

## Satisfactory Course Progress Policy

### 1. Overview

- 1.1 Deakin College acknowledges that its students come from diverse cultures and backgrounds with differing motivation and learning needs. Accordingly, Deakin College seeks to identify and support those students who may require additional assistance in order to facilitate satisfactory course progress.
- 1.2 This policy closely links to the *Attendance Policy* in that attendance and student engagement<sup>1</sup> in learning are essential to the achievement of satisfactory course progress. This policy also links to the *Students at Risk Procedures*, upholding the principle that early identification provides students with an opportunity to overcome any academic or personal obstacles.
- 1.3 Deakin College encourages its students to take responsibility for their learning and to take advantage of any academic and personal assistance that is available to them at Deakin College and Deakin University.
- 1.4 This policy establishes the definition, criteria and processes used to determine satisfactory course progress. It outlines the intervention strategies implemented by Deakin College to ensure that students who are at risk of not achieving satisfactory course progress are provided with appropriate and adequate support in a consistent, reliable and equitable process.
- 1.5 This policy also ensures that the academic progress of Deakin College's overseas students is managed in accordance with the requirements of the *Education Services for Overseas Students Act 2000* (ESOS Act) and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code 2007), specifically standards 8, 9 and 10.

### 2. Scope

- 2.1 The policy applies to all students enrolled in the Certificate IV and Diplomas at all campuses of Deakin College, including domestic students, temporary residents and overseas students.
- 2.2 The Academic Progress and Discipline Committee (APDC) is responsible for the implementation of this policy and the identification of students deemed to not be meeting the criteria for satisfactory course progress.
- 2.3 The Manager Student Services, the Campus Manager Geelong Campuses and the Campus Director Deakin College Jakarta are responsible for counseling students at risk of not achieving satisfactory course progress.

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<sup>1</sup> Defined as students' involvement with activities and conditions likely to generate high-quality learning [Australian Council for Education Research (ACER), *Doing more for learning: Enhancing engagement and outcomes* (2010), 3].

- 2.4 Students will receive a copy of this policy when they enrol in their course. This policy will also be available at all times on the Deakin College and Deakin College Jakarta websites and on the Student Portal.

### 3. Definitions

Key Term or Acronym	Definition
APDC	Academic Progress and Discipline Committee. A committee whose role includes the consideration of allegations of any act of academic misconduct and the review of course progress of students who have not met, or are at risk of not meeting the academic requirements of Deakin College.
Appeal	A submission by a student for a review of a decision made by Deakin College of an academic or non-academic nature. See also <i>Deakin College Appeals</i> .
CoE	Confirmation of Enrolment. A document registered with the Australian Government confirming a student's acceptance into a course for a specified duration.
Compassionate and Compelling Circumstances	Circumstances beyond the control of the student and have an impact upon the student's course progress or wellbeing. Please refer to the <i>Attendance Policy</i> for examples.
Course	A program of instruction that leads to an award of the institution.
Domestic Student	Defined as an Australian or New Zealand citizen or holder of a permanent residency visa, including a humanitarian visa.  For students at the Deakin College Jakarta Campus, this is defined as a citizen or permanent resident of Indonesia.
ESOS Act 2000	The <i>Education Services for Overseas Students Act 2000</i> . This Act regulates the delivery of education services to overseas students.
Exclusion	Cancellation of enrolment by Deakin College for unsatisfactory course progress. For overseas students, this also results in Deakin College reporting to the applicable Australian Government higher education and immigration agencies a student's non-compliance with student visa condition 8202.

Intervention Program	A formal mechanism of providing institutional assistance to those students who are at risk of not achieving satisfactory course progress.
Deakin College Appeals	The final appeals body at Deakin College that considers appeals from students against any decision by Deakin College or Deakin College Jakarta Campus of an academic or non-academic nature.
National Code 2007	<p>The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Established under section 33 of the ESOS Act 2000.</p> <p>The National Code 2007 provides nationally consistent standards and procedures for providers who deliver educational services to overseas students.</p>
Overseas Student	A student on an overseas student visa.
Overseas Students Ombudsman	An independent agency that receives and investigates complaints from overseas students about actions and decisions of private education providers.
PRISMS	Provider Registration and International Student Management System. A database developed by the Australian Federal Government for the purposes of compliance with the ESOS Act.
Satisfactory Course Progress	Satisfactory advancement within a course towards its timely completion. Compare <i>Unsatisfactory Course Progress</i> .
Student Portal	Deakin College intranet providing academic and administrative information and internal communication.
SPAC	Student Progress Assistance Contract. A signed contract between a student and Academic Services evidencing the intervention interview with Academic Services and its outcomes under 4.2.3 of this policy.
Temporary Resident	<p>A person other than an overseas student who is:</p> <p>(a) temporarily residing in Australia for a specific purpose including skilled, temporary work, international relations, training and research; and</p> <p>(b) holds a visa permitting study in Australia.</p>
Trimester	A defined and formal period of study of 13 weeks. Deakin College runs three compulsory trimesters annually.

Unit	A component of study within a course. Also referred to as a subject.
Unsatisfactory Course Progress	Unsatisfactory advancement within a course, as provided under subsections 4.1.2 to 4.1.4 of this policy and thereby at risk of exclusion from Deakin College. Compare <i>Satisfactory Course Progress</i> .
Working Day	Excludes Victorian, Australian and Indonesian public holidays and weekends.

## 4. Policy Statement

### 4.1 Unsatisfactory Course Progress

- 4.1.1 At the conclusion of each trimester, the APDC will identify two cohorts of students:
- those students who are *at risk* of not achieving satisfactory course progress; and
  - those students who have *not* achieved satisfactory course progress.
- 4.1.2 Students *at risk* of not achieving satisfactory course progress are those who have failed to obtain a final grade of 'Pass' or higher in more than 50 per cent of units undertaken in a preceding trimester.
- 4.1.3 Overseas students who have *not* achieved satisfactory course progress are those who have:
- failed to obtain a final grade of 'Pass' or higher in more than 50 per cent of units undertaken in a *second* trimester and/or have not completed their course by the expected completion date, as specified on their confirmation of enrolment (CoE); or
  - failed to obtain a final grade of 'Pass' or higher in more than 50 per cent of units undertaken in a *third* trimester and/or have not completed their course by the expected completion date, as specified on their CoE; or
  - failed to meet mandatory conditions as specified by their intervention program and/or their *Student Progress Assistance Contract (SPAC)*.
- 4.1.4 Domestic students and temporary residents who have *not* achieved satisfactory course progress are those who have:
- failed to obtain a final grade of 'Pass' or higher in more than 50 per cent of units undertaken for a *third* trimester; or
  - failed to meet mandatory conditions as specified by their intervention program and/or their SPAC.

- 4.1.5 In assessing a student's course progress under 4.1.2, 4.1.3 and 4.1.4:
- (a) grades of 'N' (Fail), 'WF' (Withdrawn-Fail) and 'XN' (Failure, Not Assessed) will be regarded as failing grades and included in the calculation of a student's course progress;
  - (b) a grade of 'DE' (Deferred Examination) will be regarded as a passing grade until a formal failing grade, as per subsection 4.1.5(a), is formally recorded against that unit;
  - (c) grades of 'RI' (Results Not Finalised), 'RW' (Results Withheld) and 'UP' (Ungraded Pass) will not be used to calculate a student's course progress.
- 4.1.6 In addition to 4.1.5, for the purposes of assessing a student's course progress under 4.1.2, 4.1.3 and 4.1.4:
- (a) students who withdraw from any unit or from their course before the end of week 4 of a trimester will not incur an academic penalty;
  - (b) withdrawal from any unit or course between weeks 5 and 8 of a trimester will incur a grade of W (withdrawn). This grade does not incur an academic penalty;
  - (c) withdrawal from any unit or course between weeks 9 and 13 of a trimester will incur a grade of WF (withdrawn fail). This grade will incur an academic penalty and a student's course progress will be assessed at the end of the trimester by the APDC;
  - (d) Overseas students are required to maintain a full time enrolment. Therefore, if a withdrawal from one or more units constitutes a part time enrolment, withdrawal from such units will not be permissible.

## **4.2 Stage 1: Students At Risk of Unsatisfactory Course Progress**

- 4.2.1 Academic monitoring by the APDC will proceed at the end of each trimester. An intervention program will be implemented automatically for any student identified by the APDC as being at risk of not achieving satisfactory course progress, as per subsection 4.1.2 of this policy.
- 4.2.2 Students will be notified on the day that academic results are formally released that an intervention program has been implemented. The notice will be sent by email to the student's Deakin College email address and subsequently sent by post. It is the responsibility of the student to check their Deakin College email account and to ensure that Deakin College has their correct postal address details.
- 4.2.3 The intervention program will provide a range of requirements, including a mandatory interview with Academic Services. Students are required to undertake the intervention program before the end of week 4 in a given trimester.
- 4.2.4 A student will be deemed to have accepted the terms of their intervention program by enrolling in a following trimester. Accordingly, it is the responsibility of that student to ensure that all conditions of their intervention program are met.

### 4.3 Interview with Academic Services

- 4.3.1 At the interview with Academic Services, students will be given opportunity to discuss their lack of course progress and counselled in identifying its cause, whether academic or personal.
- 4.3.2 At the interview, further intervention strategies may be developed, as required for a student's given circumstances. Additional intervention strategies may include referrals to counselling or other professional support services, a reduction in course load, English language support or change of course.
- 4.3.3 At the interview, students will be counseled that failure to maintain satisfactory course progress will result in their being considered for exclusion from Deakin College. For overseas students, this will also result in Deakin College reporting to the applicable Australian Government higher education and immigration agencies through the Provider Registration and International Student Management System (PRISMS) their failure to achieve satisfactory course progress. This may result in the loss of their student visa.
- 4.3.4 At this interview, students will be provided with information on all support services at Deakin College and Deakin University.
- 4.3.5 The interview will be formalised by a signed SPAC between the student and Academic Services, evidencing its occurrence and outcomes. This contract will be kept on the student's file and a copy of the signed contract and a copy of this policy will be provided to the student.

### 4.4 Stage 2: Review

- 4.4.1 Unless subsection 4.1.3(a) of this policy applies, following the implementation of the intervention program, where a student has failed to obtain a final grade of 'Pass' or higher in more than 50 per cent of units undertaken in a second trimester, or failed to meet the conditions specified on their intervention program, the student will be sent a letter by the APDC reminding them that:
  - (a) they have failed to satisfy the requirements for satisfactory course progress;
  - (b) that if they have not met the conditions of their intervention program, that they have a final opportunity in which to do so;
  - (c) that if they have met the conditions of their intervention program and continue to experience difficulties with their studies, that they meet with Academic Services for further support; and
  - (d) that failure to maintain satisfactory course progress, as provided under subsections 4.1.3(b) and (c) and 4.1.4 of this policy, will result in their being considered for exclusion from Deakin College at the end of the next trimester. For overseas students, this will also result in Deakin College reporting to the applicable Australian Government higher education and immigration agencies

their failure to achieve satisfactory course progress. This may result in the loss of their student visa.

- 4.4.2 A student will be notified in writing on the day of formal release of academic results by email to the student's Deakin College email address. A final warning letter will subsequently be sent by post. It is the responsibility of the student to check their Deakin College email account and to ensure that Deakin College has their correct postal address details.

#### **4.5 Stage 3: Exclusion**

- 4.5.1 A student who has not met the satisfactory course progress requirements under subsections 4.1.3 (a), (b) or (c) and 4.1.4 will be deemed by the APDC as not having satisfied the satisfactory course progress requirements and the APDC will proceed with the exclusion of that student. For overseas students, this will also result in Deakin College reporting to the applicable Australian Government higher education and immigration agencies their failure to achieve satisfactory course progress.
- 4.5.2 In proceeding with its intention to exclude, the APDC will provide students with an opportunity to show cause, that is, to provide reasons why their exclusion should not proceed.
- 4.5.3 The show cause notice will be issued on the day of formal release of academic results and sent by email to the student's Deakin College email address. A letter will subsequently be sent by post. It is the responsibility of the student to check their Deakin College email account and to ensure that Deakin College has their correct postal address details.
- 4.5.4 A student who proceeds to the third stage, exclusion, will not be permitted to re-enrol at Deakin College.
- 4.5.5 The show cause notice will require a response in writing from the student within a specified time. Original or certified copies of supporting documents will also need to be provided to support any claim of compassionate or compelling circumstances.
- 4.5.6 Show cause submissions will be decided by the Director of Academic Governance and Integrity and one other member of the APDC. If the panel is equally divided in opinion, the opinion of the Director of Academic Governance and Integrity will prevail.
- 4.5.7 The show cause outcome will be issued in the first instance by email to the student's Deakin College email address. A letter will also be subsequently sent by post. It is the responsibility of the student to check their Deakin College email account and to ensure that Deakin College has their correct postal address details.
- 4.5.8 Where a show cause is granted by the representatives of the APDC, further enrolment conditions may be stipulated in the letter of outcome.
- 4.5.9 Where a show cause is denied by the representatives of the APDC, the notice of intention to exclude will advise the student that he or she is entitled to an appeal with Deakin College Appeals ([dcoll-appeals@deakin.edu.au](mailto:dcoll-appeals@deakin.edu.au)) within a 20 working day

period. There is no fee in accessing the appeals process. The *Deakin College Appeals - Terms of Reference* apply.

- 4.5.10 Deakin College will not proceed with its intention to report an overseas student to the applicable Australian Government higher education and immigration agencies whilst an appeal is in progress.
- 4.5.11 Deakin College Appeals will commence an appeal within 10 working days of its lodgment. At a minimum, this will consist of a written acknowledgement of the appeal. In addition to their written submission, students may request to present in person to Deakin College Appeals.
- 4.5.12 Domestic students and temporary residents will be provided with information on an external appeals body if Deakin College Appeals upholds the decision by the APDC, as per the provisions of the *Deakin College Grievance Procedures Relating to Academic Matters*.
- 4.5.13 Overseas students will be provided opportunity to lodge an independent external appeal with the Overseas Students Ombudsman ([www.oso.gov.au](http://www.oso.gov.au)) if Deakin College Appeals upholds the decision by the APDC. Students will be required to provide evidence of lodgment of an external appeal to the Quality and Compliance Manager within a specified timeframe.
- 4.5.14 Deakin College will not report an overseas student to the applicable Australian Government higher education and immigration agencies whilst an external appeal is in progress, provided that students have advised the Quality and Compliance Manager within the timeframe provided under subsection 4.5.13.
- 4.5.15 A student whose enrolment has been cancelled under this policy will be excluded from Deakin College for 12 months following the outcome of any appeals.
- 4.5.16 In addition to the 12 month exclusion period, in applying for readmission to Deakin College, overseas students are subject to the genuine student assessment under subsection 5.6 of the *Admissions Policy*.
- 4.5.17 The Department of Immigration will apply its discretionary framework to any overseas student reported by Deakin College and consider the individual circumstances of the breach before deciding whether or not to cancel that student's visa.
- 4.5.18 Where an overseas student's visa is cancelled by the Department of Immigration, that student may be subject to a three year exclusion period and may need to demonstrate compelling and compassionate circumstances to justify the grant of a new student visa before the end of the three year exclusion period.



<b>Policy Title</b>	Satisfactory Course Progress Policy	
<b>Policy Owners</b>	Quality and Compliance Manager	
<b>Contact Persons</b>	Stase Kaintatsis, Quality and Compliance Manager (stasek@deakin.edu.au)	
<b>Key Stakeholders</b>	All Students of Deakin College Academic Services	
<b>Approval Body</b>	Deakin College Academic Board of Studies	<b>Agenda item and meeting approved</b> Meeting 2-2014: Item 5.1.3
<b>Relevant Legislation</b>	Education Services for Overseas Students Act 2000 Higher Education Support Act 2003 The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007): Standards 8, 9 and 10	
<b>Related Policies</b>	Admissions Policy Attendance Policy Grievance Procedures Relating to Academic Matters Deakin College Appeals - Terms of Reference	
<b>Date Effective</b>	17 October 2014	<b>Next Review Date</b> June 2016