



SHORT COURSE LEARNER POLICY

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First Approved by:	Vice-Chancellor		
Custodian title & e-mail address:	Director, Future Education Division (course-portfolio@uow.edu.au)		
Author:	Academic Quality and Policy Specialist, Academic Quality and Standards Unit		
Responsible Division & Unit:	Future Education Division, Deputy Vice-Chancellor (Education)		
Supporting documents, procedures & forms:	Course Policy Short Course & Non-Award Management Procedure Student Conduct Rules Academic Integrity Policy Campus Access and Order Rules Bullying Prevention Policy Privacy Policy IT Acceptable Use Policy Copyright Policy IP Disclosure Review Guidelines and IP Intellectual Property Policy Work Health & Safety Policy Respect for Diversity Policy Sexual Harassment Prevention Policy Improper Sexual Conduct Response Policy Inclusive Language Guidelines		
Relevant Legislation & External Documents:			
Audience:	Public		

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1 Introduction/Background

1. The University of Wollongong (UOW) is committed to supporting the lifelong learning of learners, students, staff, community members, graduates and industry professionals. The University offers a range of opportunities alongside award and non-award study to enable learners to acquire knowledge and skills in flexible ways and that enable the University's learner community to succeed at all stages of their learning journey.

2 Scope/Purpose

1. This procedure applies to all learners in short courses offered by UOW, whether these offerings are undertaken by participants in Australia or overseas.
2. UOW Global Enterprises will have their own version of these procedures, covering any learners registered for short courses offered by UOW Global Enterprises.
3. This procedure does not apply to students undertaking award or non-award courses offered by UOW, which is managed by a range of [student policies](#).
4. The Deputy Vice Chancellor (Education) may exempt a short course or a suite of short courses from the application of the provisions of this policy either generally or for a specified period of time.

3 Definitions

Word/Term	Definition (with examples if required)
Faculty Short Course Director	A staff member appointed by the Faculty to oversee the portfolio of short course offered by the Faculty.
FED	Future Education Division
Learner	A participant in a UOW Short Course.
Learning Agreement	A contract between the University and a third party to provide short courses to individuals nominated by the third party.
Short Course Convenor	A staff member of UOW that is responsible for the delivery of a Short Course.

1. Additional key terms used in this procedure relating to short course types and students are defined in the [Course Policy](#).

4 Registration

1. Learners may register individually for a short course or may be registered as a group when a Learning Agreement is in place in accordance with Section 15.



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2. Learners will be required to register, using their full name and email address at a minimum. Learners will be required to establish a password.
3. The University may collect additional learner profile information, as required, during the registration process to confirm the student's eligibility to complete the program, to tailor delivery of content to the audience or future marketing and communications.
4. Learners under the age of 18 must:
 - a. obtain the written consent of a parent or guardian to participate in a UOW short course and provide the written consent to UOW on request; and
 - b. comply with any age restrictions imposed by UOW or as required by law in relation to activities undertaken as part of the short course.
5. Learners are responsible for ensuring that they meet any published minimum assumed knowledge, English language and are otherwise prepared and able to meet the requirements of the short course.
6. A learner will not be a UOW student as a result of registering or participating in a UOW short course. This means the learners will not be charged the Student Amenities Fee and will not be supplied with a UOW email address for communications with UOW and will not be entitled to access any benefits provided to UOW students (except as UOW permits in its absolute discretion from time to time).
7. Learners will not be eligible for student visas based on their registration in a short course.
8. International onshore students are not eligible to register for microcredentials in addition to their award course enrolment.
9. UOW reserves the right to refuse to provide a short course to any potential learner where the provision of the short course may be a breach of the *Autonomous Sanctions Act 2011* (Cth), *Charter of the United Nations Act 1945* (Cth) or related regulations and determinations.

5 Current Students Completing Short Courses

1. If a learner is already a UOW student, registration in a UOW short course will not impact their award course enrolment, except where a student breaches conduct requirements in accordance with clause 9.4.
2. Students partaking in award courses and short courses will be required to manage their study load. Participating in short courses will not count as reason for academic consideration in any award study.

6 Fees and Refunds

1. Where a short course has a fee, the learner must make payment in full upon registration for the short course.
2. Until UOW has received and cleared payment in full registration is not complete and the learner's position in the short course is not secure.
3. In accordance with section 15, if a Learning Agreement is applicable to a group of learners, fees will be payable in accordance with that agreement.
4. A learner may cancel their registration up to 15 working days prior to the commencement of a short course and be entitled to a full refund.



5. Where a learner, cancels with less than 15 working days notice, but prior to the commencement day they will be entitled to an 80% refund.
6. Where, a course does not have a commencement date (access to short course materials are made available upon payment) or the commencement date for the course has passed the University will only grant refunds in exceptional circumstances. This does not affect a learner's rights under the Australian Consumer Law.
7. Exceptional circumstances are circumstances that must:
 - a. be beyond the learner's control;
 - b. not make their full impact on the learner until on, or after, the date payment was made; and
 - c. make it impracticable for the learner to complete the requirements of the short course during the required period.
8. Example of exceptional circumstances include, but are not limited to:
 - a. medical illness or injury to a learner or a learner's immediate family member that requires hospitalisation and/or impairs a learner's ability to engage with the short course. This includes physical injury or serious illness, and episodes of mental illness or cognitive function impairment;
 - b. the bereavement of an immediate family member, close friend, or partner;
 - c. an adverse experience that has impacted on the learner's physical or mental wellbeing, including but not limited to witnessing a serious accident, or being the victim of a serious crime;
 - d. instances where the learner is unexpectedly required to care for a close family member; or
 - e. major political upheaval or natural disaster in a learner's home country that has impacted on the learner or the learner's family, and that requires immediate emergency travel or consular support.
9. Learners who seek a refund of a short course fee must submit a refund request in writing.
10. Where a refund request is on the basis of exceptional grounds supporting evidence, demonstrating how their request meets one or more of the exceptional circumstances must be submitted with the request.
11. The Program Manager, Lifelong Learning will assess and determine refund requests in consultation with the Short Course Convenor and will advise the learner of the outcome within 28 days of receipt of the request.
12. The Program Manager, Lifelong Learning may determine which of the following outcomes is appropriate. The learner may be:
 - a. denied a refund, on the basis the learner has failed to demonstrate the existence of exceptional circumstances;
 - b. refunded the short course fee; or
 - c. transferred into the next scheduled short course of the same description and at the same fee, provided there are places available and the learner agrees.



7 Short Course Cancellation

1. UOW reserves the right to cancel or reschedule a short course at any time, in its absolute discretion.
2. Cancellation or rescheduling of short courses must be approved by the Executive Dean of the relevant Faculty or the DVC(E) in the case of non-Faculty short courses.
3. UOW will provide learners with as much notice as possible of the cancellation or rescheduling of any short course.
4. In the event of a cancellation or rescheduling of a short course, learners may elect to be:
 - a. refunded the short course fee; or
 - b. transferred into the next scheduled short course of the same description and same fee, provided there are places available; or
 - c. transferred into a different short course, and, if applicable, either receive a refund or pay any additional fees of any difference in the fees between the initial short course and the new short course, provided there are places available.
5. To the extent permitted by law, UOW will not be liable for any costs, expenses or losses incurred by learners arising out of, or related to, the cancellation or rescheduling of a short course.

8 Learner Engagement and Support

1. UOW will use the email address provided by learners upon registration to communicate with learners. It is the learner's responsibility to regularly check for communications from UOW. Learners are required to notify UOW of any changes to their email address.
2. Learners can seek technical support, covering issues with the platform, access, registration and payment, from the Open Learning Support team.
3. Short Course Conveners will provide any necessary support and advice regarding the short course content and assessment, where applicable.
4. The University will provide learners with a specific short course contact on short course marketing materials. This specific short course contact may be the Short Course Convenor or another designated team or individual and shall be able to provide advice to prospective learners on the short course cost, duration, assumed knowledge requirements and other short course requirements.
5. UOW will use the information provided by learners in accordance with the [Learner Privacy Statement](#).

9 Learner Conduct & Safety

1. UOW is committed to providing a safe, equitable and orderly environment for the University community, and expects each member of that community to behave responsibly and ethically.
2. Learners must comply with the following UOW policies and procedures. For the purposes of these policies any references to students, will be taken to include learners.
 - a. [Student Conduct Rules](#)
 - b. [Academic Integrity Policy](#)
 - c. [Campus Access and Order Rules](#)



- d. [Bullying Prevention Policy](#)
 - e. [Privacy Policy](#)
 - f. [IT Acceptable Use Policy](#)
 - g. [Copyright Policy](#)
 - h. [IP Disclosure Review Guidelines](#)
 - i. [IP Intellectual Property Policy](#)
 - j. [Work Health & Safety Policy](#)
 - k. [Respect for Diversity Policy](#)
 - l. [Sexual Harassment Prevention Policy](#)
 - m. [Improper Sexual Conduct Response Policy](#)
 - n. [Inclusive Language Guidelines](#)
3. Learners who breach any of the obligations imposed on students in the above policies may:
- a. be asked to resubmit an assessment, where the breach related to a specific assessment;
 - b. be given a Fail or Unsatisfactory grade, where the breach related to that specific short course;
 - c. have their registration suspended or cancelled;
 - d. be suspended or permanently restricted from registering for other short courses; and/or
 - e. have certificates for completed short courses revoked, where the breach related to that specific short course.
4. Where a learner is also a UOW student, any breach of University policy by the learner in a short course may, at the absolute discretion of the University, be considered alongside any conduct breach that has occurred as a student registered for an award or non-award course.
5. The Short Course Convenor must advise FED of any penalties imposed. FED will maintain records of any learner breaches and penalties imposed.

10 Learner Feedback

1. Collecting and responding to learner feedback is an important means of enhancing the quality of learning and teaching and the learner experience.
2. Faculties are responsible for developing an appropriate schedule for the evaluation of short courses, ensuring that learner feedback is sought
 - a. at least once a year for short courses run more than once a year; or
 - b. every time a short course is run when short courses are run less frequently.
3. The results of the short course evaluations will be monitored by the Faculty and School or unit, which owns the short course, to support review and improvement activities.
4. The University will report aggregated outcomes of short course evaluations for institutional monitoring, review, improvement and quality assurance activities.
5. Where short courses are delivered in collaboration with a partner institution, the University will communicate results of any evaluation back to the relevant UOW and partner institution staff.



11 Assessment Requirements

1. In order to successfully complete a short course, learners may be required to undertake assessments.
2. Assessments are required in Microcredentials. Learners must successfully complete all assessments to the required level and within the designated timeframes in order to be awarded a Microcredential Certificate of Attainment.
3. General assessment requirements will be outlined in short course marketing material prior to registration. More specific information will be provided to learners with sufficient notice to prepare for and complete any assessment task.
4. Learners must be provided with appropriate and useful feedback on their performance in all assessments and have the right to view their marked assessments and discuss their performance with the Short Course Convenor.
5. Learners who are dissatisfied may follow the academic appeal process outlined in Section 14.
6. UOW must mark and make available assessment tasks, to learners within 15 working days of the submission date unless otherwise advised to the learners.
7. UOW may invigilate assessments, whether conducted in-person or online.
8. UOW will grade short courses with assessment components as Satisfactory/Unsatisfactory, except for Microcredentials which the University may mark and grade using the UOW grade descriptors (Appendix 1 of the [Assessment and Feedback Policy](#)).
9. Where a learner is unable to meet an assessment deadline they should seek consideration from their Short Course Convenor in writing.

12 Completion Records and Credit Arrangements

1. The University will make digital completion records available to learners as soon as possible after they have completed the requirements of the short course.
2. UOW may award the following types of certificates on successful completion of a short course:
 - 2.1. Microcredential Certificate of Attainment – upon successful completion of microcredentials, including satisfactory performance on assessments that assure learning outcomes have been achieved.
 - 2.2. Short Course Completion Certificate – upon demonstrated successful completion of all other lifelong learning activities.
3. Learners who achieve a Microcredential Certificate of Attainment may qualify for recognition of prior learning towards a UOW award course, however, they must apply for the award course and meet and entry requirements to qualify. Credit shall be granted in accordance with the Credit Policy and will only be awarded in six credit point increments. This means that more than one short course may need to be completed before credit can be applied for.
4. Eligibility for credit will be advised to learners prior to enrolment in microcredentials, in line with the credit agreement approved upon establishment of the short course.
5. Grades of performance will be recorded on the learner record.
6. Learners will not be considered UOW graduates of any type and will not be able to infer the successful completion of a UOW award course.



13 Academic Appeals

1. A learner may request a review of their mark or grade or appeal an academic decision of the Short Course Convenor.
2. The learner must first seek to resolve the matter informally with their Short Course Convenor.
3. If the learner is unable to resolve the matter informally they may apply in writing for a review from the Faculty Short Course Director.
4. The University will ensure that learners who formally request a review of a Short Course Convenor's decision will have:
 - a. their matter acknowledged and handled promptly;
 - b. their matter treated confidentially and not discussed with anyone who does not need to know about it;
 - c. any relevant circumstances or information they put forward taken into consideration;
 - d. their matter handled with regard to procedural fairness and in accordance with principles of natural justice;
 - e. the outcome of a review request provided in writing;
 - f. assurance that they will not be treated differently, less favourably, or victimised because they have raised their matter.

14 Learning Agreements

1. Learners may be sponsored to undertake or complete short courses by government agencies or private organisations.
2. All sponsorship arrangements must have a Learning Agreement between UOW and the sponsoring party.
3. The Learning Agreement must specify terms and conditions for:
 - a. registration process;
 - b. fees and charges;
 - c. refund conditions and process;
 - d. short course cancellations; and
 - e. access to completion records.
4. Where the terms and conditions are silent the standard provisions of these procedures apply.

15 Roles & Responsibilities

1. Learners are responsible for:
 - a. ensuring that they meet any minimum assumed knowledge, English language and are otherwise prepared and able to meet the requirements of the short course;
 - b. ensuring that their registration information is correct and kept up to date, including their payment details and email address; and
 - c. complying with the relevant UOW policies and procedures, stipulated in clause 9.2;



2. Short Course Convenors are responsible for:
 - a. providing any necessary support and advice regarding the short course content and assessment, where applicable;
 - b. appropriately designing assessments and resources to ensure the integrity of the short course; and
 - c. providing sufficient assessment information and useful feedback on their performance in assessments;
3. The Faculty Short Course Director is responsible for:
 - a. Overseeing the short course portfolio of the Faculty; and
 - b. Reviewing and making determinations on academic appeals related to short courses within their Faculty.
4. FED is responsible for:
 - a. Developing and maintaining the systems, procedures and templates to support the delivery of short courses.
 - b. Assessing and determining outcomes of fee refunds in consultation with the Short Course Convenor.

16 Version Control and Change History

Version Control	Date Effective	Approved By	Amendment
1	16 September 2021	Vice-Chancellor	First version