

ACADEMIC PROGRESSION PROCEDURES

Section	Academic
Contact	Office of the Provost
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Next Review	June 2027
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Purpose:

These Procedures detail the specific arrangements for managing Academic Progress at Massey University Te Kunenga ki Pūrehuroa.

This document is intended to be read in conjunction with the University Academic Progress Regulations and the Academic Progress Policy.

Procedure Overview:

Committees and Subcommittees

Academic Progress Committee (APC) Membership

- Chair (a senior academic nominated by the Provost)
- Representative of each College and Massey University College (MUC), appointed by the respective PVC or equivalent
- Student Experience nominee
- Student Registry nominee

In attendance:

- Office of Academic Quality, Reporting and Assurance nominee
- Committee Secretary provided by Student Registry
- Director, Centre for Learner Success

Performance on Professional and Accredited Qualifications (P-PAQ) Sub-Committee Membership

- Chair (a senior academic from another academic unit appointed by the Academic Progress Committee Chair)
- Three representatives of the programme team including the programme director or accreditation manager appointed by the relevant PVC or equivalent
- Student Experience nominee
- Student Registry nominee

In attendance:

- Office of Academic Quality, Reporting and Assurance nominee
- Committee Secretary provided by the relevant College (or equivalent)

3.2 Evaluating Student Academic Progress

1. A process entitled Evaluating Student Academic Progress (ESAP) will be conducted at regular intervals throughout the academic year using published results from those courses completed in the immediately preceding enrolment period.
2. The Academic Progress Committee will be the guardians of the ESAP and related processes.
 - a) The Committee's work will be supported by Student Registry whose role will include providing the Academic Progress Committee's secretariat, managing data derived from SMS (the primary source of data), plus managing records, enrolment statuses and correspondence.
 - b) The Committee will also be supported by the Office of Student Experience whose role will include advising on any relevant university information and data about a student which is not stored in SMS. Outside of the Committee process, the Office of Student Experience will be responsible for initiating and coordinating case-management and Provision of Support Offers (PSOs) for each student with *Statuses of Concern*. This may involve either direct support or formal referrals to support situated outside Student Experience (See Section 4.0).
 - c) The Committee will also be supported in its work by designated College Officers and/ or qualification leads in order to evaluate any progress criteria not reflected in academic results, for example failure to make progress in a research thesis.
3. Academic Progress Committee conducting ESAP on behalf of Massey will utilise published course results from students' recent periods of enrolment. Those results will be evaluated against expectations thresholds. See Section 5.1 of the Academic Progress Policy (Thresholds).
4. The evaluation will identify students whose performance is below the minimum expectation thresholds (*Status of Concern*), students whose performance is considered to be excelling (*Excelling Status*) and those having *Satisfactory* performance.
5. Academic Progress Committee will invite written submissions from those students whose course results indicate their performance is below the expectations thresholds, prior to making any determinations. The opportunity to make a written submission is limited in scope and timing. Students are required to make their submission through a portal or other system designated by the Academic Progress Committee. Students making submissions are required to comply with the deadline designated by the Academic Progress Committee.
6. Academic Progress Committee will make determinations in hearings processes.
 - a) APC will determine whether a student's performance in the most recent period was below expectations thresholds and should be flagged highlighted with a *Status of Concern*; or if the student's performance was *satisfactory*; or if the student's performance was above expectation thresholds and should be flagged with an *Excelling Status*.
 - b) Determinations related to *Status of Concern* will be based on students' most recent published course results, any written submissions, and any other relevant records including support already in place.
 - c) Determinations related to *Satisfactory* Performance will be based on students' most recent published course results.
 - d) Determinations related to *Excelling Statuses* will be based on students' most recent published course results.
 - e) If an APC determination results in a student's performance being flagged with an *Excelling Status*, that status will remain on the student's record in association with that period of study and will not



be impacted by performance in later periods of study. However, reversal of *Excelling Status* may occur in instances of later proven academic integrity breaches related to those course results.

- f) In instances where a student's performance has previously been flagged with a *Status of Concern* for their current qualification or in a concomitant situation, the hearing will also determine if the student is on their third instance of receiving such a status and whether any restrictions should be applied. See Section 5.2 of the Academic Progress Policy (Restrictions able to be applied by the APC).
 - g) Where a student's performance has been flagged as *Excelling*, Massey will add a note on the student's Academic Record (transcript) and may send a letter of acknowledgement from the Vice-Chancellor or Provost or Nominee, and/or publish the names and accomplishments (with a student's permission), and/or refer students to appropriate opportunities.
7. The Academic Progress Committee will work with Student Registry as required to record appropriate SMS and CRM notes, change student statuses, and send formal notification/ correspondence to students.
 8. The Student Experience team will work in support of the Academic Progress Committee to:
 - a) Initiate and coordinate personal contact and follow up with students.
 - b) Initiate and coordinate Case Management systems.
 - c) Work with Qualification and/ or College leads to inform and consult on the situation and agree plans for support as relevant.
 - d) Initiate and coordinate formal Provision of Support Offers (PSOs) as relevant.
 - e) Initiate and coordinate processes to instate any of the benefits or opportunities that ensue from *Excelling Status*.
 - f) Plan a timed supported return to study plan where a student has had an exclusion and/or enrollment restriction applied.
 9. Where a student provides information in the submission process such that course design and/or teaching issues are identified to be contributing factors to their progress or lack thereof, the matter will be raised with the College Director of Teaching and Learning, or equivalent, or Chief Examiner for advice.
 10. On each occasion when the Academic Progress Committee makes a determination on a student's performance, that student will have the right to appeal (on limited grounds). Appeals are considered by the Provost or Nominee. The grounds for appeal are limited in scope and timing and students are required to make their submission through a portal or other system designated. See Section 6.0 of the Academic Progress Policy (Appeals).
 11. If the Provost or Nominee determines that an appeal should be upheld, remediation will be applied. See Section 6.1 of the Academic Progress Policy (Appeal Remediation).

3.3 Evaluating Performance on Professional and Accredited Qualifications

1. In parallel to a general ESAP process, a small number of programmes also have specific performance and competence requirements outlined in their Programme Regulations that must be evaluated. APC will consider the progress of students on these specific programmes throughout an academic year using a Performance on Professional and Accredited Qualifications (P-PAQ) process.
2. The Academic Progress Committee will be the guardians of the P-PAQ processes, but they will delegate detailed consideration of performance on these specific qualifications to appropriately constituted P-PAQ subcommittees. See Section 5.4 of the Academic Progress Policy.
3. P-PAQ processes will mirror the Academic Progress Committee processes with regard to invitations for written submissions from students, hearings considering data and submissions, and deliberations following the principles of natural justice.
 - a) P-PAQ processes may result in a recommendation to the Academic Progress Committee that the student's Status was *Satisfactory*, or a *Status of Concern*. Where performance is flagged as a *Status*

of Concern, a Provision of Support Offer (PSO) and/or an exclusion and/or enrolment restriction might be recommended by the P-PAQ subcommittee.

- b) The Academic Progress Committee will consider the recommendation/s and determine whether the P-PAQ recommendation/s should be implemented.
4. P-PAQ considerations and recommendations will rely upon the additional requirements specified in the relevant Programme Regulations. These require strict compliance, and therefore may result in recommendations for restrictions and exclusion that do not require two prior concomitant *Status of Concern* records.
5. The Academic Progress Committee will work with Student Registry to record appropriate SMS and CRM record notes and to send appropriate correspondence to students.
6. The Academic Progress Committee will refer relevant cases to Student Experience to initiate and coordinate Case Management support, PSOs, and referrals.
7. The determination made by the Academic Progress Committee in relation to P-PAQ recommendations will be open to appeal in the same manner as the general ESAP procedures.

3.4 Timing of Processes

- Some ESAP and P-PAQ evaluation processes at the end of a period of enrolment might potentially result in restrictions to, and/or exclusion from, enrolment in the immediately subsequent period of enrolment.
- The main ESAP and P-PAQ results will be calculated once per enrolment period, usually after the last day for grade publication. Where a student is in a cohort which does not follow standard semester dates, that cohort will have a different planned calculation day.
- Changes to grades after ESAP and P-PAQ calculations have been run will be managed on a case-by-case basis.
- In these circumstances a student will normally be notified of a concern and be invited to make a written submission for a Hearing prior to the closure of enrolments in the next period.
- Students will still be permitted to continue studying at their own risk while they await the result of the Hearing, and every effort will be made to reach an ESAP or P-PAQ determination prior to the next period's date for withdrawal or withdrawal without financial penalty.
- Where it is not possible to complete processes prior to the date for withdrawal or withdrawal without financial penalty and where a determination of exclusion is recommended, a student will be treated as if having completed an on-time withdrawal.
- Students may not continue studying in the given period if they have an exclusion determination from a Hearing and while a student may intend to lodge an appeal against an exclusion outcome, a pending appeal does not entitle them to continue studying.
- If the appeal outcome is successful, the result will be permission to enrol into any courses relevant to the student's study in those courses' next available offering.

Types of Student and Academic Support Available at Massey:

Massey recognises that students will experience challenges in life that impact their academic performances, which are often complex and arise from a mixture of academic and non-academic causes.

Therefore, Massey will use a Case-Management approach to seek to tailor support for students with academic performance issues according to their circumstances. Where a student has been assessed to be in need of support, access to that support will be underpinned by a formal Provision of Support Offer (PSO). A Case-Management approach will be coordinated by the Office of Student Experience and may involve staff from the following areas:



- Centre for Learner Success
- College and MUC Course Coordinators
- College and MUC Programme Directors
- Counselling services
- Disability Support Services
- Graduate Research School
- International Student Support Team
- Māori student support including Te Rau Tauawhi centres
- Massey Career Centre
- Pacific Student Success Advisers
- Pacific Student Teaching Support
- Spiritual Wellbeing, and Chaplaincy Service
- Student Associations
- Student Health Centres
- Student Success Adviser
- Library and Subject Librarians

Communication:

This procedure will be supported by student-facing information on the university website.

Audience:

This procedure's audience is all staff, students and within the university community and other interested parties external to Massey

Related procedures / documents:

- Code of Student Conduct
- Student Contract
- Student Disciplinary Regulations
- University Workloads Policy and Procedures
- Academic Integrity Policy and Procedures
- Health and Wellbeing Charter
- Health, Safety and Wellbeing Policy
- [The Education \(Pastoral Care of Tertiary and International learners\) Code of Practice 2021](#)
- Assessment and Examination Regulations

Definitions

Academic Progress Committee (APC)	A Committee of the University with responsibility for the oversight and enactment of matters related to Academic Progress, including, but not limited to the Academic Regulations, Programme Regulations,
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	policy and procedures, and with a coordinating role in related records and support activities. APC will report to Academic Committee.
Case Management	A systematic method adopted by Massey University Te Kunenga ki Pūrehuroa to provide personalised and tailored support to students. Often led by the Office of Student Experience, the system includes the provision of a main point of contact and facilitation of access to specific support.
Concomitant situation	A ‘concomitant situation’ describes arrangements when a student changes qualifications. In these cases, any <i>Statuses of Concern</i> and associated Provision of Support Offers (PSOs) and Case Management arrangements will remain active until the student has either successfully completed the new qualification or until the <i>Status of Concern</i> has otherwise expired.
Customer Relationship Management (CRM)	System utilised to store interactions and communication the university has with students. A central repository is used to aid a coordinated approach and one source of truth. The CRM is expected to hold Case Management information (in a secure/restricted access arrangement for use by designated staff).
Evaluating Student Academic Progress (ESAP)	A process completed at the end of each enrolment period where a student’s published results (in all enrolled courses) are evaluated to determine whether a student’s academic performance is <i>excelling</i> , <i>satisfactory</i> , or, <i>of concern</i> .
<i>Excelling</i> Thresholds	The performance level which APC will use in the ESAP processes to determine whether a student’s performance in the most recent enrolment period has been above expectation/ <i>excelling</i> . See Academic Progress Policy Section 5.1 of the Academic Progress Policy.
Grade Point Average (GPA)	GPA is used in estimating if a student’s performance is evaluated as <i>Excelling Status</i> . GPA is calculated according to the sum of the weighted grade point credit value divided by the sum of the credit values of all courses enrolled in for the relevant period of consideration (normally a semester). GPA = $\frac{\text{Sum (credits completed x GPA value of grade)}}{\text{Sum of credits completed}}$ Where the GPA value of each grade is assigned for this as follows: D, E, F, DC/DNC = 0



	<p>C- = 1; C =2; C+ =3 B- =4; B =5; B+ 6 A- +7; A=8; A+ =9 P (Pass), AEG (Aegrotat pass), NF (Not Finalised), CT (Continuing enrolment) and WD (Withdrawn) are deemed neutral and will not normally be considered in the GPA calculations (numerator or denominator) unless this is of benefit to the student.</p>
Long-term Exclusion	<p>Where a student has already experienced previous short-term exclusion arising from ESAP, P-PAQ and/or Academic Standing, a long-term exclusion may be applied i.e. the student would not be permitted to enrol at Massey University Te Kunenga ki Pūrehuroa for a minimum of three years and must apply for readmission. In such instances the university will support the student when they re-enter study.</p>
Minimum Thresholds	<p>The performance level which APC will use in the ESAP process to determine whether a student’s performance in the most recent enrolment period has been above or below threshold expectations/ of concern. See Section 5.1 of the Academic Progress Policy.</p>
Performance on Professional and Accredited Qualifications (P-PAQ)	<p>For the small number of programmes with specific performance and competence requirements listed in the Programme Regulations, student progress will be evaluated to determine compliance with the specific performance and competence requirements. If a student’s progress is not in line with those specific performance and competence requirements, a potential <i>Status of Concern</i> will be considered by the relevant P-PAQ subcommittee in a Hearing. If the P-PAQ subcommittee agrees a <i>Status of Concern</i> should be recorded, they will recommend this to Academic Progress Committee, including recommendations for referrals and/or restrictions or qualification exclusions.</p>
Permanent Programme or Qualification Exclusion	<p>Where P-PAQ processes result in an evaluation such that the student will not be able to be endorsed as suitable for registration or professional accreditation, the APC may permanently exclude the student from that qualification. In such instances the student will be assisted to transfer to an alternative qualification (and will be supported in their learning) or, if they prefer, they will be exited from study.</p>
Provision of Support Offers (PSO)	<p>A formal referral process arising from the Academic Progress Committee ESAP and P-PAQ processes, where students have a <i>Status of Concern</i>. The Office of Student Experience will be responsible for initiating and coordinating PSOs. These take the form of a statement</p>

	of entitlement and expectation which is offered and tracked by the key contact in the Case Management system.
Short-term Exclusion	Arising from determinations made by the Academic Progress Committee in relation to ESAP and P-PAQ processes, a short-term exclusion results in a student not being permitted to enrol at Massey University Te Kunenga ki Pūrehuroa for a minimum of 12 months. In such instances the university will offer support to students which they can access when they re-enter study at a time negotiated with their Case Manager, but the students are not required to apply for readmission.
Student Management System (SMS)	The application software and related records that maintain Massey University Te Kunenga ki Pūrehuroa student, course and programme achievement records. This includes the student interface for the records called the portal.
Support	The provision of guidance, support and advice to assist students to meet the academic standards for their programme of study.
Threshold	A level of performance against which students' outcomes are evaluated. These include a Minimum Threshold for the lower end of the academic progress evaluation process and <i>Excelling</i> Thresholds for the upper end of the academic progress evaluation process.
Termination of enrolment	Used in relation to specific Programme Regulations to denote a Permanent Programme or Qualification Exclusion.
WD	Withdrawn from a course after the date where there is no financial penalty.
WMAR	Last day to withdraw from courses without financial penalty.



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