

Procedure Name	STUDENT PROGRESSION AND EXCLUSION PROCEDURE
Procedure Number	A009_PR_HE (Academic)
Purpose	This procedure outlines the process to be undertaken in the event of a student's unsuccessful progression in an accredited higher education subject course.
Scope	<p>This procedure applies to all Whitehouse Institute of Design, Australia (Whitehouse) students in all accredited higher education courses.</p> <p>Including:</p> <ul style="list-style-type: none"> FEE-HELP and non FEE-HELP students domestic and international students.

Procedure	<p>Student Progression Procedure</p> <ul style="list-style-type: none"> A full list of final results for all students across all higher education courses from a previous study period will be provided by the Student Administrator to the Academic Director within one week prior to the next study period commencing. The Academic Director will formally review the academic progress of each student at the end of each progression period by reviewing the Learning, Teaching, Assessment and Curriculum Committee report generated by EduPoint. At any point in the academic calendar, academic staff may identify to the Academic Director any student that they are concerned is 'Academically at Risk'. The concerns will be discussed and the student's record in EduPoint will be reviewed to determine if a student is 'Academically at Risk'. <p>Attendance Requirements</p> <ul style="list-style-type: none"> Academic staff will monitor all student attendance in the subject by marking a role at the commencement of each class. The attendance record is provided to student administration and kept on student files. If a student has failed to attend three consecutive classes for any subject, student administration will notify the Academic Director that the student has been identified as 'Academically at Risk' and a suitable intervention strategy will be implemented. <p>Intervention Steps and Support Strategies</p> <table border="1"> <thead> <tr> <th>WHEN TO IMPLEMENT AN INTERVENTION</th> <th>TYPE OF INTERVENTION</th> </tr> </thead> <tbody> <tr> <td>1stTime Unsatisfactory Progress or Non-Attendance</td> <td>Academic Counselling letter* and Meeting with Student Services &/OR Course Co-ordinator</td> </tr> <tr> <td>2nd Time Unsatisfactory Progress Or Non-Attendance</td> <td>Warning Letter and Course Review** And Meeting with Student Administration &/OR Academic Director</td> </tr> </tbody> </table>		WHEN TO IMPLEMENT AN INTERVENTION	TYPE OF INTERVENTION	1 st Time Unsatisfactory Progress or Non-Attendance	Academic Counselling letter* and Meeting with Student Services &/OR Course Co-ordinator	2 nd Time Unsatisfactory Progress Or Non-Attendance	Warning Letter and Course Review** And Meeting with Student Administration &/OR Academic Director
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3 rd Time &/or Subsequent time Unsatisfactory Progress Or Non-Attendance	Show Cause Letter*** And Meeting with Academic Director &/OR Student Administration &/OR Course Co-ordinator
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Possible support strategies may include but are not limited to:

- undertaking additional English language training or assistance
- undertaking an enabling course
- referring students to additional support services such as counseling by a qualified counselor – arrangement with provider Counselling in Melbourne
- providing academic skills training
- restructuring the student's study program, including deferment of studies or reduced study load
- issue a learning contract.

* Academic Counseling Letter

An academic counselling letter/email is a notification that:

- encourages the student to seek out additional support, identifies and provides contact details for additional support available through Whitehouse
- warns the student of possible consequences of future unsatisfactory progress and
- invites the student to meet with senior academic staff to discuss unsatisfactory progress and nonattendance.

** Warning and Course Review

A warning letter/email and course review is a notification that:

- explains why the student is considered at risk of unsatisfactory progress
- warns the student of the possible consequences of future unsatisfactory progress and
- requires the student to meet by a specific date with the Academic Director &/or Student Administration.

***Show Cause Letter

A letter that advises students they must show cause as to why their enrolment should not be cancelled that:

- demonstrates satisfactory completion of course requirements
- provides evidence that the requirements of the agreed course plan have been addressed
- provides evidence that compassionate or compelling circumstances have occurred and
- provides evidence that Whitehouse has not implemented its intervention strategy and other policies according to the document policies and procedures that have been made available to the student.

Where a student fails to respond to the 'Show Cause' letter their enrolment may be cancelled. In addition to the above intervention strategies, an Overseas Students enrolment will only be cancelled if the Institute has met all the requirements of Standard 9 of The National Code 2018.

******Meeting with Senior Academic Staff**

The objectives of the meeting are to provide a consistent and equitable approach to:

- identifying problem areas that may be contributing to a student's poor academic performance
- canvassing strategies for improving the student's chance of academic success and
- developing an agreed course plan.

A review of the student's academic performance will be conducted during the meeting, which will include but is not limited to the following:

1. advising the student that he or she is considered at risk of not meeting the academic requirements for the next progression period and
2. discussing with the student the possible reasons for the unsatisfactory performance and ways to improve his or her performance and
3. providing the student with information about sources of academic help and other forms of support and
4. identifying issues and setting an agreed course plan to address them; and putting the student on notice that continued unsatisfactory performance will result in a requirement to Show Cause at a subject review.

Agreed Course Plan

The outcome of the meeting with the Academic Director &/or Student Administration &/or Course Co-ordinators will be a completed 'Agreed Course Plan' which will clearly outline what requirements the student must meet to progress in the course. The plan will form the basis for recommended action and for reference if the student requires further support. It will also be available for referral during consideration of any future unsatisfactory academic performance by the student. A copy of the 'Agreed Course Plan' will be sent to the student and a copy placed on the student's file.

Record Keeping

A copy of all correspondence and notes from all meetings must be filled out using the student consultation form and be kept on the student's file.

Senior academic staff must follow up with the student by telephone and email and must keep a record of attempted contact and any discussion if any has taken place.

Additional Information for International Students

The Academic Director &/or Student Administration will advise overseas students that unsatisfactory course progress in two consecutive progression periods for the course could lead to the student being reported via PRISMS to The Department of Home Affairs and the student's visa may be cancelled, depending on the outcome of any appeal process.

The Academic Director &/or Student Administration may decide that the duration of the student's study needs to be extended. Student Administration would action this accordingly within PRISMS.

Any overseas student recommended for Academic Progression or Unsatisfactory Academic Progression will also be reviewed for completion of the course within the expected duration as stated on the student's CoE (Refer to The National Code 2018, Standard 9)

Whitehouse may only extend the duration of a student's study where it is clear that as a result of compassionate or compelling circumstances the student will not complete the course within the expected duration, as specified on the student's CoE.

Compassionate or compelling circumstances are generally beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. These include:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members (where possible a death certificate should be provided)
- major political upheaval *or* natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident *or*
 - a crime committed against the student *or*
 - the student has been a witness to a crime.

In the event that termination of enrolment occurs (in accordance with Standard 9, The National Code 2018) the notification will inform the student of the Whitehouse's intention to report the student to the Department of Home Affairs for Unsatisfactory Course Progress.

Cancellation/Exclusion

1. Non-attendance

In the event that a student does not attend classes for three weeks or more the Whitehouse will contact the student by email to formally notify the student that the first notification of absenteeism has been recorded against the student file.

If absences continue a follow up email will be sent to the student to seek confirmation that studies have been abandoned and to determine if exceptional circumstances or misadventure has prevented student from attending.

2. Non-submission of Assessment Tasks

In the event that a student has not contacted Whitehouse and/or made provision to submit outstanding assessments, Whitehouse will contact the student on the last day of the study period by email to formally advise the student that their enrolment will be cancelled, for the current academic period, due to non-progression.

From the date that the student is sent the 'Intention to Cancel Enrolment' the student has 20 working days to contest the cancellation. If the student successfully contests the cancellation, the Academic Director will negotiate with the student to agree and implement an intervention strategy to academically assist the student to progress. If the student does not contact Whitehouse within the 20 days of being notified the student enrolment will be cancelled.

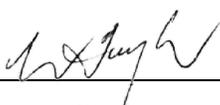
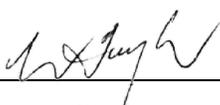
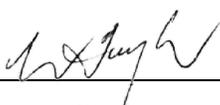
3. Cancellation of Enrolment

Once it has been determined that a student's enrolment is to be cancelled the Student Administration Manager will notify the Executive Directors and the Finance Manager. A report of the intention to cancel enrolment due to non-progression will also be provided to the Executive Management Committee.

A formal notification of cancellation due to non-progression will be sent to the student after the 20-day period has passed. The Student Administration Manager will cancel the

	<p>student's enrolment in EduPoint. For overseas students the Student Administration Manager will also record the CoE variation on PRISMS.</p> <p>4. Financial Implications</p> <p>Once the Finance area has been notified of the cancellation of enrolment the following will apply:</p> <ul style="list-style-type: none"> • fees for the previous period of study will apply, but future fees will be removed as of the date of cancellation • any prepaid tuition fees will be refunded • the withdrawal fee will not be applicable. <p>Exclusion</p> <p>Students will be advised in writing of the decision to exclude by cancelling their enrolment</p> <p>Students who have had their enrolment cancelled due to unsatisfactory academic progress may not enroll in another degree level qualification at the Institution for a period of one year.</p> <p>A student may not be excluded before he or she has had a warning letter or course review.</p> <p>Complaints and Grievances</p> <p>A student who has concerns following the meeting with senior academic staff should contact the Academic Director in the first instance. If the student is unable to resolve the issue the student can request an opportunity to make his or her case to the Academic Board via Whitehouse's Academic Grievance and Appeals procedure.</p> <p>Publication of Information</p> <p>This policy and procedure is published on the Whitehouse website, and in hard copy in both the Sydney and Melbourne campus libraries.</p>
<p>Relevant Legislation</p>	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2015 • 2016 Higher Education Support Act (2003) • Australia Qualifications Framework (AQF) • Education Services for Overseas Students Act 2000 (ESOS) • National Code of Practise for Providers of Education and Training to Overseas Students 2018 • Commonwealth Register of International Courses for Overseas Students (CRICOS) • Department of Fair Trading (Victoria) (NSW) • Administrative Appeals Tribunal
<p>Key Related Documents</p>	<p>Access and Equity Policy</p> <p>Access and Equity Procedure</p> <p>Academic Grievance and Appeals Policy</p> <p>Academic Grievance and Appeals Procedure</p> <p>Notification to Withdraw or Defer Studies Form</p> <p>Incidental Fee Schedule</p> <p>Refund and Withdrawal/Deferral Policy</p>

Definitions	<p>The following definitions apply for the purpose of this Procedure:</p> <p>A Student is deemed 'Academically at Risk' if he/she:</p> <ul style="list-style-type: none"> • fails for the first time the first assessment submission in any subject in the course • fails 50% or more of the course at each progression period or • fails to attend three consecutive classes per subject or • has failed the same subject twice or • has failed to meet any conditions previously imposed on the student's enrolment by the Academic Director or • exceeds the maximum period allowed for attempting the course of study. <p>Confirmation of Enrolment (CoE)</p> <p>Is a document that confirms your enrolment as an international student and states the start and end dates of your course of study.</p> <p>Maximum Time to Complete Courses</p> <p>Except where the Academic Director determines otherwise, the maximum time for a domestic student to complete a course will be calculated by doubling the years required to complete the course on a normal full-time study load and adding one year. Exceeding the maximum period for a course will not trigger an automatic exclusion but will act as a flag for the Academic Director to require the student to justify his or her continuing in the course of study. The Academic Director will need to negotiate with the student an agreed target date for completion.</p> <p>Progression period</p> <p>The period of study at the end of which a student's academic progress is formally assessed.</p> <p>First progression period - aligns with the assessment period for the first assessment submission in each subject of the course. This is usually Teaching Week 6 of the Academic calendar.</p> <p>Second progression period – aligns with the assessment period for the overall subject, at the end of the study period.</p>
Responsible Officer	Academic Director
Approval Authority/ Authorities	Academic Board
Date Approved	02/05/2019
Date of Commencement	03/05/2019
Date for Review	02/05/2022
Documents superseded by this Procedure	<p>008-11 P Student Progression and Exclusion Policy</p> <p>008-11 D Student Progression and Exclusion Procedures</p>

Amendment History	<p>02/2019 Formatting, updating terminology and updating international students with reference to National Code 2018.</p> <p>05/2018 Re-branding – Header & Footer only</p> <p>01/2013 Changed formatting - included procedure and policy in one document Minor adjustments and inclusions to policy wording</p> <p>19/09/2012 Approved (p.16 of Board Papers)</p> <p>NOTES: The Student Progression and Exclusion Policy & Procedure (G:\ACADEMIC\POLICIES and PROCEDURES\Academic\Final Version in Word and G:\ACADEMIC\POLICIES and PROCEDURES\Academic\Final Version in Word) state that Date Approved was 9 Dec 2011 by the Academic Board but the Cancellation Policy (G:\ACADEMIC\POLICIES and PROCEDURES\Draft) states that it has been approved at 19 September 2012 by the Board of Governors</p> <p>10/2016 Policy and Procedures separated and HE and VET documentations separated. Updated formatting and minor amendments Prior approval Board of Governors</p>						
Signed and dated for Whitehouse Pty Ltd	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; width: 33%;"></td> <td style="text-align: center; width: 33%;"><u>Leslie Taylor</u></td> <td style="text-align: center; width: 33%;"><u>2/5/19</u></td> </tr> <tr> <td style="text-align: center;">Signature</td> <td style="text-align: center;">Name</td> <td style="text-align: center;">Date</td> </tr> </table>		<u>Leslie Taylor</u>	<u>2/5/19</u>	Signature	Name	Date
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INFORMAITON FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management LTACC Academic Staff Administration Staff Students