

STUDENT PROGRESSION PROCEDURE – ACADEMIC PROGRAMS

Approved by:	General Manager	Date:	16 May 2018
Date Effective:	1 July 2018	Date of Next Review:	1 July 2021
Document No:	UOWC-AP-PRO-46	Version:	1
Custodian:	Academic Program Manager		
Supporting Documents, Guidelines & Forms:	<p>End of Session Change of Course Status E-mail - Referral</p> <p>End of Session Change of Course Status E-mail - Restricted</p> <p>Notification of 'At Risk' Students E-mail</p> <p>Notification of Course Status Change & Personal Support Plan– Referral</p> <p>Notification of Course Status Change & Personal Support Plan – Restricted</p> <p>Notification of Intention to Exclude and Report</p> <p>Restricted Status Notification of Outcome of Show Cause Statement E-mail</p>		
References & Legislation:	<p><i>Education Services for Overseas Students Act 2000 (Cth)</i></p> <p><i>Higher Education Support Act 2003 (Cth)</i></p> <p>Student Progression and Support Policy</p> <p>Higher Education Standards Framework (Threshold Standards) 2015</p> <p>Foundation Studies Standards</p>		

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1 Purpose

- 1.1 This Procedure operationalises UOW College Australia's *Student Progression and Support Policy* within the Academic and Pathway suite of courses.

2 Scope

- 2.1 This Procedure apply to:
- a. Students studying an award or non-award higher education or pathway program; and
 - b. Staff administering course progression within these programs.

3 Definitions

Word/Term	Definition
Course Progress Advisors	Staff nominated at Schedule 1 of these Guidelines to act as Course Progress Advisors.

4 Monitoring Process

Pre-Session Allocation of Referral and Restricted Status Students to Course Progress Advisors

- 4.1 Course Progress Advisors are responsible for monitoring student course progression during session. The Academic Program Manager may also act as a Course Progress Advisor.
- a. Diploma Co-ordinators liaise with UOW and College teachers delivering Faculty-based subjects via lectures, tutorials, support tutorials, and laboratory or other workshop classes in which College higher education Diploma students sit.
- Diploma Co-ordinators have responsibility, as Course Progress Advisors, only for those students on Referral or Restricted Status as described in 4.1.a.
- 4.2 Following finalisation of session results by the UOW College Assessment Committee, the Academic Program Manager and Course Progress Advisors meet to allocate responsibility for students who did not meet the minimum course progression requirement to pass at least half of their subjects in the session and were placed on Referral Status or Restricted Status.
- 4.3 The Academic Program Manager and Course Progress Advisors determine for each student on Referral or Restricted Status a Personal Support Plan (included with the *Notification of Course Status Change & Personal Support Plan – Referral Status* or - *Restricted Status*, e-mailed to each student after finalisation of session results.)
- 4.4 By the end of the week after the UOW College Assessment Committee's finalisation of session results the Academic Program Manager and Course Progress Advisors e-mail (End of Session Change of Course Status E-mail – Referral or – Restricted) their allocated students, a Notification of Course Status Change & Personal Support Plan – Referral Status or - Restricted Status.
- 4.5 Students placed on Referral or Restricted Status may discuss their Personal Support Plan with the Course Progress Advisor assigned to them. Students are advised (*End of Session Change of Course Status E-mail – Referral or – Restricted*) that they have until 5pm Tuesday of Week 2 of session to contact their Course Progress Advisor to discuss their Plan. Where a student replies by the Tuesday Week 2 deadline, the Course Progress Advisor will normally meet with the student before the end of Week 2, and no later than the end of Week 3.

- 4.6 Personal Support Plans will not be amended for students who do not reply to their Course Progress Advisor by the Tuesday, Week 2 deadline, unless the student provides the Advisor with evidence of extenuating circumstances. If a student claims extenuating circumstances, the Advisor consults with the Academic Program Manager within two working days of receiving the student's evidence. The Program Manager decides if the claim is acceptable and informs the student of the decision by e-mail within five working days of receiving the evidence from the Course Progress Advisor. If the claim is accepted, the Program Manager, in consultation with the Advisor, includes in the e-mail a new appointment day and time, which will be before the end of Week 3 of session. If the student does not attend that appointment the original Support Plan will stand.
- 4.7 An outcome of the discussion noted in 4.6 between a student and their Course Progress Advisor may be a recommendation by the Advisor to the Academic Program Manager to amend a Support Plan. If the Program Manager agrees with the recommendation the Program Manager notifies the student by e-mail within two working days of the decision and attaches to the e-mail a new *Notification of Course Status Change & Personal Support Plan – Referral Status or - Restricted Status*, as appropriate.

In-Session Monitoring of Referral and Restricted Status Students

- 4.8 The Academic Program Manager and Course Progress Advisors meet before the end of Week 3, following close of enrolment, to reallocate students, if required, to even out the workload. This takes account of courses that start on College and UOW session dates where these differ.
- 4.9 Course Progress Advisors monitor their allocated students' use of the 'Required' (compulsory) student support services identified in Personal Support Plans. If a student does not make use of a 'Required' support service, the Course Progress Advisor informs the Academic Program Manager who manages the matter under the College's *Procedure for Managing Alleged Student Misconduct*.
- 4.10 At least twice in a session Course Progress Advisors contact their allocated students to discuss the latter's attendance and academic performance. Contact occurs normally in Week 6 and again in Week 9 of the relevant College or UOW session, as appropriate.
- 4.11 An outcome of the discussion noted in 4.10 between a student and their Course Progress Advisor may be a recommendation by the Advisor to the Academic Program Manager to amend a Support Plan. If the Program Manager agrees with the recommendation the Program Manager notifies the student by e-mail within two working days of the decision and attaches to the e-mail a new *Notification of Course Status Change & Personal Support Plan – Referral Status or - Restricted Status*, as appropriate.

'At Risk' Students Placed on Referral Status In-Session

- 4.12 Students on Active Status identified early in a Session as at risk of not meeting the minimum course progress requirement may have their course status changed to Referral.
- 4.13 At the start of Week 3 of session the Academic Program Co-ordinator e-mails all Academic Program course teachers (Teacher Identification of At Risk Students E-mail) and Diploma Co-ordinators, asking them to identify students they believe are 'at risk' and the reasons. Teachers must reply by 5pm on the Tuesday of Week 4.

- 4.14 By the start of Week 4 of session Academic Program Support e-mails an attendance report for Academic students to the Academic Program Manager and Course Progress Advisors.
- 4.15 By the end of Week 4 of session, using the Program Support attendance report and student information from teachers, the Academic Program Manager and Course Progress Advisors decide which students are at risk. The Academic Program Coordinator advises the students by e-mail (*Notification of 'At Risk' Students E-mail and Notification of Course Status Change & Personal Support Plan – Referral Status*). The students are informed that:
- a. They have been assessed as at risk of not meeting the minimum course progression requirement at the end of the Session;
 - b. They have been placed on Referral Status for the Session;
 - c. A Personal Support Plan has been developed for them;
 - d. They can discuss their Plan with a Course Progress Advisor, before it takes effect from the start of Week 5; and
 - e. They have until 5pm, Tuesday of Week 5 to e-mail a Course Progress Advisor to make an appointment to discuss their Support Plan. Meetings with students should normally occur by the end of Week 5.
- 4.16 An outcome of discussion between the student and the Course Progress Advisor may be a recommendation by the Advisor to the Academic Program Manager to amend the Support Plan or to return the student to Active Status. If the Program Manager agrees with the recommendation the Program Manager notifies the student by e-mail within two working days of the decision, and if the student remains on Referral Status attaches to the e-mail a new *Notification of Course Status Change & Personal Support Plan – Referral Status*.

End of Session Placement of Students on Referral Status

- 4.17 Following the College Assessment Committee's finalisation of session results the Academic Program Manager notifies by e-mail (*End of Session Change of Course Status E-mail Template and Notification of Course Status Change & Personal Support Plan – Referral Status*) those students whose course status has changed from:
- a. Active to Referral; or
 - b. Restricted to Referral.

End of Session Placement of Students on Restricted Status

- 4.18 Following the College Assessment Committee's finalisation of session results the Academic Program Manager notifies by e-mail (*End of Session Change of Course Status E-mail Template and Notification of Course Status Change & Personal Support Plan – Restricted Status*) those students whose course status has changed from Referral to Restricted.
- 4.19 Students notified of Restricted Status must email the Academic Program Manager a Show Cause Statement, within five working days of the date of the e-mail notification, to justify their re-enrolment in the next session. Outcomes as determined by the Program Manager are:

- a. The student is allowed to re-enrol in the next Session if they demonstrate sufficient cause; or
 - b. The student is placed on Exclusion Status if they do not demonstrate sufficient cause to be re-enrolled; or
 - c. The student is placed on Exclusion Status if no Statement is received within the five working days deadline.
- 4.20 The Academic Program Manager notifies students by e-mail (*Restricted Status Notification of Outcome of Show Cause Statement E-mail*) of the outcome of their Show Cause Statement, within five working days of receiving a student's Statement.

End of Session Placement of Students on Exclusion Status

- 4.21 A student is placed on Exclusion Status following the College Assessment Committee's finalisation of session results, if:
- a. The student is on Restricted status in that Session and does not meet the minimum course progression requirement; or
 - b. The student is on Referral Status in that session and does not meet the minimum course progression requirement and, having been notified of being placed on Restricted Status for the next session, does not provide a Show Cause Statement to the Academic Program Manager within 10 (ten) working days of being notified of Restricted Status; or
 - c. The student is on Referral Status in that session and does not meet the minimum course progression requirement and, having been notified of being placed on Restricted Status for the next session, does not provide to the Academic Program Manager a Show Cause Statement that shows sufficient cause for the student to be allowed to re-enrol at the College.
- 4.22 As determinations are made on Restricted Status the Academic Program Manager notifies the College's Administration Manager of students placed on Exclusion Status.
- 4.23 The Administration Manager changes the student's course status on SAI to Exclusion.
- 4.24 The Administration Manager e-mails the student a Notification of Intention to Exclude (domestic students) or a *Notification of Intention to Exclude and Report* (international students on Exclusion must be reported to the Department of Home Affairs). The Administration Manager also notifies the student by SOLS mail that they have been placed on Exclusion and notes this on SAI.
- 4.25 The Administration Manager sends the Notification of Intention to Exclude or Notification of Intention to Exclude and Report within five working days of being notified by the Program Manager that the student has been placed on Exclusion.
- 4.26 The Notification advises the student of their right to appeal against Exclusion Status, in accordance with the College's *Student Grievance Policy*. A student who lodges an appeal under that Policy is entitled to re-enrol on a course status of Restricted, pending the outcome of their appeal (including any further appeals submitted to an external authority).
- 4.27 A student whose appeal against Exclusion is unsuccessful has their course status returned to Exclusion, their College enrolment is cancelled, they are withdrawn from all

subjects in their current session and are excluded from the College for the remainder of the current session and a 12-month period from the end of that session.

5 Student on Exclusion Status Applying for Readmission

- 5.1 After the 12-month exclusion period has expired a student on Excluded Status may apply to the College for readmission. A student seeking readmission must first e-mail the College's Academic Program Manager, attaching a completed course application form for the College course in which they are seeking to enrol.
- 5.2 In their e-mail to the Program Manager the student must include a Show Cause Statement which explains why the student believes they should be allowed to re-enrol by addressing the following:
 - a. What the student has done during the exclusion period and will do, if allowed to re-enrol, to improve their results and meet the minimum course progression requirement of passing at least half of their subjects in their next session.

The student should also include with the Statement any relevant supporting documentation.

- 5.3 The Program Manager will e-mail the student with an outcome, within five working days of receiving the student's Show Cause Statement:
 - a. If the student shows sufficient cause the Program Manager will forward the student's course application form to Admissions with a recommendation that the student be made a new College offer for their course, subject to the College's *Admissions Guidelines*.
 - b. If the student does not show sufficient cause they will remain on Exclusion Status for a further period of 12 months, after which they may reapply for admission to the College.

6 Recordkeeping

- 6.1 Course Progress Advisors ensure that copies of the Notification of Course Status Change & Personal Support Plans issued to students on Referral or Restricted Status, including amended Notifications, are stored in the Course Progress Advisors - Academic folder in the UOW College Share Drive.
- 6.2 Course Progress Advisors and the Academic Program Manager keep a record of decisions made under this procedure, in the UOWC Course Progress Advisors' Register, located in the Course Progress Advisors - Academic folder in the UOW College Share Drive.

7 Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	1 July 2018	General Manager	First Version. Operationalising the Student Progression and Support Policy within Academic Programs

Schedule 1: Course Progress Advisors

Pursuant to clause 15.1 of the *Student Progression and Support Policy*, the following staff members act as Course Progress Advisors within the Academic Program:

- Academic Program Manager
- Academic Program Coordinator
- Student Services Manager
- Student Advisors
- Diploma Coordinator