



## COURSE PROGRESS POLICY

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| <b>Supporting documents, procedures &amp; forms:</b>  | <a href="#">Compassionate or Compelling Circumstances Guideline</a><br><a href="#">Conflict of Interest Policy</a><br><a href="#">Coursework Exclusion Appeal Committee Terms of Reference</a> (Appendix)<br><a href="#">Coursework Rules</a><br><a href="#">Delegations of Authority Policy</a><br><a href="#">Procedures for the Review of Marks or Grades and Other Academic Decisions (Coursework)</a><br><a href="#">Records Management Policy</a><br><a href="#">Review and Appeal of Academic Decisions Policy</a><br><a href="#">Teaching and Assessment: Code of Practice – Teaching</a><br><a href="#">Teaching and Assessment: Assessment and Feedback Policy</a><br><a href="#">Teaching and Assessment: Subject Delivery Policy</a><br><a href="#">University Code of Conduct</a> |   |  |
| <b>Relevant Legislation &amp; External Documents:</b> | <a href="#">Education Support for Overseas Students Act, 2000 (Commonwealth)</a><br><a href="#">National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007</a> (“the National Code”)<br><a href="#">Higher Education Support Amendment (Job-Ready Graduates and Supporting Regional and Remote Students) Act 2020</a><br><a href="#">Higher Education Support Act 2003</a><br><a href="#">Administration Guidelines 2012</a>   |   |  |
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## 1 Purpose of Policy

1. The Course Progress Policy establishes:
  - a. the requirements, definitions and procedures to be used in determining the standards of acceptable course progress;
  - b. definitions of the roles and responsibilities of UOW staff and students with regard to course progress and, for students enrolled in a CSP who commenced their course after 1 January 2022, the maintenance of a completion rate which meets the legislated requirements ; and
  - c. descriptions of the resources and choices available to assist students at risk of not achieving or who have not achieved University course progress standards.
2. The Course Progress Policy sets out the process by which the University meets several of its obligations to international students under the National Code.

## 2 Definitions

| Word/Term                      | Definition (with examples if required)   |
|--------------------------------|--|
| Academic teaching staff        | Any person who carries out teaching responsibilities under the authority of the Head of an Academic Unit   |
| 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.  |
| CoE                            | Confirmation of Enrolment; the document providing evidence of a student's enrolment with the University; it contains information about the University, the course and duration of study the student is enrolled in, and is required before international students can be issued a student visa.  |
| Commonwealth Supported Place   | A place in a course of study for which the tuition fees are subsidised by the Australian Government, so that students only pay Student Contribution amounts for their units of study.  |
| Commonwealth Supported Student | An eligible Domestic Student whose tuition fees in a course of study are subsidised by the Australian government.  |
| Completion Rate                | Applies to domestic students commencing on or after 1 January 2022. A rate of progress that is used as a criterion for determining a student's eligibility for ongoing Commonwealth funding for the course they are enrolled in.   |
| Conflict of Interest           | Where there is a divergence between the individual interests of a staff member or affiliates and their professional obligation to the University, such that an independent observer might reasonably question whether the professional actions or decisions of that staff member are influenced by their own interests or are for their own benefit. |



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| Course  | A program of study consisting of a combination of subjects and other requirements, whether leading to a specific higher education award or not.  |
| Course progress                               | Assessed advancement within a course toward the completion of that course  |
| Course progress advisor                       | Any academic staff member, usually the Associate Dean (Education) or Head of Students, who is designated by the Faculty to assist students with regard to enrolment, academic performance, and referral to student support services. The Dean of Programs will be the Course Progress Advisor for INTI Malaysia. The Associate Dean International of the relevant Faculty shall appoint course progress advisors for other offshore locations. |
| Course status                                 | Category of enrolment determined by assessed course progress   |
| Coursework                                    | Work completed as part of a subject that may not contain original research   |
| Coursework Exclusion Appeals Committee (CEAC) | Committee to consider and adjudicate upon Stage 2 appeals against exclusion  |
| Credit point                                  | The value attached to a subject that indicates study load  |
| Delegated authority                           | A person given authority to perform a function or task under the Delegations of Authority Policy   |
| Faculty Exclusion Appeals Committee (FEAC)    | Committee to consider and adjudicate upon written Stage 1 appeals against exclusion.   |
| Exclusion                                     | A decision whereby a student's registration is terminated for a defined period. The student must apply directly to UOW for re-admission at the conclusion of the period of exclusion, should re-admission be sought.   |
| EFTSL   | Equivalent Full Time Study Load  |
| Incomplete results                            | A student will be deemed to have incomplete results for a study period where the student has withheld grades totalling 50% or more of credit points attempted or has a combination of failing grades and withheld grades totalling 50% or more of credit points attempted (provided the student is not otherwise regarded as having not met course progress requirements).   |
| Intervention Strategy                         | Systematic plan of action, adapted to assist students on a course status of referral or restricted in meeting course progress requirements. The strategy 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.  |



|                                  |  |
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| International Student            | A student who is not an Australian or New Zealand citizen or the holder of a permanent resident status, and is required to hold a visa to study in Australia and is liable for international student fees.   |
| Leave of absence                 | Period of approved leave from the University   |
| MD                               | Doctor of Medicine   |
| 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  |
| Pending                          | Course status where a student has either been deemed to have incomplete results for a study period, or is awaiting the outcome of an exclusion appeal.   |
| Postgraduate coursework students | Candidates for Graduate Certificates, Graduate Diplomas, and Masters by Coursework degrees   |
| Referral                         | Course status where a student on a course status of active in the previous monitoring period has not achieved satisfactory course progress, or where a student on a course status of restricted has achieved satisfactory course progress.   |
| Restricted                       | Course status where a student on a course status of referral has not achieved satisfactory course progress in the previous monitoring period. For students enrolled in the MD, the course status of restricted applies to students who have had one session of unsatisfactory course progress at any time during their enrolment |
| Special circumstances            | As prescribed by section 36-21 of the Higher Education Support Act 2003 and Chapter 3 of the Administration Guidelines 2012.   |
| Student                          | A person enrolled to study or registered for a course of study in a coursework degree, or in coursework elements of a research degree.   |
| Study period                     | Period of not more than six months within a course in which a student must be enrolled unless the student has been granted a deferral or a leave of absence.   |
|                                  |  |
| Subject                          | A self-contained unit of study identified by a unique code   |
| Suspension                       | A decision whereby a student's registration is suspended, as a result of which the student is prevented from enrolling in any subject for a defined period. The student will be re-admitted at the conclusion of the period of suspension.   |



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| Working day | A working day according to the ordinary hours of business (AEST) of the University of Wollongong. |
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### 3 Application & Scope - Exclusions or Special Conditions

1. This policy applies to all coursework students, including Higher Degree Research Students enrolled in coursework subjects, whether studying on campus, by flexible delivery or in online delivery mode. Progress by Higher Degrees Research (HDR) students is regulated under Rules 5.10 – 5.21 of the HDR Award Rules.
2. Excluded from the scope of this policy are:
  - a. Students enrolled at UOW Dubai;
  - b. Study Abroad and exchange students whose home institution is not the University of Wollongong;
  - c. Non- award students; and
  - d. Cross-institutional enrolments.
3. This policy does not apply to monitoring progress against minimum performance requirements within the particular course rules of a course, such as a requirement to maintain a minimum weighted average mark (WAM) to meet course requirements (for example in a Scholar or Dean's Scholar course) which are monitored by the Faculty.

### 4 Policy Principles

1. The principles guiding this policy are:
  - a. all students shall be treated fairly and openly;
  - b. all students are responsible for their own course progress;
  - c. appropriate learning and other support should be offered to students identified as at risk of not achieving satisfactory course progress; and
  - d. appropriate information regarding course status should be made available to students identified as at risk of not achieving satisfactory course progress.
2. Underlying the requirements, definitions, and procedures of this policy are the principles of equity, consistency, transparency and natural justice.

### 5 Monitoring Progress

1. The University's course progress requirements as outlined in sections 7.1 and 7.2 below are based on final results for subjects and assessed within a given time period between two and three times each year.
2. For students enrolled in courses delivered using a two session model:
  - a. the first course progress study period includes all subjects with results released between 1st February and 31st July of that year; and
  - b. the second course progress study period includes all subjects with results released between 1st August and the following 31st January.



3. For students enrolled in courses delivered using a trimester session model:
  - a. the first course progress study period includes all subjects with results released between 1st February and 31st May of that year;
  - b. the second course progress study period includes all subjects with results released between 1st June and 31st August of that year; and
  - c. the third course progress study period includes all subjects with results released between 1st September and the following 31st January.
4. UOW Summer session final results shall not be assessed for the purpose of monitoring progress against the University's course progress requirements. However, all failed subjects will count towards the completion rate requirements defined in sections 8.1 to 8.2.
5. For students enrolled in subjects delivered using a structure other than the two session or trimester model, the course progress study period shall be no longer than six months.
6. For students enrolled in a course jointly delivered by the University of Wollongong and another institution, the student will have their progress in both elements of the course assessed.
7. For students enrolled concurrently in two or more courses of study at the University of Wollongong, course progress will be separately assessed for each course. However, where a student is excluded from one course of study, that exclusion shall be extended to all other courses of study.

## 6 Passing and Failing Grades

1. For the purpose of assessing course progress:
  - a. the grades of Pass Supplementary, Pass, Credit, Distinction and High Distinction are considered to be passing grades;
  - b. the grades of Fail and Technical Fail are considered failing grades;
  - c. in subjects where performance is determined as satisfactory or unsatisfactory, the grades Satisfactory or Excellent are passing grades and the grade Unsatisfactory is a failing grade;
  - d. a grade of Unsatisfactory applied to a student enrolled in a multi-session subject and who is not permitted to continue their enrolment in the subject under Rule 7.13 of the Coursework Rules is considered a failing grade in the session of enrolment in which it is applied; and
  - e. a fail grade awarded in any subject undertaken by a student whose home institution is the University of Wollongong and who is studying cross-institutionally, or studying in an overseas institution on Study Abroad or student exchange, is considered a failing grade in the study period immediately preceding the session in which the student resumes study at the University.

## 7 Course Progress Requirements

1. A student who has passed more than 50% of credit points attempted in a study period specified in section 5.1-5.3 shall be regarded as having met course progress requirements.
2. A student who has failed 50% or more of credit points attempted in a study period specified in section 5.1-5.3 shall be regarded as having not met course progress requirements.





3. Under certain circumstances, a Course Progress Advisor may deem it appropriate to waive course progress requirements. These circumstances include, but are not limited to:
  - a. Circumstances where a student has been erroneously enrolled in a subject;
  - b. Instances where a part time student has attempted two subjects and failed one, provided that the student has not previously been on a status of referral or restricted;
  - c. The student can demonstrate the existence of compassionate or compelling circumstances that have affected their ability to study.
4. A student (other than a student on a Leave of Absence) who, for whatever reason, does not satisfactorily complete 6 credit points worth of study in a calendar year will be regarded as not having met satisfactory course progress. Changes to student's course statuses will occur as follows:
  - a. Students on a course status of active who do not complete a minimum of 6 credit points during a calendar year will be placed on a course status of referral;
  - b. Students on a course status of referral who do not complete a minimum of 6 credit points during a calendar year will be placed on a course status of restricted;
  - c. Students on a course status of restricted who do not complete a minimum of 6 credit points during a calendar year will be placed on a course status of excluded.
5. A student will move no more than one step through the course progress process in any given session. A student whose failure to satisfactorily complete 50% or more of credit points attempted in a session coincides with a failure to complete 6 credit points of study in a calendar year will not have their status changed for each failure individually.

## 8 Completion Rate Requirements

1. Domestic students commencing on or after 1 January 2022 must maintain a completion rate as outlined below in order to meet the eligibility requirements for Commonwealth assistance (Commonwealth Supported Place (CSP) and eligibility for a HELP Loan). Completion rate requirements are as follows:
  - a. Pass 50% or more of subjects attempted (initially assessed after the first eight subjects attempted and thereafter), for students enrolled in bachelor-level courses or higher, or
  - b. Pass 50% or more of subjects (initially assessed after the first four subjects and thereafter) for students enrolled in a university diploma, advanced diploma or associate degree.
2. A low completion rate applies after eight or more subjects of study in a bachelor or higher level course have been attempted, or four or more units in a higher education course lower than a bachelor level.
3. Where a student withdraws from a subject on or before census date, the subject will not count towards the student's completion rate.
4. Where a student withdraws from a subject after the census date without academic penalty, that subject will count towards the student's completion rate as a failed subject.
5. Students may apply for special circumstances, as prescribed by section 36-21 of the Higher Education Support Act 2003 and Chapter 3 of the Administration Guidelines 2012, to remove a failed subject/s from their completion rate. If the application for special circumstances is successful, any fail grade received for that subject/s will be excluded from the student's completion rate.



6. Commonwealth supported students who do not meet the completion rate requirements as specified in section 8.1 and are no longer eligible for Commonwealth funding (CSP or HELP loan) may seek to transfer to another course provided they are assessed as academically suitable for the course to which they have applied to transfer. Students wanting to remain enrolled in the current course may apply to pay full course fees upfront until the completion rate requirements as per 8.1 are met and the student is eligible to have their CSP reinstated.

## 9 Course Progress

### Course Status Pathways for Students

1. A student who is deemed to have incomplete results for a study period shall be placed on a pending course status and shall have their course status reassessed when final grades are declared.
2. A student who has not met course progress requirements according to the provisions of section 7.2 after declaration of grades or after reassessment of their course status according to the provisions of section 7.4:
  - a. shall be placed on a course status of referral if their course status in the preceding study period was active;
  - b. shall be placed on a course status of restricted if their course status in the preceding study period was referral; and
  - c. shall be placed on a course status of exclusion if their course status in the preceding study period was restricted, and shall be excluded from the University for a period of one year.
3. A student who is on a course status of active and who has met course progress requirements according to the provisions of section 7.1 after declaration of grades, or after reassessment of their course status according to the provisions of section 7.3 shall remain on a course status of active.
4. A student who is on a course status of referral and who has met course progress requirements according to the provisions of section 7.1 in the following or subsequent course progress study period shall be returned to a course status of active.
5. A student who is on a course status of restricted and who has met course progress requirements according to the provisions of section 7.1 in the following or subsequent course progress monitoring period shall be returned to a course status of referral.
6. Where a student has not met the completion rate requirements, any intervention strategy should take into consideration options outlined in sections 8.5 and 8.6.
7. A student on restricted who is deemed to have incomplete results in the following or in a subsequent study period shall be permitted to enrol in that study period on a course status of pending until such time as their grades are declared and their status can be reassessed. Should the student fail to meet course progress requirements, the student will be excluded from the course with immediate effect.

### Intervention Strategy

8. When a student is placed on a course status of referral, the student will be informed of their unsatisfactory course progress, and be provided with the opportunity to seek academic advice. This may lead to the implementation of an intervention strategy that the student may utilise to assist in meeting course progress requirements.



9. On being placed on a course status of restricted, a student must arrange to meet with a Course Progress Advisor. Where a student is unable to attend the campus for the meeting, including where the student is studying offshore or online, the meeting may be held using electronic means (such as telephone, videoconferencing or teleconferencing, etc.). At that meeting, as part of the intervention strategy, the Course Progress Advisor may:
  - a. request that the student explain the factors contributing to not meeting course progress requirements;
  - b. give academic advice regarding language and learning support, leave of absence, and/or learning strategies effective in the relevant discipline or area of study;
  - c. request a written plan describing the means by which that student will attempt to meet course progress requirements in the future;
  - d. recommend programs of study to aid students in making adequate course progress. This may include restricting the number of subjects that a student may undertake; and/or
  - e. outline the options available under sections 8.5 and 8.6, where completion rate requirements have not been met for students defined in section 8.1.
10. Upon meeting the student or at any time thereafter, as part of the intervention strategy, the Course Progress Advisor may also refer the student to services appropriate to that student's needs. These may include:
  - a. Learning Development;
  - b. Counselling Service;
  - c. Disability Services;
  - d. Student Accessibility and Inclusion team (who can provide liaison, information, support and referral services on non-academic matters); and/or
  - e. other services as deemed appropriate by the Course Progress Advisor.
11. Students placed on a course status of restricted may be prevented from enrolling in some subjects, and may have restrictions placed on the number of subjects that they are able to attempt while on a restricted course status, at the discretion of the Course Progress Advisor.
12. Under Rule 5.28 of the Coursework Rules, unless academic approval is obtained, a student on a course status of referral or restricted who transfers to an alternative program of study will remain on the course status of referral or restricted.

## 10 MD Course Progress

### Course Status Pathways for MD Students

1. A student enrolled in the MD program who is deemed to have incomplete results for a study period shall be placed on a pending course status and shall have their course status reassessed when final grades are declared.
2. A student enrolled in the MD program who has not met course progress requirements according to the provisions of section 7.1 after declaration of grades or after reassessment of their course status according to the provisions of section 7.4:



- a. shall be placed on a course status of restricted if their course status in the preceding study period was active; and
  - b. shall be placed on a course status of excluded if their course status in the preceding study period was restricted and shall be excluded from the University for a period of one year.
3. A student enrolled in the MD program who has met course progress requirements according to the provisions of section 7.1 after declaration of grades or after reassessment of their course status according to the provisions of section 7.3, shall be placed on a course status of active.
4. A student enrolled in the MD program on a course status of restricted will remain on course status of restricted until the student completes the program, withdraws from the program or is excluded from the program.
5. A student enrolled in the MD program on a course status of restricted who is deemed to have incomplete results in the following or in a subsequent study period shall be permitted to enrol in the subsequent study period on a course status of pending until such time as their grades are declared and their status can be reassessed.
6. A student enrolled in the MD program on a restricted course status may be required to undertake additional monitoring of clinical skills and the acquisition of clinical competencies at the direction of the Dean of Medicine or nominee. This monitoring will be taken into account in determining the student's progress in the subject and is in addition to any intervention strategy outlined below.

### **Intervention Strategy**

7. When a student enrolled in the MD program is placed on a course status of restricted the University shall make available and activate an intervention strategy that the student must utilise to assist in meeting course progress requirements.
8. On being placed on a course status of restricted, a student shall arrange to meet with a Course Progress Advisor. Where a student is unable to attend the campus for the meeting, the meeting may be held using electronic means (such as telephone, videoconferencing or teleconferencing etc.). At that meeting, as part of the intervention strategy, the Course Progress Advisor may:
  - a. request that the student explain the factors contributing to not meeting course progress requirements;
  - b. give academic advice regarding language and learning support, leave of absence, and/or learning strategies effective in the relevant discipline or area of study;
  - c. request a written plan describing the means by which that student will attempt to meet course progress requirements in the future; and/or
  - d. recommend programs of study to aid students in making adequate course progress.

Note: under Rule 5.28 of the Coursework Rules, unless academic approval is obtained, a student on restricted who transfers to an alternative program of study will remain on a course status of restricted.

9. Upon meeting the student or at any time thereafter, as part of the intervention strategy, the Course Progress Advisor may also refer the student to services appropriate to that student's needs. These may include:
  - a. Learning Development;
  - b. Counselling Service;



- c. the PASS Program (if available);
- d. Disability Services;
- e. a Student Support Adviser (who can provide liaison, information, support and referral services on non-academic matters); and/or
- f. other services as deemed appropriate by the Course Progress Advisor.

## 11 Communication

1. Any student placed on a course status of referral, restricted, or pending shall be officially notified and advised of their rights and responsibilities.
2. Students will be advised of their Course Progress Advisor and the services available to them to assist in making adequate course progress
3. Whenever a student meets with a Course Progress Advisor, whether in person or by electronic means, to discuss the implementation of an intervention strategy the Course Progress Advisor shall record the date and the details of the intervention strategy activated or modified as a result.
4. Records of intervention strategies shall be noted on student files by the Student and Accommodation Services Division.
5. Where a student has not met course progress requirements and according to the provisions of sections 9.2(c) or 10.2 (b), that student is excluded there shall be written notice of exclusion, written notification of the appeals process and how to access support services to assist with an exclusion appeal..

## 12 Appealing Exclusion

1. A student who is excluded from the University may appeal that decision in writing to the Faculty Exclusion Appeals Committee. Where the written appeal is rejected, the Student is entitled to request a meeting with the Coursework Exclusion Appeals Committee to appeal the merits of the Faculty Exclusion Appeals Committee decision. Where the Student is unable to attend the meeting, including where the Student is studying offshore or online, the meeting may be held using electronic means (such as telephone, videoconferencing or teleconferencing etc.).
2. A student who has lodged an appeal as provided in section 12.1 or shall be entitled to enrol temporarily (pending an outcome of their appeal) at the University provided they have met the completion rate requirements outlined in section 8.1. However, where a professional experience is a component of the student's enrolment, the Faculty may prevent the student from commencing or remaining enrolled in the professional experience.
3. The terms of reference of the Faculty Exclusion Appeals Committee and Coursework Exclusion Appeals Committee outlining the purpose, membership and procedures governing the operations of the Coursework Exclusion Appeals Committee are set out in the Appendices to this Policy.
4. A student (the appellant) who appeals exclusion must:
  - a. lodge that appeal in writing with the Student and Accommodation Services Division within 20 working days of notification of exclusion
  - b. state fully the reasons for the appeal, including a statement detailing the factors that contributed to not meeting course progress requirements and their impact



- c. address how those contributing factors will be managed in the future to meet course progress requirements,
  - d. state what action the student has taken in relation to the intervention strategy activated for the student; and
  - e. provide any relevant documentary evidence to support the appeal. This may include medical certificates, statutory declarations, counselling reports, references, statements by academic teaching staff, and relevant correspondence.
5. Appeals received by the Student and Accommodation Services Division more than 20 working days after notification of exclusion will be considered by the Committee only if determined by the Chair that the delay in appealing constitutes exceptional circumstances beyond the appellant's control.
6. Appeals will be considered in two stages.
  - a. In the first stage the written statements and documents provided by the appellant will be considered by the Faculty Exclusion Appeals Committee.
  - b. In the second stage of considering appeals appellants who are not reinstated on the basis of statements and documents may request to appear before the Coursework Exclusion Appeals Committee. Where an appellant chooses not to appear before the Coursework Exclusion Appeals Committee, either in person or by electronic means, exclusion shall stand. Where students wish to appear before the Coursework Exclusion Committee, they must:
    - i. Submit the appeal to the Office of the Student Ombudsman within five working days of receiving the notification that their stage one appeal was unsuccessful: and
    - ii. Demonstrate that there was a lack of due process during the previous appeal; and/or
    - iii. Provide relevant new information that was not available at the time that the first appeal was considered.
7. Upon consideration of the appeal, the Committees shall determine the appeal as follows:
  - a. appeal denied; or
  - b. appeal upheld with a recommendation to revoke the exclusion and to:
    - i. suspend the student for a specified period, or
    - ii. reinstate the student's enrolment with a course status of referral or restricted and to activate an intervention strategy, which may include:
      - a prescribed program,
      - language and learning support,
      - academic advice,
      - existing faculty-based learning support,
      - referral to a Student Support Adviser,
      - appropriate support services (such as those listed in section 8.9), or
    - iii. reinstate the student's enrolment without any enrolment restrictions.





8. The Committee should consider the completion rate requirements outlined in sections 8.1 and 8.2 and ability of the student to continue in their current course before making a decision to revoke the exclusion. A recommendation to revoke exclusion may be dependent upon the student's successful application for special circumstances (clause 8.5) and removal of fail grade/s from the completion rate to retain CSP funding. Course transfer or full fee options as outlined in section 8.6 may be considered where appropriate.
9. Where Stage 2 Appeals are upheld, a recommendation to revoke the exclusion requires approval by the DVC (Academic & Student Life) as per the Delegations of Authority Policy.
10. Any decision of the Coursework Exclusion Appeals Committee is final and there is no further right of appeal within the University.
11. The Student and Accommodation Services Division will officially notify appellants of the outcome of their appeal. In the case of an international student, unless the appeal is denied, the student's Confirmation of Enrolment will be updated to reflect the outcome of the appeal.
12. A student may lodge a complaint with the NSW Ombudsman where the student can demonstrate that there is evidence of maladministration or misconduct by the University or partner institution. Complaints to the NSW Ombudsman must be submitted within 10 working days of receiving notification of the decision from the Coursework Exclusion Appeals Committee.
13. Unless the University is notified of the external complaint within 10 working days, the University will consider the appeals process as being finalised.
14. When a decision is made by NSW Ombudsman, the student must notify the University of the decision within 10 working days of receiving notification of the decision from the NSW Ombudsman.
15. Once a student has exhausted all avenues of complaint/appeal and the decision to exclude the student is upheld, or fails to submit a valid complaint/appeal within the stated timeframe, the student will be excluded with immediate effect. For an international student, this will also lead to the cancellation of the student's CoE, and may result in the cancellation of the student's visa.

### **13 Applying for Re-admission**

1. After a period of exclusion for one year, an excluded student may apply directly to the University for re-admission. Re-admission is not automatic and may be refused.
2. Students applying for re-admission are advised to speak with the relevant Faculty Head of Students or Associate Dean prior to making their application.

### **14 Roles & Responsibilities**

1. It is the responsibility of the Course Progress Advisor to:
  - a. identify and recommend appropriate intervention strategies made up of one or a combination of components listed in sections 9.9 or 10.9 of this policy;
  - b. keep records of intervention strategies adequate for the purposes of meeting records management requirements and in keeping with the UOW Records Management Policy; and
  - c. convey records in relation to each activated intervention strategy to the Student and Accommodation Services Division for noting on the student's files.



2. It is the responsibility of the student to:
  - a. ensure they achieve satisfactory course progress;
  - b. take action as outlined in any intervention strategy activated for the student in order to return to a course status of active; and
  - c. advise the University of the matters referred to in section 12.13 (where applicable).
3. It is the responsibility of the Faculty Exclusion Appeals Committee and the Coursework Exclusion Appeals Committee to
  - a. provide a transparent and consistent process for making adjudications regarding appeals of exclusion; and
  - b. adhere to principles of natural justice.
4. It is the responsibility of each Faculty to:
  - a. designate, train and support Course Progress Advisors for the faculty;
  - b. ensure that the Course Progress Advisor has not taught the student during the course progress study period in question, or where a potential conflict of interest has been identified; and
  - c. take steps to ensure that students are aware of the Course Progress Advisors for the faculty, and how they may be contacted.





## 15 Version Control and Change History

| Version Control | Date Effective  | Approved By                       | Amendment   |
|-----------------|-----------------|-----------------------------------|---|
| 1               | 12 October 2007 | University Council                | New Policy  |
| 2               | 5 February 2009 | Deputy Vice-Chancellor (Academic) | Migrated to UOW Procedure Template as per Policy Directory Refresh  |
| 3               | 13 August 2009  | Deputy Vice-Chancellor (Academic) | Minor amendment to replace references to SEDLOs with reference to Student Support Advisers.   |
| 4               | 4 December 2009 | University Council                | Policy Review to renew policy. Major changes: <ul style="list-style-type: none"><li>• Revision to intervention strategy provisions</li><li>• Inclusion of MBBS program in scope of policy</li><li>• Application of policy to Study Abroad, exchange and cross institutional study</li><li>• Application of policy to multi-session subjects</li><li>• Course Exclusion Appeals Committee operations and terms of reference incorporated in policy</li><li>• Revision of the operation of the status of “pending” and change to the definition of “not yet competent” to “incomplete results”</li><li>• New review date and deletion of expiry date.</li></ul> |
| 5               | 22 June 2012    | University Council                | Amendments to take account of: <ul style="list-style-type: none"><li>• Introduction of new grades of performance and deletion of grades of performance in undergraduate programs</li><li>• Introduction of details regarding trimester study periods</li></ul>  |



|    |                  |                                   |  |
|----|------------------|-----------------------------------|--|
|    |                  |                                   | <ul style="list-style-type: none"><li>• Introduction of referral course status for postgraduate coursework students.</li></ul>   |
| 6  | 16 Jan 2013      | Vice-Principal (Administration)   | Updated to reflect title change from DVC(A) to DVC(E).   |
| 7  | 7 August 2014    | Vice-Chancellor                   | Minor amendment – inclusion of appendix 2 detailing specific course progress requirements for US Financial Aid scholarship students  |
| 8  | 6 February 2015  | University Council                | Policy review resulting in major amendments: <ul style="list-style-type: none"><li>• Policy applied to Offshore teaching locations</li><li>• Change in nomenclature from Probation to Restricted.</li><li>• Students on Restricted status actively prevented from enrolling in subjects without first seeking academic advice</li><li>• Restricted students achieving satisfactory course progress will be returned to a status of referral</li><li>• Minimum rate of progress of 6 credit points per year included</li><li>• Appeal exclusion process amended, with first stage devolved to faculties for consideration</li></ul> |
| 9  | 7 October 2016   | University Council                | Consequential amendments following the approval of new Teaching and Assessment Policy Suite. Amendments to References and Legislation.<br><br>Updated to rebranded template.   |
| 10 | 2 December 2016  | Vice-Chancellor                   | Amendments related to nomenclature changes related to the School of Medicine (previously Graduate School of Medicine) and the MD offering.   |
| 11 | 23 November 2018 | Deputy Vice-Chancellor (Academic) | Consequential amendments following approval of Compassionate and Compelling Guidelines.  |



|    |  |  |  |
|----|--|--|--|
| 12 | 15 February 2019                         | University Council                         | Definitions of Suspension and Exclusion amended in line with amendments to these definitions within General Course Rules.  |
| 13 | 4 March 2019                             | Vice-Chancellor                            | Amendments arising from minor policy review. Clarified requirements around complaints to the NSW Ombudsman, and that students cannot move more than one course status in a monitoring period.  |
| 14 | 1 January 2020<br>(Approved 9 June 2020) | Deputy Vice-Chancellor<br>(Education)      | Consequential amendments to reflect the rescission of General Course Rules replaced by Coursework Rules and Higher Degree Research (HDR) Award Rules.  |
| 15 | 4 November 2020                          | Vice-Chancellor                            | Minor amendments to ensure policy language applies to online delivery of subjects to Sections 3, 8, 9, 10 & 11.<br><br>Consequential administrative amendment to reflect rescission of Coursework Student Academic Complaints Policy with replacement of Review and Appeal of Academic Decisions Policy and Procedures for the Review and Appeal of a Mark, Grade or Other Academic Decision (Coursework). |
| 16 | 18 December 2020                         | Deputy Vice-Chancellor<br>(Education)      | Administrative amendments to reflect divisional and faculty realignments.  |
| 17 | 10 June 2021                             | Vice-Chancellor                            | Minor Amendment update to Appendix 3 US Financial Aid.   |
| 18 | 21 January 2022                          |  | Minor Amendment to reflect new legislative requirements, removal of DVC (A&SL) approval for Stage 1 coursework exclusion appeals, update to FEAC membership.   |
| 19 | 16 June 2022                             | Acting Vice-Chancellor                     | Minor changes to reflect the introduction of the Higher Education Support Amendment (Job-Ready Graduates and Supporting Regional and Remote Students) Act 2020 (JRG).  |
| 20 | 14 October 2022                          | Deputy Vice-Chancellor<br>(Administration) | Minor Administrative amendments to section 12  |



## Appendix 1 – Faculty Exclusion Appeals Committee Terms of Reference

### 1. Purpose

1. The Faculty Exclusion Appeals Committee will support the University aims of providing a fair, equitable and productive learning environment for all students and will provide a transparent and consistent process for making adjudications regarding appeals of exclusion. The Committee will be responsible for the first stage of the exclusion appeal consideration process, as set out in 12.6 (a).

### 2. Membership

1. The Faculty Exclusion Appeals Committee shall consist of:
  - a. The Faculty Assessment Committee Chair (or where he/she is unable to act, a nominee); and
  - b. At least one Head of Students or Associate Dean of the Faculty in which the student is enrolled.
2. More than one gender should be represented on the Committee where possible.
3. A quorum for a meeting of the Faculty Exclusion Appeals Committee shall be two members.

### 3. Terms of Reference

1. The Faculty Exclusion Appeals Committee shall hear appeals regarding the exclusion of students from the University in accordance with section 12.

### 4. Committee Procedures

1. All appeals against exclusion submitted by students must comply with the requirements set out in sections 12.4 – 12.5.
2. The Faculty Exclusion Appeals Committee should consider the completion rate requirements (sections 8.1 and 8.2) and ability of the student to continue in their current course before making a decision to revoke the exclusion. A recommendation to revoke exclusion may be dependent upon the student's successful application for special circumstances (section 8.5) and removal of fail grade/s from the completion rate.
3. Upon considering the appeal, the Faculty Exclusion Appeals Committee may apply the outcomes set out in section 12.7. The student shall be notified of the outcome in line with the provisions set out in the policy.

### 5. Further Appeal

1. Where the student is dissatisfied with the outcome of the appeal, a further appeal may be made to the Coursework Exclusion Appeals Committee, as set out in section 12.6 (b).



## Appendix 2 – Coursework Exclusion Appeals Committee Terms of Reference

### 1. Purpose

1. The Coursework Exclusion Appeals Committee will support the University aims of providing a fair, equitable and productive learning environment for all students and will provide a transparent and consistent process for making adjudications regarding appeals of exclusion. The Committee will be responsible for the second stage of the exclusion appeal consideration process, as set out in 12.6 (b).

### 2. Membership

1. The Coursework Exclusion Appeals Committee shall consist of:
  - a. the Student Ombudsman (or where he/she is unable to act, a nominee) as Chair;
  - b. the Head of Students or Associate Dean of the Faculty in which the student is enrolled; and
  - c. a Head of Students or Associate Dean from a Faculty other than the Faculty in which the student is enrolled.
2. More than one gender should be represented on the Committee. Where this is not possible, the Chair will nominate a Head of Students from a Faculty, other than the Faculty in which the student is enrolled, of another gender.
3. A quorum for a meeting of the Coursework Exclusion Appeals Committee shall be three members, including the Chair.

### 3. Terms of Reference

1. The Coursework Exclusion Appeals Committee shall hear appeals regarding the exclusion of students from the University in accordance with section 12.

### 4. Committee Procedures

1. All appeals against exclusion submitted by students must comply with the requirements set out in sections 12.4 – 12.5.
2. Where an appellant is not reinstated on the basis of statements and documents at stage 1, the appellant will be permitted to appear before the Committee. The Committee may permit an appellant to participate in the proceedings of the Committee remotely (e.g. via teleconference or videoconference). Where an appellant chooses not to appear before the Committee exclusion shall stand.
3. Where an appellant appears before the Committee the Committee shall:
  - a. provide the appellant with the opportunity to briefly highlight key issues affecting the appellant's studies and their impact;
  - b. provide the appellant with the opportunity to answer the questions of the Committee;
  - c. permit the appellant to be accompanied by a person for the purpose of support but who shall not be permitted to address the Committee except with the Chair's express permission;



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- d. ensure its proceedings are confidential and keep a record of the proceedings adequate for the purposes of meeting records management requirements; and
- e. advise the Student and Accommodation Services Division of the Committee's determination in writing.

## **5. Committee Determination**

1. Upon considering the appeal, the Coursework Exclusion Appeals Committee may apply the outcomes set out in sections 12.7. The student shall be notified of the outcome in line with the provisions set out in the policy.

## **6. Further Appeals**

1. Where the student is dissatisfied with the outcome of the appeal, further appeals must comply with the requirements set out in sections 12.12 – 12.14.



## Appendix 3 – Satisfactory Academic Progress for Students Receiving US Financial Aid

### 1. Purpose

1. The University complies with US Federal Law (34CFR 668.16 and 34 CFR.668.34) requiring it to define and enforce standards of Satisfactory Academic Progress (SAP) for students receiving US Financial Aid. In order to remain eligible to receive US Financial Aid, any eligible students must meet the US Financial Aid (SAP) requirements.
2. This should be read in conjunction with the University of Wollongong’s Coursework Rules, to which all students must adhere as part of their enrolment conditions.

### 2. Standards for Receipt of US Financial Aid

1. The requirements for course progress set out in this appendix are to apply to students receiving US Financial Aid in addition to the requirements of the University of Wollongong’s Course Progress Policy, the ESOS Act 2000, National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code), and the Migration Regulations 1994.
2. Where there is difference between requirements across legislation, the stricter requirement will take priority.
3. In order to receive US Federal funds, students must meet minimum standards for both components of Satisfactory Academic Progress, as detailed below.

### 3. Satisfactory Academic Progress Requirements Undergraduate and Postgraduate Coursework Students

1. In order to remain eligible for funding, students must maintain a Pass level in each teaching session, throughout their degree program. Grades included in the level calculation are:

| Grade            | Range of Marks |
|------------------|----------------|
| High Dist. (HD)  | 85-100%        |
| Distinction (D)  | 75-84%         |
| Credit (C)       | 64-74%         |
| Pass (P)         | 50-64%         |
| Pass. Supp. (PS) | 50%            |
| Fail (F)         | 45-49%         |
| Complete         | CO             |
| Not Complete     | NC             |
| Satisfactory     | S              |
| Unsatisfactory   | U              |
| Technical Fail   | TF             |
| In Progress      | IPC            |

An Example of a teaching schedule is list below:

| Types of Programs | Academic Year/Session dates | SAP measured Date/Month | Disbursement Dates/month |
|-------------------|-----------------------------|-------------------------|--------------------------|
| Undergraduate     | Autumn Session              | 01/02 – 31/05           | 01/02 - 30/04            |
|                   | Spring Session              | 01/08 – 31/01           | 01/07 – 30/09            |
| Postgraduate      | Autumn Session              | 01/02 – 31/05           | 01/02 - 30/04            |
|                   | Spring Session              | 01/08 – 31/01           | 01/07 – 30/09            |



|                       |             |               |               |
|-----------------------|-------------|---------------|---------------|
| Postgraduate Business | Trimester 1 | 01/02 – 31/05 | 01/01 – 31/03 |
|                       | Trimester 2 | 01/06 – 31/08 | 01-05 – 31/07 |
|                       | Trimester 3 | 01/09 – 31/01 | 01/08 – 30/10 |

2. For further information regarding the application of these grades, and for information pertaining to the UOW historic legend of grades, please refer to <https://www.uow.edu.au/student/exams/results/>
3. Incomplete grades (WH, WD, WS) will be included in the calculation of the maximum timeframe. However, they will not be included in the calculation of the academic standing until such time as a grade is awarded.
4. Any withheld results must be declared within 10 weeks after the release of the results date.

#### 4. Postgraduate Research Students

1. The University's Financial Aid Administrator (FAA) will liaise with the University's Graduate Research School (GRS) to monitor a research student's Progress Report, to ensure that they are on track to complete with the 150% of the standard program duration.
2. If the Progress Report is up to date no further action will be taken.
3. If the Progress Report is not completed the FAA will contact the RSC to determine whether the student is progressing satisfactorily.

#### 5. Completion Timeframes

1. Students must complete their program within 150% of the published course duration. In order to achieve this, students must pass no less than two-thirds of the standard full-time load for each session for which they are enrolled at the University.
2. In relation to completion timeframes, the following calculations will apply:
  - a. A standard full-time load is 24 credit points in each teaching period. Students must therefore satisfactorily complete a minimum average of 18 credit points for each study period, over the course of the course duration.
  - b. A standard 3 year undergraduate degree consists of 144 credit points. Students may therefore take no longer than 4.5 years or 216 credit points to complete a three year undergraduate degree.
3. The calculation in 5.2(b) above shall be calculated on a pro-rata basis for courses other than standard undergraduate programs, depending upon the standard duration and number of credit points required for satisfactory completion.
4. All studies, including withdrawals, late withdrawals and incomplete grades, will be included in this calculation.
6. Periods of enrolment during which a student does not receive US Financial Aid are counted towards the maximum timeframe for completion.
7. Pursuit of an additional degree will reset the maximum timeframe for completion to the length of the new degree, taking into account any credit as detailed below.
8. Where a student has been awarded credit that will shorten the duration of their studies, US Federal law (34 CFR668.34) requires that they must complete the program within 150% of the revised duration. This is considered to be the revised maximum timeframe for completion.





9. Withdrawal from a subject or degree program will affect a student's eligibility for US Financial Aid if it means that they are not able to complete their program within the maximum timeframe for completion.

10. Withdrawal from the subject or degree program will affect a student's eligibility for US Financial Aid if it means that they are not enrolled in at least 50% of an Equivalent Full Time Study Load for that teaching period.

11. Students who have received approval to reduce their study load in one or more semesters are required to complete their program requirements within 150% of the duration of their program to remain eligible to receive US Financial Aid.

12. Where a student repeats a subject, the repeated subject will be counted in the maximum timeframe calculations.

### **6. Financial Warning and Suspension for Unsatisfactory Progress**

1. Students who are identified as at risk of not meeting SAP will be notified in writing that they will be placed on Financial Aid Warning and their Financial Aid for the following payment period (next session of enrolment).

2. During the Financial Aid Warning period, students will continue to be eligible for US Financial Aid.

3. Where a student is subject to a Financial Aid Warning period:

a. if satisfactory academic progress is maintained, students will remain eligible for aid and the Financial Aid Warning will be removed at the end of the Financial Aid Warning period.

b. if satisfactory academic progress is not maintained, students will be informed in writing that their next scheduled disbursement will be suspended and that they are not eligible for US Financial Aid until such time that the required progress is achieved.

c. Remedial course offers are not available at UOW for Financial Aid.

### **7. Appealing Suspension of Financial Aid Payments**

1. Students who are deemed ineligible for US Financial Aid may appeal the decision.

2. US Financial Aid Regulation (34 CFR 668.34) stipulates that appeals are only permitted on the following grounds:

a. death of a relative;

b. illness or injury to the student; and/or

c. other compassionate or compelling circumstances.

3. All appeals must be submitted in written form and, as per the US Federal Regulations (34 CFR 668.34) must contain a statement from the student with the following:

a. The reason for the student's failure to meet the SAP requirements.

b. Information regarding a change in circumstances that will allow the student to meet the Satisfactory Academic Progress requirements at the next evaluation.

c. The appeal must contain supporting documentary evidence of any claims made in the statement.

4. Appeals must be submitted to:

a. US Financial Aid Manager

b. Admissions, Fees and Scholarships

c. Student Accommodation and Services Division

d. University of Wollongong

Wollongong NSW 2522 Australia

5. The decision of the US Financial Aid Manager is final.



### **8. US Financial Aid Probation**

1. If a student successfully appeals the SAP outcome, they will be placed on US Financial Aid Probation for one payment period (one session).
2. In line with the University's Course Progress Policy, the University may place a Probation student on an intervention strategy which will involve a number of strategies to assist the student in receiving and accessing support to enable them to successfully complete their degree. An academic plan may include but not be limited to the following:
  - a. Meeting with the Learning and Development Unit.
  - b. Meeting with a Course Progress Advisor.
  - c. Reduction of study load for one session.
- 8.3. At the end of the probation period, to maintain eligibility for US Financial Aid, a student must meet the Satisfactory Academic Progress (SAP) requirements.
- 8.4. If the student has not met Satisfactory Academic Progress requirements (SAP), they will become ineligible for US Financial Aid.

### **9. Re-establishing eligibility for US Financial Aid after an unsuccessful appeal.**

1. Students who are deemed ineligible for US Financial Aid due to failing to meet SAP are able to re-establish eligibility for US Financial Aid. This will be established by:
  - a. successfully completing one year 100% equivalent full time study load with a pass in each subject; and being on track for completion of the program within the maximum time frame of 150% of the standard duration of the program, as set out in section 5.1 (above).