

Procedure Name	STUDENT PROGRESSION AND EXCLUSION PROCEDURE
Procedure Number	A009_PR_VET(Academic)
Purpose	This procedure outlines the procedures to be followed in the event of a student's unsuccessful progression through a vocational education and training (VET) course, including a training package qualification or accredited course at Whitehouse Institute of Design, Australia (Whitehouse).
Scope	This procedure applies to all Whitehouse Institute of Design, Australia (Whitehouse) students enrolled in all vocational education and training (VET) courses delivered by Whitehouse.
Procedure	<p>Student Progression for Academically at Risk Students</p> <p>A student is considered to be academically at risk and therefore at risk of unsuccessful progression when they:</p> <ul style="list-style-type: none"> do not achieve competence for assessment tasks that have been submitted fail to meet the requirements of a prerequisite unit do not attend classes for an extended period and/or do not submit required assessment tasks. In this situation a NOT COMPETENT mark is recorded for all units of study undertaken during the study period informally withdraw/discontinue studies or defer during a study period without following the correct changing enrolment process (i.e. non-completion and submission of formal documentation). <p>Intervention action will apply to each student who is deemed to be academically at risk due to poor attendance and/or academic performance.</p> <p>A student may not be excluded before intervention steps and strategies have been applied.</p> <p>Review of Student Progress</p> <ul style="list-style-type: none"> Academic staff should immediately advise the Course Coordinator of any student they consider to be academically at Risk. Their concerns will be discussed with reference to and review of the student's record in EduPoint. Final results for all students enrolled in each VET course will be provided by the Student Administrator to the Course Coordinator no later than one week prior to the commencement of the next study period. <p>The VET Course Coordinator will forward final results for the VET for Secondary Students program to the Administration Manager for recording in EduPoint. The VET Course Coordinator is also responsible for entering final results in the relevant school student management system.</p> <ul style="list-style-type: none"> The Course Coordinator will review the academic progress of each student at the end of each study period.

Attendance Requirements

- Academic staff will mark the roll book at the commencement of each class (twice a day for VET for Secondary Student programs) and will monitor each student's attendance throughout the study period. Students are expected to remain in class and participate in class activities for the entire class.
- The attendance record is digitally recorded and is made available to student administration at the end of class.
- If a student has failed to attend three consecutive classes (or 2 days for VET for Secondary Students attending by block release) for any subject, student administration will notify the Course Coordinator that the student has been identified as being potentially academically at risk and a suitable intervention strategy will be implemented.

However, if the student is enrolled in a VET for Secondary Students program and Whitehouse has not been previously advised of their absence the teacher will immediately advise student administration, who will contact the student's emergency contact to advise of and seek clarification about the absence.

Intervention Steps and Support Strategies

Intervention Steps:

WHEN TO IMPLEMENT AN INTERVENTION	TYPE OF INTERVENTION
1 st warning Unsatisfactory Progress and/or Non-Attendance	Notification of school/parent/guardian and Academic Counselling letter* and Meeting with VET Course Coordinator and/or Academic Director and/or School Coordinator**
2 nd warning Unsatisfactory Progress and/or Non-Attendance	Notification of school/parent/guardian and Warning Letter and Course Review *** and Meeting with VET Course Coordinator and/or Academic Director**
3 rd Time &/or Subsequent warnings Unsatisfactory Progress and/or Non-Attendance	Notification of school/parent/guardian and Meeting with VET Course Coordinator and/or Academic Director and/or School Coordinator ** and Show Cause Letter****

* **Academic Counseling Letter**

An academic counseling letter/email:

- advises the student, and if relevant, the school contact and/or parent or guardian, that they are considered to be academically at risk and why

- invites the student to meet with the VET Course Coordinator and/or Academic Director to discuss the situation from both the Whitehouse and the student's perspectives
- identifies potential support strategies for addressing issues that may be contributing to the situation, which may include but are not limited to:
 - referral to counseling, services
 - referral to academic skills support services
 - disability support services
 - restructure of the student's study program
 - negotiation of a learning contract.
- advises the student of potential consequences of them not taking steps to address the situation.

**** Meeting with VET Course Coordinator and/or Academic Director and/or School Coordinator**

A meeting with the VET Course Coordinator and/or Academic Director and/or School Coordinator will provide a consistent and equitable approach to reviewing the student's academic performance, which will include but is not limited to:

- advising the student that he or she is considered at risk of not meeting the requirements of the training package qualification or accredited course
- discussing with the student the possible reasons for not meeting the requirements of the course
- discussing options for improving performance to achieve competence
- providing the student with information about accessing relevant support services
- developing an agreed course plan to support the student in achieving competence. The course plan will clearly outline the agreed strategies that will be implemented to maximise the student's chances of achieving competency

A copy of the 'Agreed Course Plan' will be sent to the student and a copy placed on the student's file

Should any further action be necessary the course plan will be used as a point of reference

- putting the student on notice that continued unsatisfactory attendance and/or performance will result in a requirement to Show Cause at a course review meeting.

***** Warning Letter and Course Review**

A warning letter/email and course review:

- explains to the student, and if relevant the school contact and/or parent or guardian, why the student is considered to be academically at risk
- warns of the possible consequences of future unsatisfactory attendance and/or progress and
- requires the student to schedule a meeting by a specified date with the VET Course Coordinator and/or Academic Director to discuss options for addressing the situation.

****** Show Cause Letter**

A Show Cause Letter advises the student that:

- because they have not achieved competency despite the implementation of intervention strategies they will not be able to continue their studies or receive their qualification unless
- within twenty (20) working days of receipt of the letter, they provide evidence of compassionate or compelling circumstances that have prevented them from successfully implementing their agreed intervention strategies (course plan).

When a student fails to respond to the 'Show Cause' letter or they cannot show sufficient evidence of compassionate or compelling circumstances, their enrolment will be cancelled and the student advised accordingly in writing.

Support Strategies may include one or more of the following or other strategies deemed appropriate, depending on the student's circumstances:

- referral to a qualified counselor
- provision of time management and/or academic skills training and support
- provision of English language support
- provision of disabilities support
- restructure of the student's study program, including deferment of studies or reduced study load
- negotiation of a learning contract.

Record Keeping

The VET Course Coordinator must contact the student at every step of the process by telephone and email and must keep written records of all discussions that have taken place and all attempts, including unsuccessful attempts, to contact the student.

Copies of all correspondence must be kept as well as notes from all meetings and phone calls recorded using the student consultation form. All records must be kept on the student's file.

Additional Information for Overseas Students

The VET Course Coordinator and/or Academic Director will advise overseas students that unsatisfactory course progress in two consecutive study periods for the course could lead to the student being reported to authorities and the student's visa cancelled, depending on the outcome of any appeal process.

Should the VET Course Coordinator and/or Academic Director decide that the duration of the student's study needs to be extended student administration will be notified.

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 Confirmation of Enrolment (CoE) (Refer to the National Code, Standard 9.1)

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.

In the event that termination of enrolment occurs the notification will inform the student of Whitehouse's intention to report the student to the Department of Immigration for Unsatisfactory Course Progress.

Cancellation/Exclusion

1. 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 who does not provide evidence of compassionate or compelling circumstances that have prevented them from successfully implementing their agreed intervention strategies (course plan) within 20 working days of receipt of a Show Cause Letter.

The Student Administration Manager will cancel the student's enrolment in EduPoint. For overseas students the Student Administration Manager will also record the CoE variation on PRISMS.

2. Financial Implications

Once the Finance area has been notified of the cancellation of enrolment the following will apply:

- fees for the previous period of study will apply, but prepaid fees for future study periods will be refunded
- the withdrawal fee will not be applicable.

Exclusion

Students who have had their enrolment cancelled due to unsatisfactory academic progress may not enrol in another VET qualification at Whitehouse for a period of one year.

A student may not be excluded before he or she has had a warning letter or course review.

Students will be advised in writing of the decision to exclude by cancelling their enrolment.

Complaints and Grievances

If a student is not satisfied with the outcomes of a meeting with the VET Course Coordinator the Academic Grievance and Appeals Policy and Procedure (VET) should be implemented.

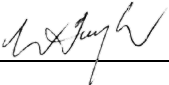
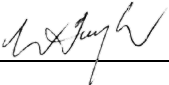
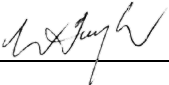
Relevant Legislation

- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [2016 Higher Education Support Act \(2003\)](#)
- [Australia Qualifications Framework \(AQF\)](#)
- [Education Services for Overseas Students Act 2000 \(ESOS\)](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2007](#)
- [Commonwealth Register of International Courses for Overseas Students \(CRICOS\)](#)
- [Department of Fair Trading \(Victoria\) \(NSW\)](#)
- [Administrative Appeals Tribunal](#)

Key Related Documents

Student Progression and Exclusion Policy (VET)
Access and Equity Policy

	<p>Access and Equity Procedure</p> <p>Academic Grievance and Appeals Policy (VET)</p> <p>Academic Grievance and Appeals Procedure (VET)</p> <p>Confirmation of Enrolment (CoE)</p> <p>Notification to Withdraw or Defer Studies Form</p> <p>Incidental Fee Schedule</p> <p>Withdrawal and Deferment Policy (VET)</p> <p>Withdrawal and Deferment Procedure (VET)</p>
Definitions	<p>The following definitions apply for the purpose of this Procedure:</p> <p>Academically at Risk</p> <p>A Student is considered to be Academically at Risk if they:</p> <ul style="list-style-type: none"> • do not satisfy the assessment requirements of the first assessment submission in any unit in the course • fail to attend three consecutive classes in any given unit or • have not achieved competence for the same unit of competency twice. <p>Compassionate or Compelling Circumstances</p> <p>These are circumstances 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:</p> <ul style="list-style-type: none"> • serious illness or injury (a medical certificate should be provided stating that the student was unable to attend classes) • bereavement of close family members (a death certificate should be provided) • major political upheaval <i>or</i> natural disaster in the home country requiring their emergency travel and thus impacting on their studies • a traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> ○ involvement in or witnessing of an accident or ○ a crime committed against the student <i>or</i> ○ the student has been a witness to a crime. <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>
Responsible Officer	Academic Director
Approval Authority/ Authorities	Academic Board
Date Approved	10/12/2018
Date of Commencement	10/12/2018

Date for Review	10/12/2021			
Documents superseded by this Procedure	008-11 P Student Progression and Exclusion Policy 008-11 D Student Progression and Exclusion Procedures			
Amendment History	<p>10/2016 Policy and Procedures separated and HE and VET documentations separated. Updated formatting and minor amendments Prior approval Board of Governors</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>			
Signed and dated for Whitehouse Pty Ltd	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; text-align: center; vertical-align: bottom;">  <hr style="width: 100%;"/> Signature </td> <td style="width: 33%; text-align: center; vertical-align: bottom;"> Les Taylor <hr style="width: 100%;"/> Name </td> <td style="width: 33%; text-align: center; vertical-align: bottom;"> 10/12/18 <hr style="width: 100%;"/> Date </td> </tr> </table>	 <hr style="width: 100%;"/> Signature	Les Taylor <hr style="width: 100%;"/> Name	10/12/18 <hr style="width: 100%;"/> Date
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INFORMAITON FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management LTACC Academic Staff Administration Staff Students