

Procedure Name	STUDENT PROGRESSION AND EXCLUSION PROCEDURE
Procedure Number	A009_PR_HE (Academic)
Purpose	This procedure details the process that is undertaken in the event of a student's unsuccessful progression in an accredited higher education course.
Scope	<p>This procedure applies to all Whitehouse Institute of Design, Australia (Whitehouse) students in all accredited higher education courses, including.</p> <ul style="list-style-type: none"> • HELP Loan and non-HELP Loan students. • domestic and international students.
Procedure	<p>1 Student Progression Procedure</p> <p>1.1 A full list of final results for all students across all higher education courses from a previous study period is provided by the Student Administrator to the Founder and Executive Director within one week prior to the next study period commencing.</p> <p>1.2 The Academic Director formally reviews 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 the Student Administration System.</p> <p>1.3 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 are discussed and the student's record in the Student Administration System.</p> <p>2 Attendance Requirements & Support Strategies for Non-attendance</p> <p>2.1 Students are required to attend a minimum of 90% of scheduled classes.</p> <p>2.2 Students with continued non-attendance are in breach of clause 2.1 and will be penalised with 2% being deducted from their overall mark for the subject, for each unapproved absence.</p> <p>For the Workshop subject which has multiple classes within a week, the penalty will be a 1% mark deduction from their overall mark for the subject, for each unapproved absence.</p> <p>The maximum cumulative marks penalty cannot exceed a total of 10% for a given subject.</p> <p>2.3 Academic staff monitor all student attendance in the subject by marking a roll at the commencement of each class.</p> <p>2.4 The attendance record is available to student administration and kept on student files.</p> <p>2.5 If a student fails to attend two consecutive/non-consecutive classes for any subject, student administration notifies the Academic Director that they have been identified as 'Academically at Risk' and a suitable intervention strategy (an Individual Learning Plan – ILP) is implemented. (refer also Step 2.1 of the Flowchart and explanatory notes 2.1.1 and 2.1.2)</p> <p>2.6 Intervention Steps and Support Strategies:</p>

	When to implement an intervention	Type of intervention
2.5.1	1 st time non-attendance	Teacher academic counselling (informal).
2.5.2	2 nd consecutive/non-consecutive non-attendance	“at risk” Letter of Concern. Meeting with Student Administration &/OR Academic Director negotiated “Individual Learning Plan” (ILP) devised and implemented. Student progress monitored. Outcome recorded in student file.
2.5.3	Continued non-attendance	‘at risk’ Show Cause Letter. Meeting with Senior staff and/or Admin. Negotiated “Individual Learning Plan” devised and implemented. Student progress monitored. OR student defers OR withdraws. Outcome recorded in student file.
2.5.4	Notification to cancel enrolment letter	‘Intention to Cancel Enrolment’ letter. Consideration of student’s response and submitted evidence as listed in 3.4.1 and 3.4.2; Sects 7-9 below.

3. Unsatisfactory academic performance & support strategies

	When to implement an intervention	Type of intervention
3.1	Unsatisfactory progress (in-class tasks)	Teacher academic counselling (informal) – sets new or adjusts current learning activities. Non-submission of assessment – Refer to Assessment policy.
3.2	Unsatisfactory progress (1 st formal assessment)	Submitted with results - “at risk” Letter of Concern. Meeting with teacher, Student Administration &/OR Academic Director. Negotiated “Individual Learning Plan” devised and implemented for resubmission of the first assessment task. Student progress monitored. Outcome recorded in student file.
3.3	Continued unsatisfactory progress (resubmission of 1 st formal assessment)	Meeting with Senior staff and/or Admin. Negotiated “Individual Learning Plan” devised and implemented. Student progress monitored.

3.4	Continued unsatisfactory progress (2 nd formal assessment)	Submitted with results - 'at risk' Show Cause Letter. Meeting with teacher, Senior staff and/or Admin. Negotiated "Individual Learning Plan" to resubmit 2 nd assessment devised and implemented. Student progress monitored. OR student defers OR withdraws. Outcome recorded in student file.
3.5	Continued unsatisfactory progress (resubmission of 2 nd formal assessment)	Student does not meet requirements for the progression period. Student is formally notified by Student Administration of results and mode of academic progression.
3.6	Notification to cancel enrolment letter	'Intention to Cancel Enrolment' letter. Consideration of student's response and submitted evidence as listed in 3.4.1 and 3.4.2; Sects 7-9 below.

Notes on:**4. Academic Counseling:** refers to an informal process where the relevant teacher:

- 4.1 advises the student of their obligations re attendance, as specified in this procedure and Student Handbook;
- 4.2 counsels the student on the importance of attendance and its benefits to positive student learning and achievement of course outcomes;
- 4.3 encourages the student to seek additional support, where needed; and
- 4.4 warns the student of possible consequences of future absences and unsatisfactory progress.

5. Letter of Concern and negotiated Individual Learning Plan" (ILP)

At "at risk" letter of concern/email is a notification that:

- 5.1 explains to the student why they are considered at risk of unsatisfactory progress;
- 5.2 advises the student of the possible consequences of their current at-risk status, and
- 5.3 that any continued absence or future unsatisfactory progress may jeopardize their enrolment;
- 5.4 requires the student to meet by a specific date with the Senior and/or Admin staff to address the matter. (Refer Step 2.1 of Flowchart diagram and notes 2.1.1-2.1.2).

6. Show Cause letter and negotiated Individual Learning Plan* (ILP)

A show cause warning letter/email is a notification that:

- 6.1 advises the student that their course progression is at serious risk due to unsatisfactory progress and/ or continuous non-attendance;
- 6.2 requires the student to meet by a specific date with the Senior and/or Admin staff to address the issue, and
- 6.3 a non-response and/or any continued absence or unsatisfactory progress will result in the cancellation of their enrolment. (Refer Step 2.2 of Flowchart diagram and note 2.2.5)

7. Notification of Cancellation of Enrolment letter:

A letter that advises students that their enrolment will be cancelled, unless the student:

- 7.1 provides evidence that the requirements of the agreed Intervention Plan have been met;
- 7.2 provides evidence that Whitehouse has not implemented its intervention and support strategy in line with its policies and procedures;
- 7.3 demonstrates satisfactory completion of course requirement;
- 7.4 provides evidence that compassionate or compelling circumstances have occurred.

Where a student fails to respond to the 'Show Cause' letter, a notification of 'Intention to cancel enrolment' is sent to the student. 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.

8. Meeting with Senior Academic Staff

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

- 8.1.1 identify problem areas that may be contributing to a student's non-attendance and / or poor academic performance;
- 8.1.2 canvass strategies for improving the student's chance of academic success, and
- 8.1.3 document the student issue, using the Student Consultation Form (SCF)
- 8.1.4 inform the development of an agreed Individual Learning Plan, if required.

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

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

9. Agreed Individual Learning Plan

- 9.1 The outcome of the meeting with the Academic Director &/or Student Administration &/or Course coordinators is a completed agreed Individual Learning Plan depending on the "at risk" status level of the student;
- 9.2 The relevant plan outlines clearly the requirements the student must meet to progress in the course;
- 9.3 The plan forms the basis for recommended action and for reference if the student requires further support and is also be available for referral during consideration of any future unsatisfactory academic performance by the student; and
- 9.4 A copy of the agreed Individual Learning Plan is be sent to the student and a copy placed on the student's file.

10. Support Strategies

Possible support strategies include but are not limited to:

- 10.1 Directing students to engage with relevant support services such as national health programs, free online services and resources as part of their off-class study routine
- 10.2 Undertaking additional English language training or assistance; undertaking an enabling course;
- 10.3 Referring students to additional support services such as counseling by a qualified counselor. (refer Student Support Services Policy and Procedure)
- 10.4 Restructuring the student's study program, including deferment of studies or reduced study load; or
- 10.5 Issuing an Individual Learning Plan.

11. Record Keeping

- 11.1 Designated staff follow up with the student, email correspondence in the first instance, escalated to a phone contact if needed;
- 11.2 A copy of all correspondence and notes from all meetings is documented using the Student Consultation Form and kept on the student's file;

12. Additional Information for International Students

- 12.1 The Academic Director &/or Student Administration advises 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.
- 12.2 The Academic Director &/or Student Administration may decide that the duration of the student's study needs to be extended. Student Administration actions this accordingly within PRISMS.
- 12.3 Any overseas student recommended for Academic Progression or Unsatisfactory Academic Progression is 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)
- 12.4 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.
- 12.5 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:
 - 12.5.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - 12.5.2 bereavement of close family members (where possible a death certificate should be provided)
 - 12.5.3 major political upheaval *or* natural disaster in the home country requiring their emergency travel and this has impacted on their studies
 - 12.5.4 a traumatic experience which could include but is not limited to:
 - (i) involvement in or witnessing of an accident; or
 - (ii) a crime committed against the student; or

(iii) the student has been a witness to a crime.

12.6 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.

13 Cancellation/Exclusion

13.1 Non-attendance

13.1.1 In the event that a student does not attend classes for two consecutive classes, Student Administration contacts the student by email to formally notify them that the first notification of absenteeism has been recorded against their file, and the student is academically at risk of not meeting the learning requirements to successfully complete the course.

13.1.2 If absences continue, the matter will be escalated to Step 2 of the formal process and a 'show cause' letter will be issued to the student.

13.2 Non-submission of Assessment Tasks

13.2.1 In the event that the student does not respond to the teacher or Student Administration, academic support and has not made provision to submit outstanding assessments, Whitehouse will notify the student of the 'Intent to Cancel Enrolment' if they do not respond and they will not progress.

13.2.2 From the date that the student is sent the 'Intention to Cancel Enrolment' the student has 20 working days to appeal the cancellation.

13.2.3 If the student's appeal is upheld, the Academic Director negotiates with the student to agree on and implement an Individual Learning Plan so as to assist the student in their learning progression.

13.2.4 If the student does not contact Whitehouse within the 20 days of being notified, or if their appeal is not upheld, the student's enrolment will be cancelled.

13.3 Cancellation of Enrolment

13.3.1 Once it has been determined that a student's enrolment is to be cancelled the Student Administration Manager notifies the Executive Directors and the Finance Manager.

13.3.2 A report of the intention to cancel enrolment due to non-progression is also provided to the Executive Management Committee.

13.3.3 A formal notification of cancellation due to non-progression is sent to the student after the 20-day period has passed.

13.3.4 The Student Administration Manager will cancel the student's enrolment in the Student Administration System.

13.3.5 For overseas students the Student Administration Manager will also record the CoE variation on PRISMS.

14. Financial Implications

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

- 14.2 fees for the previous period of study will apply, but future fees are removed as of the date of cancellation
- 14.3 any prepaid tuition fees are refunded
- 14.4 the withdrawal fee is not enforced
- 14.5 failure to pay scheduled non-tuition fees on their due dates incur penalties. Refer Whitehouse Website *Incidental Fees and Charges Schedule* for more information: <https://whitehouse-design.edu.au/student-portal/>

15. Exclusion

- 15.1 A student is advised in writing of the decision to exclude them by having their enrolment cancelled.
- 15.2 A student who has had their enrolment cancelled for a reason(s) as defined by the Policy is not permitted to enroll in another degree level qualification at the Institution for a period of one year.
- 15.3 Students may not be excluded however before they've received a first warning and / or a show cause letter; have had an academic consultation and/or an Individual Learning Plan.

16. Grievances and Complaints Resolution

- 16.1 A student can appeal the decision, as per the:
- (i) G005_Student Grievance and Complaints Resolution (Non-Academic) Policy and Procedures, OR the
 - (ii) A005_Student Grievance and Complaints Resolution (Academic) Policy and Procedures, which ever applies.
- Policies / procedures are available on the Whitehouse Website at:
<https://whitehouse-design.edu.au/policies-procedures/>
- 16.2 A student must not make a false declaration and / or submit false evidence (e.g. Statutory Declaration; Medical Certificate; Reference; Testamur) in support of a grievance or complaint.
- 16.3 Proven cases of false declarations and / or submissions can lead to a student's course suspension, exclusion or cancellation of enrolment.

17. Publication of Information




This policy and procedure are published on the Whitehouse website, and in hard copy in both the Sydney and Melbourne campus libraries.

Relevant Legislation

- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [2016 Higher Education Support Act \(2003\)](#)
- [Australia Qualifications Framework \(AQF\)](#)
- [Education Services for Overseas Students Act 2000 \(ESOS\)](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
- [Commonwealth Register of International Courses for Overseas Students \(CRICOS\)](#)

<p>Key Related Documents</p>	<ul style="list-style-type: none"> • Department of Fair Trading (Victoria) (NSW) • Administrative Appeals Tribunal • Student Access and Equity Policy and Procedure • Student Support Services Policy and Procedure • Student Grievances and Complaints Resolution (Non-Academic) Policy and Procedure • Student Grievances and Appeals Resolution Policy and Procedure (Academic) • Cancellation, Refund and Changes to Courses Policy • Cancellation, Refund and Changes to Courses Procedure • Notice to submit assessment work • At risk letters to students – various templates • Student Consultation Form • Individual Learning Plan (ILP) Template • Notification of Intention to Cancel Student Enrolment • Formal Notification of Cancellation of Enrolment • Letter of Enrolment Release Form • Notification to Withdraw or Defer Studies Form • Incidental Fee Schedule
<p>Definitions</p>	<p>The following definitions apply for the purpose of this Procedure:</p> <p>A student's 'Academic Performance' 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 to attend two consecutive/non-consecutive classes per subject, (at risk – warning), OR • continues to be absent from class after receiving a first warning letter (at risk – show cause) • has not submitted one or more assessments for a subject (at risk – warning) (refer to Assessment Policy and Procedure), OR • fails a subject in any Study Period (at risk – warning), OR • fails the same subject twice, (at risk – show cause), OR • fails 50% or more of the course at each progression period, (at risk – show cause), OR • fails to meet any conditions previously imposed on their enrolment by the Academic Director, (at risk – show cause), OR • exceeds the maximum period allowed for course completion. <p>Confirmation of Enrolment (CoE)</p> <p>Is a document that confirms a student's enrolment and states the enrolment start and end dates.</p> <p>Maximum Time to Complete Courses</p> <p>Except where the Founder and Executive Director of Whitehouse determines otherwise, the maximum time for a student to complete a course will be calculated by doubling the years required on a normal full-time study load, plus one year. Exceeding the maximum time will not trigger an automatic exclusion but will act as a flag to the student to justify their</p>

	<p>continued enrolment. The Founder and Executive Director or delegate will negotiate with the student an agreed end date for completion.</p> <p>Progression period</p> <p>There are three progression periods, aligned to the three Trimesters (or Study Periods) in a given calendar year, six in total over the two years full-time study mode. At the end of each Trimester (or Study Period), students are assessed for progression to the next Trimester (or Study Period), based on their satisfactory academic performance in the subjects attempted in the current Study Period.</p>
Responsible Officer	<p>Founding and Executive Director</p> <p>Co-Executive Director</p> <p>Academic Director</p>
Approval Authority/ Authorities	Academic Board
Date Approved	01/06/2021
Date of Commencement	02/06/2021
Date for Review	01/06/2024
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>06/2021 Re-approval</p> <p>11/2019</p> <p>Formatting – numbering of sections, clauses and sub-clauses Revision of sections 2.1-3.6, 4.2, 6.1 related to student non-attendance Inclusion of a Flow diagram with explanatory notes related to sections 2 – 3; 6.1 related to student non-attendance; new clause 14.5 penalties incurred for late payment of non-tuition related fees. Template letters Individual Learning Plan (ILP) template</p> <p>Minor changes to text syntax to highlight (where appropriate) what happens, rather than what will or may happen.</p> <p>02/2019</p> <p>Formatting, updating terminology and updating international students with reference to National Code 2018.</p> <p>05/2018</p> <p>Re-branding – Header & Footer only</p> <p>01/2013</p> <p>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>						
<p>Signed and dated for Whitehouse Pty Ltd</p>	<table border="1"> <tr> <td data-bbox="396 695 776 850"></td> <td data-bbox="776 695 1214 850"><u>L.F. TAYLOR</u></td> <td data-bbox="1214 695 1482 850">01/06/2021</td> </tr> <tr> <td data-bbox="396 850 776 911">Signature</td> <td data-bbox="776 850 1214 911">Name</td> <td data-bbox="1214 850 1482 911">Date</td> </tr> </table>		<u>L.F. TAYLOR</u>	01/06/2021	Signature	Name	Date
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Signature	Name	Date					

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management LTACC Academic Staff Administration Staff Students