

Online University English Entry Course Academic Progression and Exclusion Policy

1. Purpose

This Policy details the principles and guidelines for managing and supporting student progress through a Program of study, including those at risk of poor academic performance which could impact their progress and potentially result in a breach of the student's enrolment conditions, Suspension or Exclusion.

2. Scope

This policy applies to:

- (a) all Prospective Students seeking to enrol in the Online University English Entry Course (OUEEC);
- (b) all current OUEEC students; and
- (c) all College staff involved in the promotion, recruitment, admission, delivery, management or administration of the OUEEC and its students.

3. Policy Statement

The College is committed to enabling and assisting students to reach their study goals within the expected timeframe and provide supportive intervention strategies for students at risk of not succeeding.

4. UNSW College Responsibilities

The College is expected to:

- (a) set admission standards designed to ensure students are adequately prepared to engage in their Course;
- (b) promote to students the support services available to assist in achieving Satisfactory Course Progress;
- (c) ensure students are aware of all requirements to achieve a pass or equivalent grade, on commencement of each Course;
- (d) monitor Course progress and offer support to students who are at risk of not maintaining Satisfactory Course Progress;
- (e) provide ongoing and early feedback to students on their overall progress;
- (f) ensure relevant staff are informed about a student's progress during intervention strategies;
- (g) undertake periodic analysis of outcomes for various student cohorts to inform tailored support strategies and admission criteria reviews.

5. Student Responsibilities



Students are expected to:

- (a) engage in the learning process by attending all classes, completing and submitting all homework and assessment tasks;
- (a) maintain Satisfactory Course Progress and actively engage in support and intervention strategies as required;
- (b) seek assistance on any aspect of the Course that is not understood;
- (c) inform the College of any circumstances that may impact on maintaining Satisfactory Course Progress.

6. Learning Support

- (a) The College provides a range of online learning support services to students, which include:
 - i. Language enhancement help;
 - ii. Peer-assisted learning;
 - iii. Teacher-led consultations, offering assignment and coursework help;
 - iv. Study Coach led stand-up sessions;
 - v. Sessions to help with student success, including managing online study, setting study goals, developing good study habits and time management.
- (b) Student Wellbeing Advisors are also available to assist with any personal wellbeing matters that help support stronger outcomes and achieve Satisfactory Course Progress.

7. Risk Levels and Intervention Strategies

Students not satisfactorily progressing in their study or engaging in the learning process are at risk of breaching enrolment conditions. Risk indicators are monitored by the College to enable intervention and support.

7.1 Risk Level 1:

- (a) This category indicates there are initial signs of a student being at-risk, with examples including, but not limited to, a student:
 - i. not completing a recent assessment or study task;
 - ii. achieving poor outcomes in early formative assessment(s); and/or
 - iii. being absent from a standup or Questions and & Answers session without providing justification for non-attendance.
- (b) Intervention strategies include contacting the student to encourage engagement with academic and/or welfare support staff, teacher-led one-on-one consultations, meetings with the Study Coach and / or peer-led study support sessions.

7.2 Risk Level 2:

- (a) This category indicates there are ongoing concerns of a student being at-risk



beyond a single teaching period or signs of multiple risk indicators, with examples including, but not limited to, a student:

- i. being absent from multiple standup or Questions and Answers sessions across a number of days, with no justification;
 - ii. being consistently late for classes across a week;
 - iii. not responding to messages or emails from Study Coaches and team members;
 - iv. noticeably disengaging from group work activities, showing a lack of active participation in discussions and submission-related tasks;
 - v. submitting work that noticeably lacks the quality of submissions in previous weeks; and/or
 - vi. failing to submit work across a one-week period.
- (b) Intervention strategies include meetings with a teacher or the Study Coach to discuss concerns and the development of appropriate strategies, which may include a reduced study load, agreement to a study/support plan, ongoing teacher-led or Study Coach consultations and/or ongoing one-on-one engagement with a Student Progress Advisor throughout the teaching period.

7.3 Risk Level 3:

- (a) This category indicates a student is at significant risk of not successfully completing their Course and is potentially facing Suspension or Exclusion, with examples including, but not limited to, a student:
- i. establishing a pattern of consistent non-attendance for two or more weeks;
 - ii. failing to submit work for multiple tasks for two or more weeks;
 - iii. not responding to multiple messages or emails seeking to engage with the student over absence from classes;
 - iv. expressing dissatisfaction with the Course and indicating possible withdrawal from the Course.
- (b) Intervention strategies include asking a student to Show Cause as to why they should be allowed to remain in the Course via a written submission (see section 8 below); meeting with a College Director or their nominee to discuss ongoing concerns and contributing factors, subsequent to which a decision will be made as to whether the student should be Suspended or Excluded. If a student does not provide a written Show Cause response, they may be automatically Suspended or Excluded from the Course or program.

8. Consequences of not maintaining Satisfactory Course Progress

8.1 Show Cause

- (a) Students who are at Risk Levels 2 or 3 and are not progressing satisfactorily may be asked to Show Cause as to why their enrolment should continue.



- (b) The student response must be in writing, submitted within 10 working days of receipt of the College Show Cause notification, outline why Course progress and engagement has not been satisfactory and what steps the student will take to ensure success in further studies.
- (c) The student's Show Cause submission must be accompanied by evidence supporting their case and reference:
 - i. the date the circumstances of the student changed;
 - ii. how the circumstances were beyond the control of the student; and
 - iii. how the circumstances impacted on their ability to study.
- (d) Students can refer to the [OUEEC Guidelines for Assessing Compassionate or Compelling Circumstances](#) to assist with their case.
- (e) The student's response to the Show Cause notification is considered and a determination made as to whether:
 - i. the Show Cause submission is accepted, and the student is permitted to continue with their studies, subject to meeting specified enrolment conditions; or
 - ii. the Show Cause is not accepted, and a decision is made to Suspend or Exclude the student.
- (f) During the Show Cause process, students should attend and participate in all classes and activities for their Course until the matter is resolved.

8.2 Suspension

- (a) If a student is Suspended, a Notification of Suspension will be sent to the student within twenty (20) working days of receiving the student's written Show Cause response. The student's enrolment will be cancelled for the period of the Suspension.
- (b) Suspension is a forced, temporary leave from the College with an automatic right to re-enrol in the first study period that falls after the Suspension has elapsed.
- (c) During the period of Suspension, students are not permitted to undertake studies in an alternative College Course to that from which they have been Suspended.

8.3 Exclusion

- (a) Students may be Excluded for not maintaining Satisfactory Course Progress (or as a penalty for misconduct).
- (b) If Excluded, a Notification of Exclusion will be sent to the student within twenty (20) working days of the College receiving the student's written Show Cause response. In this case the student's enrolment is cancelled.
- (c) If the Exclusion is for a specific period, the student may only recommence studies by seeking re-admission to the College under relevant admission processes. There is no automatic right of re-admission.



- (d) During the period of Exclusion, the student is not permitted to undertake study in the Course from which they have been Excluded, or any other Course offered by the College.

9. Student Appeal

- (a) Students have the right to appeal a decision made in regard to a ruling related to a Show Cause process, through the [OUEEC Student Appeal Policy](#).
- (b) In accordance with the [OUEEC Student Appeal Policy](#), a student may appeal a decision by submitting a [Request to Appeal Form](#) within twenty (20) days of the Notification of Suspension or Exclusion indicating the outcome of the Show Cause process.
- (c) The appeal process will commence at Stage 3 Internal Appeal process outlined in the [OUEEC Student Appeal Policy](#).
- (d) Outcomes of the appeal will be either:
- i. the student will be permitted to continue their studies and must adhere to any enrolment conditions applied; or
 - ii. the student will not be permitted to continue with their studies, their enrolment will be cancelled and the Suspension or Exclusion will apply.
- (e) If a student has remained Enrolled during the appeal process and their appeal is unsuccessful, their enrolment will be cancelled and they may be eligible for a full or partial refund of tuition fees paid for the current or future Term.

10. Roles, responsibilities and delegations

Role	Responsibility
Executive Director, Academic or nominee	<ul style="list-style-type: none"> • Ensuring programs embed early assessment to identify students at risk. • Interviewing students who are deemed to be 'high risk'
Student Progress Advisers and Study Coaches	<ul style="list-style-type: none"> • Monitoring, identifying and supporting students at risk of maintaining satisfactory progression, in collaboration with relevant academic staff. • Provision of learning support to all Enrolled students.
Student Wellbeing Advisers	<ul style="list-style-type: none"> • Providing welfare and wellbeing support. • Considering Special Consideration in matters of Suspension or Exclusion

11. Definitions

Definitions and Acronyms



College Director	A Director role in the College’s Academic team; for example, Executive Director Academic, Director Learning and Teaching.
Course	A planned and structured sequence of learning and teaching that allows a student to gain knowledge, skills and understanding in relation to an agreed set of learning outcomes.
Enrolled	A status where a student has already accepted the College conditions of enrolment and paid the required amount to secure their place in the OUEEC;
Exclude/Exclusion	Cancellation, either permanently or for a specified period of time, of the student’s enrolment, typically due to unsatisfactory Course progress or as a penalty for misconduct.
OUEEC / Online University English Entry Course	The UNSW College program that builds academic and English language skills with all content, communication and distribution of learning resources delivered electronically.
Prospective Student	A person who intends to become or has taken any steps towards enrolling in the OUEEC.
Satisfactory Course Progress	A student’s ongoing involvement and progress towards achieving learning outcomes, as demonstrated by satisfactory participation in and completion of assessment components scheduled throughout the Course.
Show Cause	A formal process that gives a student the opportunity to outline any circumstances that have adversely impacted on their academic performance and what they will do to address these circumstances if they are permitted to continue with their studies.
Special Consideration	A process for assessing and addressing the impact of events beyond the control of the student that have affected performance.
Suspend/Suspension	A forced, temporary leave from the College with an automatic right of re-entry for the first available intake after the conclusion of the Suspension has elapsed. A student’s enrolment will be cancelled if a student does not re-enrol in that timeframe.

12. Related Policy and Supporting Documents

Related Policy Documents and Supporting Documents	
Policy	<ul style="list-style-type: none"> OUEEC Student Appeal Policy
Forms / Guidelines	<ul style="list-style-type: none"> OUEEC Guidelines to Assessing Compassionate or Compelling



Related Policy Documents and Supporting Documents

	<ul style="list-style-type: none"> Circumstances Request to Appeal Form
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13. Policy Governance

OUEEC Academic Progression and Exclusion Policy	
Category/Business Group	Academic Programs
Published Externally (Yes/No)	Yes
Approver	Academic Board
Responsible Officer	Executive Director Academic
Contact Officer	Compliance Manager
Effective Date	25 July 2024
Next Review Date	25 July 2027
Version	1.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1	Academic Board	25 July 2024	25 July 2024	N/A

Please visit our website to ensure that you have the latest version of this Procedure.

Policies and procedures are available at: unswcollege.edu.au/about/policies