentage of marks are displayed.
  - b. Unit outcomes are marked as Competent (C) or Not Yet Competent (NYC) or with relevant grades.
- 7.7 ACU uses the following grading scale where applicable to award grades to the overall unit outcome:
  - a. 65 – 74% = Pass (PA)
  - b. 75 – 84% = Credit (CR)
  - c. 85 – 94% = Distinction (DI)
  - d. 95 – 100% = High Distinction (HD)
- 7.8 All students, commencing Diploma of Nursing from January 2017, must obtain overall 65% and above in assessments and exams. , Those commenced prior to 2017 must obtain 65% and above in each assessment task and exam.
- 7.9 Students may request in writing to have their written assessments moderated, Moderation of the individual assessment is carried out once only.
- 7.10 All students are required to achieve 100% mastery in: Medication, IV calculation tests, online modules and all online quizzes
- 7.11 All the results will be recorded in Student Management System with relevant notes.

## 8. Re-submissions and Re-sits

- 8.1 Every student gets another (2 attempt on each assessment, knowledge tests/exams and clinical skills assessments, after discussions with the Progress Committee with nominal fee (refer to Policy 6).
- 8.2 Every student gets two (2) attempts on LEO assessments, online modules and clinical skills assessments. If a unit has multiple exams a student must obtain 65% and above in each exam. Those who fail to obtain 65 % or those who do not sit the exam (DNS) must re-sit the exam and obtain 65% in each exam to be deemed competent in the unit.
- 8.3 Three (3) attempts are given for calculation tests.
- 8.4 All re-submissions or re-attempts will only be given "Pass" grade.
- 8.5 For **assessments/assignments**, if a student receives NYS/NYC/DNS in the first attempt:
  - a. The student's second attempt section will be opened on LEO while results are released.
  - b. Students get one week from the day of release of results to resubmit their assessment/assignment.
  - c. It is the student's responsibility to check their results and resubmit within a week if they need to. There will not be any reminders sent.
  - d. If a student fails to resubmit the assessment by the resubmission date, he/she will automatically fail the second attempt.

- e. Assessments may not be submitted and will not be marked when there is no attendance in classroom sessions. Further follow up will be required via the Student Progress Committee in these situations.

8.6 For **exams/knowledge tests, clinical skills assessments, practical demonstrations and in-class assessment activities** if a student receives NYS/NYC/DNS in the first attempt:

- a. A re-sit date for the second attempt will be organised and communicated to students via email or phone call.
- b. It is the student's responsibility to make themselves available for the scheduled re-sit days.
- c. If the student does not attend their re-sit, they automatically fail that attempt. If a student is unwell on the day of the re-sit, the student must present a medical certificate. In a timely manner.
- d. In unavoidable circumstances, alternate dates may be organised at the discretion of ACU on production of documentary evidence to support the student's claims.
- e. For calculation tests there will be one more (third) attempt. If the student does not attend the scheduled date they fail the third attempt.

8.7 At the unit level outcome, if a student receives a NYC/NYS due to low attendance, individual circumstances will be discussed at the Progress Committee meeting. If there is a change in results, this change will be updated on LEO and Student Management System. The students will be contacted by a Progress Committee member/Group Coordinator after the Progress Committee meeting if any further action is required.

8.8 Some results may be withheld due to reviews/moderations by Coordinators or Progress Committee. Students will be updated of the outcome as soon as practicable via LEO.

## 9. Viewing exams

- 9.1 Students may request to view their assessed exam papers up to 48 hours before the re-sit of the same exam. The exam papers will not be made available 48 hours before the exam.
- 9.2 All exam paper viewing is by appointments only. The students must contact their respective Group Coordinator/Trainer to make an appointment.
- 9.3 The viewing will take place in a classroom/office/meeting room. No viewing is allowed at the reception area. If found breaching this clause the student may be refused the opportunity to view the exam.
- 9.4 Only one viewing of exam is permitted, this must be the most recent attempt at exam. To prevent multiple viewing of the same exam, the Coordinators/Trainers will write "Viewed" on the front page and sign and date the exam paper that has been viewed.
- 9.5 While viewing the exam, students must not take notes nor photograph the exam content or discuss with other students.
- 9.6 At the time of viewing students may be guided to the areas of clarification, specific answers will not be given.
- 9.7 If required, the student may be referred to the unit Trainer or other Nurse Coordinator/Trainer for content assistance where applicable.

## 10. Further attempts (attempt 3 - 4 and 4-6 for medication calculation tests)

- 10.1 If the students have exhausted their first two attempts and are still not successful with their assessment/clinical skills, they may be granted another attempt (3<sup>rd</sup> attempt). Additional (final) attempts/re-sits for a nominal fee. For medication calculation tests they may be granted three more attempts for a nominal fee. Please refer to Policy 6: Fees, charges and refunds policy and procedure for the details for fees.
- 10.2 Further attempts will only be at the discretion of the Course Coordinator/Director following Progress Committee recommendation.
  - a. Education Inclusion Plan (EIP)
  - b. Special Consideration
- 10.3 All fees due must be paid before the commencement of the recommended activity or within 10 business days upon receipt of the invoice.
- 10.4 Available options for further attempts are as follows:
  - a. Scheduled to attend all classes again – this will depend when they are scheduled and may delay completion of course

- b. Attend practice and clinical skills assessment days
- c. Have 2 attempts to resubmit the assessment task
- d. Have another 2 attempts at the theory exam
- e. Have another 3 attempts for calculations exam
- f. Tutorial with trainer
- g. Distance materials to assist with study skills.

These options will be at the discretion of the Course Coordinator/Director following Progress Committee.

10.5 Students missing any of the scheduled activities will be considered as DNS resulting in failing that attempt.

10.6 If the student fails the further attempts (attempt 4 and attempt 6 for calculations) they may be asked to discontinue/withdraw from the course.

## 11. Student Contract

11.1. At risk Students will have necessary interventions put in place such as a 'Student Contract'. The Student Contract is used to ensure that the student abides by the content of the contract. Failure to do so can ultimately lead to the student being Withdrawn from the course.

11.2. At risk student meets with the Group Coordinator/Course Coordinator to plan in place for activities or unit that require completion.

11.3. Students are welcome to bring a support person with them to any discussions with teachers and/or coordinators.

## 12. Withdrawal/cancellation of enrolment

12.1. If a student intends to withdraw from the course, the student must organise to meet with the Course Coordinator and discuss any additional support required to help the student to complete the course.

12.2. After the meeting if the student decides to withdraw, the student must fill in the **ST14 Course Withdrawal Form** citing the reasons within 28 days of their decision.

12.3. Students may also be asked to withdraw if their academic performance has been consistently poor, if they have had behavioural issues or ACU is convinced that the training is not suitable for them after considerable effort to assist the student to complete the course successfully.

12.4. ACU may cancel a student's enrolment when the student has

- a. Breached the Student Code of Conduct or
- b. Failed to pay the required tuition fees per the agreed terms or
- c. Failed to comply with attendance requirements or
- d. Failed to attend classes for four consecutive weeks without any notice to ACU or
- e. Failed to abide by the Student Contract
- f. Exhausted all the avenues for successful completion
- g. Failed to reply within 28 days to correspondence from ACU regarding course progress

12.5. If the student does not attend classes for four consecutive days, the Course Coordinator or Group Coordinators will send a notice of non-attendance to the student within the following week to identify the reasons and the intentions of the student. The student gets 28 days from the first notice of non-attendance to respond.

12.6. VET Student Loans (VSL) students must withdraw before the census date to avoid the debt - Census dates to be displayed on LEO.

12.7. Any student withdrawing from a VET unit of study after the census date must apply for a special consideration in accordance with the Policy 6: Fees, charges and refunds policy and procedure.

12.8. On receiving the withdrawal form, students' records including payments will be checked and a Statement of Attainment (SOA) for those units successfully completed/deemed competent will be printed.

12.9. If the student owes any fee or is in possession of any of ACU's property, the SOA will be withheld until a clearance is issued by the respective department/person.

**Procedure**

**Assessment/Lab/Exams submission/re-submission procedure**

1. Students submit their original submissions on LEO two weeks after the last delivery/class day. Please note exams, simulation practice and assessments are outlined in the course timetable Assessments are marked, processed and results released on LEO for assignments within four (4) weeks after the submissions.
2. Exam results are emailed to students and simulated clinical assessments results are communicated on the same day of the simulation assessment.
3. If the student achieves competency or “Pass” grade and above, no further action is required.
4. If the student fails the first attempt, second attempt is opened for a week. If the student fails to submit it by due date, he/she fails the unit.

**Withdrawal procedure**

1. Student completes the **ST14 Course Withdrawal Form**/emails within 28 days. If the student has been asked to withdraw the decision is communicated with students within 28 days. If communication is not received from the student after 28 days, the Progress Committee or the Group Coordinator will complete the WD form, attach any relevant paper work and inform the student via email.
2. Students are withdrawn from LEO, email list and placements register.
3. All fees are collected and VSL (if applicable) updated
4. Students are withdrawn from Student Management System and SOA issued.

Version History	Detail of update
Version 1.11	Rebranded to ACU College

Process



