



STUDENT PROGRESSION AND SUPPORT POLICY

Approved by:	Academic Board	Date:	22 March 2018
Date Effective:	1 July 2018	Date of Next Review:	22 March 2021
Document No:	UOWC-SS-POL-124	Version:	1
Custodian:	Student Services Manager		
Supporting Documents, Procedures & Forms:	Admissions Policy Attendance Policy Deferment, Suspension and Cancellation Policy Delegations of Authority Policy Records Management Policy Student Grievance Policy Student Support Framework		
References & Legislation:	Education Services for Overseas Students Act 2000 (Cth) ELICOS Standards 2018 Higher Education Support Act 2003 (Cth) Higher Education Standards Framework (Threshold Standards) 2015 National Code of Practice for Providers of Education and Training to Overseas Students 2018 National Standards for Foundation Programs Standards for Registered Training Organisations (RTOs) 2015		



Contents

1	Purpose.....	3
2	Scope	3
3	Definitions	3
4	Policy Principles	4
5	Student Support	4
6	Progression Requirements.....	5
7	Monitoring Progression	5
8	Personal Support Plan	6
9	Referral Course Status.....	6
10	Restricted Course Status.....	6
11	Exclusion	7
12	Notification	8
13	Appealing a Course Progression Determination	8
14	International Student Visa Implications.....	8
15	Roles and Responsibilities.....	8
16	Version Control and Change History	9
	Appendix A: Process Flowchart	10



1 Purpose

- 1.1 This Policy affirms UOW College's student-centric approach to teaching and learning through:
- Promoting early and empowering intervention to support students through course progression; and
 - Defining minimum course progression requirements.

2 Scope

- 2.1 This Policy applies to all UOW College students and programs.
- 2.2 This Policy should be read in conjunction with subordinate documentation which contextualises the operationalisation of this Policy within specific UOW College's programs.

3 Definitions

Word/Term	Definition
Active	Course status on which a student commences their studies and the course status applied where a student on a course status of referral has achieved satisfactory course progress.
Best interests of the student	Describes UOW College's approach to the delivery of support throughout the student life-cycle. Assessing the best interests of a student means to evaluate and balance all the elements necessary to make a decision in a specific situation.
Course	A program of study that includes those courses leading to higher education and vocational awards and non-award courses.
Course progress advisor	A designated member of staff assigned by the Program Manager to assist students in relation to progression.
Course status	Category of enrolment determined by assessed course progress.
Credit point	The value attached to a subject that indicates study load.
Defensible	A decision which an independent party would be likely to reach, or would reach based on the information and evidence available.
Excluded	Course status where a student's academic progress has been deemed unsatisfactory, resulting in the student being required to formally re-apply for admission to the University after the defined period of exclusion.
Natural justice	Principles that ensure that decision-making is fair and reasonable. These involve decision-makers informing people of the case against them or their interests, giving them a right to be heard, not having a personal interest in the outcome, and acting only on the basis of logically probative evidence.
Official notification	Written information delivered in hard copy or electronically to the address(es) provided by the student.
Personal Support Plan	A systematic plan of action, adapted to assist students on a course status of referral or restricted in meeting progression requirements. The plan may include restricting a student's enrolment, requiring students to make use of support services, and other measures deemed appropriate by the Course Progress Advisor or Program Manager.
Progression	Assessed advancement within a course towards the completion of that course. Also referred to as 'Course Progress'
Referral	Course status where a student with an active course status has either:



	<ul style="list-style-type: none">a. Been assessed as at-risk of failing to meet progression requirements for that study period and the College has initiated pro-active intervention; orb. Has not met progression requirements within a study period; orc. Satisfactorily meet progression requirements while on restricted status.
Restricted	Course status where a student on a course status of referral has not achieved satisfactory course progress in the previous study period.
Study Period	English Language Programs: <ul style="list-style-type: none">• For courses 24 weeks or less, the study period is equal to the course length; or• For courses greater than 24 weeks, the initial study period is defined as 6 weeks. Academic Programs <ul style="list-style-type: none">• The study period is defined as 1 session. Vocational Programs: <ul style="list-style-type: none">• The study period is defined as a unit of competency.
Subjects	A self-contained unit of study or vocational unit of competency in any course or program offered at, or in conjunction with, UOW College.
Teaching staff	Any person who carries out teaching responsibilities under the authority of a Program Manager.

4 Policy Principles

4.1 UOW College:

- a. Is committed to delivering teaching and learning which is centred on the student experience;
- b. Recognises students as partners in the learning process and that they hold primary responsibility for their teaching and learning; and
- c. Seeks to empower teaching staff throughout a student's learning journey.

4.2 UOW College will ensure that decisions and intervention is in the best interests of the student, and will:

- a. Act in a transparent and ethical manner;
- b. Make defensible decisions fairly, openly and equitably; and
- c. Afford students all rights consistent with the operation of natural justice within the education sector, including the right to appeal a determination.

5 Student Support

5.1 UOW College is committed to delivering an exceptional student experience and programs that are underpinned by a comprehensive integrated network of support services.

5.2 Support services will focus on developing academic skills and capacity as well as supporting students personal development.



- 5.3 UOW College expects students to pro-actively access support services to ensure that they are maximising their education experience.

6 Progression Requirements

- 6.1 To meet course progression requirements, students must satisfactorily pass at least 50% of subjects attempted in a study period.
- 6.2 For the purposes of assessing progression:
- a. The grades of Satisfactory, Pass Supplementary, Pass, Credit, Distinction and High Distinction are considered passing grades;
 - b. The grades of Unsatisfactory, Fail and Technical Fail are considered failing grades;
 - c. In Vocational Units of Competency where performance is determined on a Competent or Not Yet Competent basis, the grade Competent is considered a passing grade and the grade Not Yet Competent is considered a failing grade.
- 6.3 A student on a course status of referral or restricted who transfers to an alternate program of study will remain on the same course status.

7 Monitoring Progression

- 7.1 UOW College monitors progression throughout a study period and following the declaration of results for each study period.

Early ('at-risk') Monitoring

- 7.2 UOW College will undertake early monitoring within the study period to ensure the provision of pro-active student support wherever possible.
- 7.3 Early monitoring will be informed by a range of indicators including, but not limited to:
- a. Teacher Identification;
 - b. Attendance Monitoring; and
 - c. Learning Analytics.
- 7.4 Where early monitoring leads UOW College to believe that a student is at-risk of not meeting progression requirements, UOW College will discuss the situation with the student to determine whether intervention is necessary. Should a student fail to attend the meeting a decision may be made in their absence.
- 7.5 Where UOW College believes it is in the best interests of the student, a Personal Support Plan will be implemented and the student's course status will be changed.
- 7.6 All decisions to change a course status in session must be defensible.

Conclusion of Study Period Monitoring

- 7.7 Following the declaration of results for a study period, UOW College will assess all students to determine whether they have met progression requirements. Where students fail to meet minimum progression requirements, their course status will change and a Personal Support Plan will be implemented.



8 Personal Support Plan

- 8.1 Where a student fails to meet progression requirements, or is identified as at-risk of not meeting progression requirements and early action is taken, UOW College will institute a Personal Support Plan.
- 8.2 A Personal Support Plan is designed to empower the student by providing tailored guidance and should include referral to appropriate support services, such as:
 - a. Counselling Services;
 - b. English Language Support;
 - c. Learning Co-Op;
 - d. Learning Hub;
 - e. Peer Assisted Study Sessions (PASS);
 - f. Student Advisor Consultations; and/or
 - g. Teacher Consultation.
- 8.3 Personal Support Plans will be developed by the appropriate Course Progress Advisor in consultation with students and may contain a combination of compulsory and non-compulsory aspects. These will be clearly indicated and explained to the student.
- 8.4 Failure to discharge any compulsory support activities will be considered misconduct and will be investigated in accordance with the Procedure for Managing Alleged Misconduct by a Student.

9 Referral Course Status

- 9.1 At the commencement of studies, all students will have an active course status and will remain at this status until either:
 - a. They are identified as at-risk of failing to meet progression requirements and UOW College initiates pro-active intervention and placed on referral; or
 - b. They fail to meet progression requirements at the end of a study period and are placed on referral.
- 9.2 A Personal Support Plan must be developed for all students on referral.
- 9.3 Where a student has met progression requirements while on referral status, their course status will be returned to active.
- 9.4 Where a student fails to meet progression requirements on referral status, their course status will change to restricted.

10 Restricted Course Status

- 10.1 When a student is placed on restricted status, the Course Progress Advisor will request the student provide a show cause statement prior to being allowed to re-enrol.

Show Cause Statement

- 10.2 A show cause statement must be provided to UOW College within 10 working days of the Course Progress Advisor's request.
- 10.3 This statement must provide:
 - a. An explanation of the circumstances which affected the student's course progression; and



- b. An indication of the steps that the student has or will take to address these circumstances and mitigate their impact.

which collectively demonstrate good cause.

10.4 This statement should be supported by documentary evidence as relevant.

Good Cause

10.5 For the purposes of this Policy, good cause means:

- a. The student's course progression was affected:
 - i. By circumstances beyond the reasonable control of the student, including serious illness or misadventure and the circumstances did not make their full impact known at the time of enrolment; or
 - ii. By other exceptional reasons; and
- b. The student has reasonable prospects of meeting course progress in the next study period.

Assessing Good Cause

10.6 Upon receipt of a show cause statement, the Course Progress Advisor will consider whether there is good cause to permit further enrolment at UOW College.

10.7 The Course Progress Advisor will make their determination on the following basis: In light of the circumstances identified in the show cause statement, does the student have reasonable prospects of succeeding in the course that they are enrolled in?

Where Good Cause is shown

10.8 Where a student has demonstrated good cause they will be permitted to re-enrol on restricted status and a Personal Support Plan will be implemented.

10.9 Should a student, who demonstrates good cause and is placed on restricted status, fail to satisfactorily meet course progression requirements for the subsequent study period, they will be placed on exclusion.

Failure to Show Good Cause

10.10 Where a student on restricted status either fails to show good cause in their show cause statement or fails to submit a show cause statement within 10 working days they will be placed on Exclusion.

Notification

10.11 The delegated authority will notify the student, within five working days of receiving the show cause statement of the outcome.

10.12 The notification must be in writing and explain in plain language the impact of the determination.

10.13 Where the decision is made to exclude a student, the notification must outline the student's appeal rights.

11 Exclusion

11.1 A student shall be placed on exclusion where either:

- a. They have failed to show good cause; or
- b. They have failed to submit a show cause statement; or



- c. They have failed to successfully meet progression requirements at the end of the restricted study period.
- 11.2 Students who have been excluded shall have their enrolment at UOW College cancelled.
- 11.3 Following a period of twelve months, students may apply for re-admission to the College. Re-admission is not automatic and may, in accordance with the Admission Policy, be refused.

12 Notification

- 12.1 Students will be officially notified of any changes to their course status. This communication will include information on their rights and responsibilities.

13 Appealing a Course Progression Determination

- 13.1 All students are entitled to appeal a course progression determination (including any change to status resulting from early intervention) on the grounds that:
 - a. There is new information that is supported by documentary evidence, which, had it been known to the delegated authority, would have affected the determination;
 - b. The determination was unfair in the sense that it was unreasonable, unjust, biased or otherwise wrong; and/or
 - c. This Policy or its subordinate documentation were incorrectly applied or not followed.
- 13.2 Students appealing a course status determination are required to adhere to the Student Grievance Policy.
- 13.3 Where a student has appealed a decision, they will be permitted to provisionally enrol at the course status they were on prior to the status determination being appealed. Students will be liable for all fees incurred during this period, irrespective of the appeal outcome and whether they are permitted to complete the subjects.

14 International Student Visa Implications

- 14.1 In accordance with the National Code 2018, UOW College is obliged to notify the Department of Immigration and Border Protection (DIPB) where an international student has:
 - a. Failed to satisfy course progression requirements; and/or
 - b. Has been excluded from studies.
- 14.2 Where UOW College is required to notify DIPB, UOW College will:
 - a. Notify the student in writing of its intention to report, including the basis of the report; and
 - b. Inform the student of their right to access the appeal mechanism.
- 14.3 UOW College will refer the student to DIPB to seek advice regarding the impact on their student visa. UOW College is not able to provide immigration advice.

15 Roles and Responsibilities

- 15.1 Program Managers are responsible and accountable for student progression and support within their program, and:



- a. Appointing and training Course Progress Advisors within their portfolio;
and
 - b. Approving course status determinations.
- 15.2 Course Progress Advisors appointed by Program Managers are responsible for:
- a. Developing Personal Support Plans in consultation with students;
 - b. Acting as ongoing and open liaison between the College and students;
 - c. Keeping adequate records of Personal Support Plans and discussions with students in compliance with the Records Management Policy.
- 15.3 Students are responsible for:
- a. Their learning, including accessing any support services, to ensure that they successfully meet progression requirements for their course; and
 - b. Taking any and all actions to effectively engage with the Personal Support Plan in order to return to a course status of active.

16 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	22/03/2018	Academic Board	New Policy replacing previous Course Progress Policy. Thematic shift towards early intervention and student support.



Appendix A: Process Flowchart

