



# STUDENT PROGRESSION PROCEDURE – VOCATIONAL PROGRAMS

<b>Version:</b>	<b>Approved by:</b>	<b>Approval Date:</b>	<b>Effective Date:</b>	<b>Next Review:</b>		
2	General Manager	6 October 2023	6 October 2023	6 October 2026		
<b>Policy Custodian:</b>	RTO Manager	<b>Document No:</b>	UOWC-VP-PRO-45			
<b>Purpose:</b>	This Procedure operationalises UOW College Australia's (UOWCA) <i>Course Progression Policy</i> with respect to Vocational Education Training (VET) Programs.					
<b>Scope:</b>	<b>UOWGE</b>	<b>UOWCA</b>	✓	<b>UOWD</b>	<b>UOWCHK</b>	<b>UOWMKDU</b>
	1. This Procedure applies to: a. Students studying a VET Program; or b. Staff administering Course Progression within the Vocational division. 2. This Procedure should be read in conjunction with UOWCA's <i>Course Progression Policy</i> .					
<b>Related Documents:</b>	Admissions Policy Appeal Form Course Progression Policy Deferment Suspension and Cancellation Policy Exclusion letter template – Domestic Vocational Exclusion letter template – International Vocational Fees and Refunds policy Students Grievance and Appeals Policy Students Grievance and Appeals Procedure Student Progression and Study Plan					
<b>References and Legislation:</b>	<i>Education Services for Overseas Students Act 2000 (Cth)</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> <i>Standards for Registered Training Organisations (RTO) 2015</i> <i>Smart and Skilled Contract Requirements</i>					



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## 1. Definitions

Word/Term/Acronym:	Definition:
'At-Risk'	Students identified as being 'At Risk' of not meeting Course progress requirements at the end of the early monitoring period.
'High Risk'	Students who do not achieve Progression requirements following a Study Period and are 'At Risk' of Unsatisfactory Course Progress.
Best Interests of the Student	UOWCA's student centric approach to Course progress decisions 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 which is considerate of the student's rights and responsibilities and is consistent with the principles of Procedural Fairness.
Compassionate and Compelling Circumstances	<p>Compassionate and Compelling Circumstances are those which:</p> <ol style="list-style-type: none"><li>1. Are beyond the Student's control, which a reasonable person would consider not due to the Student's action or inaction, either direct or indirect, and for which the Student was not responsible. The circumstances must be unusual, uncommon, or abnormal;</li><li>2. Did not make their full impact on the Student until on, or after their offer was accepted or studies commenced;</li><li>3. Mean that it is impracticable for the Student to commence or complete their studies; and</li><li>4. Have an impact on the Student's course progress or wellbeing.</li></ol> <p>Compassionate and Compelling Circumstances may include, but are not limited to:</p> <ol style="list-style-type: none"><li>1. Serious illness or injury;</li><li>2. Bereavement of a close family member;</li><li>3. Major political upheaval or natural disaster requiring emergency travel or immediate action; or</li><li>4. A traumatic experience, such as involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime.</li></ol> <p>Requests on the grounds of compassionate and compelling circumstances must be supported by documentary evidence.</p>
Course Progress Advisor	A designated member of staff assigned by the Head of Program to assist students to achieve satisfactory Course Progression.



Course Status	Category of enrolment determined by assessed Course progress.
Defensible	A decision which an independent party would be likely to reach or would reach based on the information and evidence available.
Delegated Authority	A designated role in an organisation that has been authorised by the relevant Delegations of Authority instrument to perform specific functions or make certain decisions.
Exclusion	Course Status for students whose enrolment has been terminated for a defined period following a determination of Unsatisfactory Course Progress. An excluded student seeking re-admission must formally re-apply to UOWCA after the conclusion of the period of Exclusion.
LLN	Language, Literacy and Numeracy Test.
Genuine Student	A student who is enrolled with the primary intention to undertake study and achieve satisfactory Course progress.
Head of Program	A term used throughout this document to refer collectively to the RTO Manager and Vocational Program Managers.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018.
Non-Genuine Student	An enrolled student whose intention is not, or not likely to be, to undertake study and achieve satisfactory Course progress.
Procedural Fairness	A principle that ensures decision-makers act reasonably and form decisions that are in accordance with express procedures. This includes forming decisions that are consistently free from bias or the apprehension of bias by ensuring that the decision is based on logically probative evidence and providing students who may be adversely affected by a decision with the right to present their case before a decision is executed and/or appeal a determination that leads to Exclusion.
Progression	Assessed advancement within a Course towards the completion of that Course. Course Progress is evaluated at specific milestones within a Course, which can occur either at the conclusion of a session or a Study Period. Also referred to as 'Course Progress'
Study Period	The Study Period is defined as a session.
Subjects	A self-contained level, unit of study or unit of competency in any Course or program offered at, or in conjunction with, UOWCA.



Training Staff	Any person who carries out teaching responsibilities under the authority of a Head of Program.
VET	Vocational Education and Training.

## 2. Satisfactory Course Progression

- 2.1. For the purposes of assessing Progression, in Vocational Units of Competency, the outcome Competent is considered a successful completion of the unit and the outcome of Competency Not Achieved is considered a failure to complete.
- 2.2. A student enrolled in a VET Program will achieve satisfactory Course progress if the student is deemed satisfactory for each of the assessment tasks attempted in a Study Period (Session).

## 3. Early Monitoring and Intervention of Students 'At-Risk'

- 3.1. UOWCA's undertakes early monitoring within each Study Period to ensure the provision of pro-active student support wherever possible.
- 3.2. Early identification and monitoring of students who are 'At-Risk' is informed by a range of indicators which are assessed by Course Progress Advisor to determine if students require targeted support including:
  1. LLN results at enrolment;
  2. Trainer identification;
  3. Late assessment submissions;
  4. Unsatisfactory assessment outcome;
  5. Attendance monitoring; and
  6. Axcelerate login data.

## 4. Determining 'At-Risk'

- 4.1. Vocational Program Managers are to review all student LLN results prior to commencement and identify any students that have not performed as well as expected or have had more than one (1) attempt.
- 4.2. All Training Staff are required to inform the Vocational Program Manager of potential 'At-Risk' students for the following:
  1. Poor class attendance;
  2. Low student engagement;
  3. Late assessment submissions;
  4. Failure to submit assessment tasks;
  5. Unsatisfactory assessment outcome; and
  6. Displaying 'At Risk' behavior.
- 4.3. Program Managers and/or Course Progress Advisors are required to review students' files and assess the information from Training Staff to determine if a student is potentially 'At-Risk'.



- 4.4. Where a student has been identified as potentially 'At-Risk', the Vocational Program Manager will contact the student and arrange a face-to-face (or online) meeting to discuss the circumstances with the student and determine if the student is 'At-Risk'. The Vocational Program Manager will record the discussion in Axcelerate notes. If the student does not respond to the meeting request or fails to attend, the Vocational Program Manager will refer the student to a Student Advisor.

## **5. Identification of Students at 'High-Risk'**

- 5.1. A student is deemed to be at 'High-Risk' if the student receives an outcome of Competency Not Achieved in any unit of competency attempted, in that Study Period.

## **6. Formal Intervention Strategies**

- 6.1. Formal Intervention strategies are implemented once a student is identified as being 'At-Risk' or 'High Risk' of Unsatisfactory Course Progress.

### **Student Progression and Support Meeting**

- 6.2. Students identified as 'At-Risk' or 'High Risk' will be notified by the Course Progress Advisor that they are required to attend a meeting with the Course Progress Advisor.
- 6.3. At this meeting, or at any time during the Study Period, the Course Progression Advisor will:
1. Provide advice regarding Student Support Services and learning strategies;
  2. Develop a Student Progression and Study Plan in consultation with the student which will detail specific performance improvement strategies and support services deemed appropriate for the student to access in order to achieve Course Progression requirements;
  3. Provide the Students Advisor of the nature of referral (if applicable);
  4. Email the Student Progression and Study Plan via Axcelerate; and
  5. Maintain records of meetings in Axcelerate student notes.

## **7. Genuine Student Assessment**

- 7.1. A Genuine Student Assessment will be conducted by the Head of the Program in one the following circumstances:
1. Where a student fails to achieve satisfactory Course progress over two (2) consecutive Study Periods (or one (1) Study Period in the case of the University Entrance Program); or
  2. Where a student receives all zero fails for their subjects in a Session; or
  3. Where a Vocational student's attendance in each of their enrolled Subjects or Units of competency is at or below twenty percent (20%) by the end of Week 6 in a Vocational Course.
- 7.2. This Genuine Student Assessment will take into account a range of indicators including, but not limited to:
1. The student's engagement with the Course, including whether the student is completing assessment tasks and the number of times the student has logged into Axcelerate;
  2. Reports from Training Staff;



3. The extent to which the student has complied with any relevant study plans the student has formally agreed to implement with the Course Progress Advisor (Refer to Clause 6.3.4);
4. Any reported outcomes of allegations against the student for general or academic misconduct (where applicable);
5. The student's current living arrangements and financial stability;
6. Any outstanding fees or credit balances with the UOWCA;
7. Supporting documentation (where applicable) including any personal statements provided by the student outlining other mitigating factors; and/or
8. Any other Compassionate and Compelling Circumstances.

### **Genuine Students**

- 7.3. If the Vocational Program Manager finds, on the balance of probabilities, that the student's primary intention is, or is likely to be, to undertake study and achieve satisfactory Course Progress, the student will be deemed to be a Genuine Student. The RTO Manager or delegate may then direct the student to undertake further action in accordance with the student support services available at the UOWCA.

### **Non-Genuine Students**

- 7.4. If the Vocational Program Manager finds, on the balance of probabilities, that the student's primary intention is not, or is not likely to be, to undertake study and achieve satisfactory Course progress given the factors listed in Section 2, the student will be deemed to be a Non-Genuine Student and to have unsatisfactory Course progress. The student will then be excluded in accordance with Section 9 of this Procedure or have their enrolment cancelled as per Clause 7.5 in this Procedure.
- 7.5. Should the student be assessed as a Non-Genuine Student, UOWCA will notify the student of the intent to cancel their enrolment in accordance with UOWCA's *Leave, Suspension and Cancellation Policy*.
- 7.6. The RTO Manager is to approve the Exclusion of the student.

## **8. Unsatisfactory Course Progress**

- 8.1. A student is deemed to have Unsatisfactory Course Progress if the student:
  1. Has been deemed a Non-Genuine Student; or,
  2. Fails three (3) Units of Competency or more of the Units attempted in a Study Period;
- 8.2. The RTO Manager may at their sole discretion, and in consideration of any extenuating circumstances, may determine not to exclude a student.

## **9. Exclusion**

- 9.1. Students deemed to have Unsatisfactory Course Progress will be placed on Exclusion status and will be excluded from re-admission at UOWCA for One (1) Study Period (session).

### **Notice of Exclusion**

- 9.2. The RTO Manager to notify UOWCA's Administration Team (who) cc in Students Data and Reporting Officer and Enrolment and Fees Officer.



- 9.3. Where UOWCA intends to place a student on Exclusion status, the UOWCA Administration Team will send the student via email written Notice of Exclusion that includes the student's right to access the appeal mechanism within twenty (20) working days.
- 9.4. Students should refer to UOWCA's *Student Grievance and Appeals Policy* regarding UOWCA's reporting obligations and the procedure for students appealing against notice of intention to report for unsatisfactory Course progress.

## **Appealing Exclusion**

- 9.5. All students are entitled to seek internal review of a Course Progression determination in accordance with the UOWCA's *Student Grievance and Appeals Policy* and *Student Grievance and Appeals Procedure*.
- 9.6. Where a student has submitted an appeal regarding UOWCA's decision to place them on Exclusion status, they will be permitted to provisionally enrol in the next consecutive Study Period on a Restricted Course Status pending the outcome of the appeal. If the appeal is successful, the student's status will be returned to 'High Risk', and the Student will be permitted to continue with their enrolment. If the appeal is unsuccessful, the student will be placed on Exclusion status and the student's enrolment will be immediately withdrawn so that the Exclusion period can be completed. Irrespective of the appeal outcome and subject to the UOWCA's *Fees and Refunds Policy*, the student will be liable for the full tuition fee for the Study Period if the provisional enrolment extends beyond census day.
- 9.7. Students can continue to study during the appeal process.

## **10. Student Visa Implications**

- 10.1. In accordance with the National Code, UOWCA is obliged to report to the Australian Immigration Department where an international student is deemed to have Unsatisfactory Course Progress.
- 10.2. UOWCA is not able to provide immigration advice and will refer students seeking information regarding any impacts on their student visa to the Australian Immigration Department.

## **11. Withdrawal of a student**

- 11.1 The Vocational Program Manager is to review the student file, ensuring all marking is complete and change the unit status for each unit to W (Withdraw) or C (Competency not achieved).
- 11.2 The Vocational Program Manager is to notify UOWCA Administration Team of the changes.
- 11.3 UOWCA Administration Team are responsible in updating the enrolment status to Withdraw or Cancel and changing the SAI status to Excluded.

## **12. Applying for Re-Admission**

- 12.1 After the Exclusion period has expired, a student may apply to UOWCA for re-admission.
- 12.2 Re-admission is not automatic and may be refused in accordance with UOWCA's *Admissions Policy*.
- 12.3 Students who are successful in their application for re-admission to UOWCA will be deemed to be 'At Risk' and are required to meet with a Course Progress Advisor to formulate a study plan before re-enrolment and before the end of Week One (1).





- 12.4 Students who, after being readmitted, are subsequently placed on Exclusion status for a second time in their current enrolment, will not be eligible for further re-admission.
- 12.5 Where a student is unsuccessful for re-admission to UOWCA, there is no limit to how many times a student can seek readmission.

### 13. Change History

Version Control	Approved By	Date Effective	Amendment
1	General Manager	1 July 2018	First Version. Operationalising the Student Progression and Support Policy within Vocational Programs.
2	General Manager	6 October 2023	Major update to align with the updated <i>Course Progression Policy</i> . Updates to the following: <ul style="list-style-type: none"><li>- Added in Clause 7.5</li><li>- Added in Section 10;</li><li>- Updates to Clause 12.3 and 12.5</li><li>- Updated Notice of Exclusion Section to refer to Student Grievance and Appeals Policy</li><li>- Updated role titles and responsibilities</li><li>- Definitions updated to align with the <i>Course Progression Policy</i>;</li><li>- Administrative updates to the Purpose, Related documents and legislation, definitions, formatting, grammar and numbering.</li></ul>