

## **SGA Progression, Exclusion and Graduation Policy and Procedures**

### **1. Purpose**

This policy and its procedures outline the guiding principles and requirements for students to satisfactorily progress through a course and how students may progress to graduation after successfully completing a course. It also specifies the circumstances for exclusion of a student due to unsatisfactory course progress, an inability to complete a course within the allowed time limits, or due to student misconduct.

The policy and procedures concern the ELICOS (English Language Intensive Courses for Overseas Students) and Foundation courses delivered by Study Group Australia Pty Limited (SGA) (CRICOS Provider Code: 01682E).

### **2. Scope**

The policy and its procedures apply to students enrolled in the following courses delivered by SGA, and to staff of its Colleges:

- Academic English Preparation (AEP), Access, and other English or ELICOS courses; and
- Foundation courses.

Students enrolled in the University of Sydney Preparation Programs (USPPs) delivered on behalf of the University of Sydney by Study Group, must refer to the USPP Progression, Exclusion and Graduation Policy and Procedures.

### **3. Policy principles**

To maintain satisfactory course progress, achieve the expected learning outcomes and be eligible for course completion and graduation, a student must:

- meet the minimum academic standards and requirements of a course, and
- be able to complete a course within the specific time limits.

The specific time limits for completing a course are listed in the course information provided to a student prior to course commencement and during enrolment. SGA courses vary in length.

Student progress and academic performance is continuously monitored against the minimum academic standards and reported formally at the middle and end of each teaching period.

Colleges assist students identified as requiring assistance for unsatisfactory course progress or an inability to complete a course within the specific time limits. Please refer to the Monitoring Course Progress Policy and Procedures, and the Student Learning Support Policy and Procedures.

All students can access ongoing support and assistance for the duration of their course. Students at risk of not achieving minimum academic standards are provided with additional support and assistance for the transition to and progression of their studies. Formal notifications and support arrangements are set out in the Student Learning Support Policy and Procedures.

A student who fails to maintain satisfactory progress and/or is unable to complete a course within the specific time limits may be excluded from a course, and their enrolment may be cancelled under the provisions of the Monitoring Course Progress Policy and Procedures, and the Deferment, Suspension, Withdrawal and Cancellation of Enrolment Policy and Procedures.

In instances of student misconduct, the College may suspend or cancel a student's enrolment for a specified period of time, cancel enrolment for any subject for up to 2 years, or expel the student from the College permanently. Please refer to the SGA Standards of Conduct and the Academic Honesty Policy.

A student may make an internal appeal against a decision made under this policy by referring to the Student Complaints and Appeals Policy and Procedures.

#### **4. Progression, Exclusion and Graduation Procedures**

##### **4.1 Meeting minimum academic standards (Foundation courses)**

- (1) Students are required to achieve minimum academic standards to make satisfactory progress:
  - (a) scoring 40% or more in English, and
  - (b) scoring 50% or more in other subjects.
- (2) At the commencement of each subject, students are informed of the assessment outcomes they need to achieve.
- (3) College staff provide students with:
  - (a) assessment results for individual coursework assignments;
  - (b) at least one progress report addressing each subject in each teaching period;
  - (c) a final report at the end of each teaching period, informing the student if they are on target to achieve their stated goal.
- (4) If a student is not making adequate progress towards their stated goal, the above reports will be supplemented with ongoing informal reports from teachers and advice on alternative possible pathways.
- (5) Refer to the Monitoring Course Progress Policy and Procedures for details of how course progress is monitored, recorded, reported and addressed through study plans and interventions.

##### **4.2 Meeting minimum academic standards (ELICOS courses)**

- (1) For English courses, the mid-point of a 10-week term is the time at which a student is assessed as 'at risk' of failing to make satisfactory course progress.
- (2) Students identified at risk are contacted by a member of the Academic Management Team (AMT), provided counselling, appropriate academic intervention strategies and continuous monitoring to assist with their particular support and learning needs.
- (3) Students are made aware that they will be issued an official warning letter if their academic performance, and attainment of required progression against each skill (minimum 60% or greater), does not improve after appropriate support has been provided.

- (4) Where students' course progress has not improved by the end of week 10, a formal written warning letter is issued. Please see the procedures from section 4.4 onwards, for steps beyond this point.

#### **4.3 Failing a pre-requisite and/or a mandatory subject**

- (1) Students are only allowed a maximum of two attempts at any subject or AEP level, or where allowed, have the option to replace their current subject with another subject.
- (2) If a student fails a pre-requisite subject or AEP level that is required for entry to another subject, AEP level, or program, their course progress may be impacted.
- (3) Students in this situation will be contacted by a member of the AMT who will determine if the student has previously attempted the pre-requisite subject and assess eligibility to repeat the subject or AEP level, with reference to the Monitoring Course Progress Policy and Procedures.
- (4) If a student is deemed unable to repeat a pre-requisite subject, will not exceed the allowable time limit for a course and is prepared to change their degree preference, they will be allowed to change to a different subject.
- (5) All other students who are deemed unable to repeat a pre-requisite subject, or repeat an AEP level, will be excluded from a course for making unsatisfactory progress and have their enrolment cancelled, as set out in the Monitoring Course Progress Policy and Procedures.
- (6) If a student fails a mandatory subject their course progress may be impacted.
- (7) Students in this situation will be contacted by a member of the AMT, who will determine if the student has previously attempted the mandatory subject and assess eligibility to repeat the subject, with reference to the Monitoring Course Progress Policy and Procedures.
- (8) All other students who are deemed unable to repeat a mandatory subject will be excluded from a course for making unsatisfactory progress and have their enrolment cancelled, as set out in the Monitoring Course Progress Policy and Procedures.

#### **4.4 Completing a course within the time limits**

- (1) Students are expected to complete their course within the registered course duration for a student undertaking full-time study, and within the timeframe specified in the Letter of Offer. The maximum possible time that a student can take to complete their course is generally the timeframe specified in the Letter of Offer. However, Foundation students are allowed to suspend their enrolment for two teaching periods and repeat one teaching period if required. Section 4.5.5 sets out an exception that applies to students who are required to complete mandatory military service.
- (2) Students at risk of not completing a course within the required time after receiving the end of teaching period report will be notified by the Student Support Team.
- (3) The AMT determines if satisfactory progress is being achieved and if a study plan is needed to assist the student to complete their course in the enrolled course duration.
- (4) With reference to the Monitoring Course Progress Policy and Procedures, students who fail to complete a course within the specific time limit (including any extensions of time granted) may:

- (a) be excluded from a course and have their enrolment cancelled, and
- (b) be issued a statement (that is noted on the final academic transcript) advising that the maximum period of candidature has been exceeded.

#### **4.5 Applying for extensions of time**

- (1) Students who do not achieve a sufficient Grade Point Average (GPA) for entry into a degree at a University partner may complete one extra teaching period with the College to attempt to increase their GPA.
- (2) An AEP student who fails a 10-week course/AEP level may be allowed to repeat the course at the next available student intake. All decisions for allowing students to repeat a failed course are the responsibility of the AMT. Students who fail an AEP course twice will not be allowed to repeat and will be considered for exclusion from the program, as detailed in section 4.7.
- (3) Students who fail to complete a course within the specific time limits, and who can reasonably be expected to meet the course requirements within one additional teaching period may apply to the AMT for an extension of time.
- (4) Each application will be considered on its merits and with reference to the student's academic performance to date. Extensions can only be granted:
  - (a) with evidence of compassionate or compelling circumstances, or
  - (b) if a study plan and support arrangements have been implemented and the student is still making unsatisfactory course progress, or
  - (c) if a student has obtained approval for a deferral or suspension of their studies under the Deferral, Suspension, Withdrawal and Cancellation of Enrolment Policy and Procedures.
- (5) Students may suspend their enrolment for up to two teaching periods or for the duration of mandatory military service. Students who do not return after two teaching periods or after completing their mandatory military service must reapply for admission to a course. Please refer to the Deferral, Suspension, Withdrawal and Cancellation of Enrolment Policy and Procedures.
- (6) Applications for an extension of time must be made in writing to the relevant member of the AMT as soon as the student becomes aware that they are unable to complete the course within the required timeframe (for example, at least one term before the expiry of the student's period of maximum candidature).
- (7) The AMT will provide a written response to the student within 10 working days, outlining their decision and informing the student of their right to make an internal appeal against the decision under the provisions of the Student Complaints and Appeals Policy and Procedures.
- (8) If the AMT provides an extension of time for a student to complete their course, the College will inform the student to seek advice from the DHA on any potential visa impacts.

#### **4.6 Learning support plan**

- (1) It is the responsibility of the College's Student Support Team to:

- (a) provide counselling to a student deemed 'at risk';
  - (b) save a copy of the Study Plan signed by the student (and by the student's parent(s) or legal guardian if the student is aged under 18) in the Student Management System (SMS).
- (2) Please refer to the Student Learning Support Policy and Procedures for more information.

#### **4.7 Exclusion procedures**

- (1) After the College follows the process set out in the Monitoring Course Progress Policy and Procedures, a student's enrolment may be cancelled if the College Director or delegate determines that the student:
- (a) has made unsatisfactory course progress, and/or
  - (b) has been unable to complete a course within the specific time limits, including any approved extensions granted for a repeat teaching period (refer to section 4.5.2) of this policy) or after a suspension of enrolment (refer to section 4.5.5 of this policy).
- (2) A student may be expelled from a course and their enrolment cancelled due to student misconduct, if authorised by the College Director or Head of International Study Centres.
- (3) When the College cancels a student's enrolment for unsatisfactory course progress and/or an inability to complete a course in the specific time limits, or student misconduct, the College will:
- (a) inform the student of their exclusion;
  - (b) inform the student of the need to seek advice from the DHA regarding the potential impact on their student visa (where applicable) if their enrolment is cancelled, and
  - (c) inform the student that they may lodge an internal appeal under the Student Complaints and Appeals Policy and Procedures.
- (4) Students whose internal and external appeals are unsuccessful, and those who do not lodge an internal appeal within 20 working days, will have their enrolment cancelled. Student visa holders will be reported to the DHA when their electronic Confirmation of Enrolment (eCoE) is cancelled and will be notified accordingly. Students who notify the College in writing that they are withdrawing from the appeal process will have their eCoE cancelled (where applicable) and will be notified accordingly following the cancellation of their eCoE.
- (5) Former students whose enrolment was cancelled as a result of misconduct may reapply for admission after two years. Former students who have been excluded due to failure to satisfactorily progress may reapply after at least one year. Readmission will be at the discretion of the College Director or delegate.

#### **4.8 Graduation**

- (1) The AMT will:
- (a) monitor student course progress
  - (b) verify that a student has satisfactorily completed all course requirements, and
  - (c) recommend to the College Director or delegate those students who are eligible for

graduation.

- (2) Students will be issued with a transcript and asked whether they will attend a graduation ceremony or graduate 'in absentia'.
- (3) Students who have outstanding tuition and/or non-tuition fees will not receive a transcript and are not permitted to graduate until these fees have been paid as agreed in the Enrolment Terms and Conditions.
- (4) The Student Support Team and admissions staff of University partners will provide further information on the transition process at the relevant time.
- (5) Students who are intending to progress to a packaged course with another University partner provider following graduation from a course must meet the requirements outlined in the relevant university policy.

## 5. Records management

Records in association with this policy will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.

## 6. Definitions

The following definitions are used in this policy:

<b>Academic Management Team (AMT)</b>	For the purpose of this policy, the academic managers of courses.
<b>Affiliates</b>	Consultants and contractors to the College; members of the SGA Board and committees; members of College committees; and any other persons appointed or engaged by SGA to perform duties or functions on its behalf.
<b>Appeal</b>	<p>A request by a student for a review of a decision made by the College:</p> <ul style="list-style-type: none"><li>• about an outcome of a complaint by a student or about a student</li><li>• to cancel an enrolment</li><li>• in response to a Notice of Intention to Report (NIR)</li><li>• in response to a request by a student to suspend their enrolment</li><li>• on a grade outcome</li><li>• in response to a student's application for special consideration</li><li>• as a result of a misconduct finding and/or penalty.</li></ul>
<b>At risk</b>	A student identified as failing mandatory subjects, failing a subject for the second time or failing 50% or more of all subjects, who is therefore deemed at risk of not being able to attain the grades necessary for entry to a University partner undergraduate program.



<b>College</b>	Each of ANU College and Taylors College Sydney, including College staff and affiliates.
<b>College Director</b>	The most senior staff member for the College (or their delegate).
<b>Compassionate or compelling circumstances</b>	Circumstances that are generally beyond a student's control and which have a significant impact upon a student's course progress or wellbeing.
<b>Course</b>	A sequence of academic subjects delivered by SGA to achieve stated learning outcomes.
<b>Delegate</b>	A person authorised to perform a specific responsibility.
<b>Department of Home Affairs (DHA)</b>	The Australian Government department responsible for issuance of student visas and provision of student visa services ( <a href="http://www.homeaffairs.gov.au">www.homeaffairs.gov.au</a> ).
<b>eCoE</b>	An electronic Confirmation of Enrolment is issued by SGA or one of its University partners to verify a student's enrolment in a course.
<b>Enrolment</b>	Confirmed acceptance into a course where a student is progressing towards the completion of the course requirements.
<b>Letter of Offer</b>	The document issued by SGA in conjunction with other material, offering an applicant admission to a course.
<b>Notice of Intention to Report (NIR)</b>	The notification from the College to a student, stating the College's intention to report the student to the DHA for not meeting enrolment conditions associated with their student visa.
<b>SGA</b>	Study Group Australia Pty Limited.
<b>Special Consideration</b>	An adjustment compensating for mitigating circumstances that have impacted on individual student's ability to demonstrate their learning achievements in an assessment.
<b>State/Territory</b>	For the purposes of this policy, the Australian State or Territory in which a College operates.
<b>Student Support Team</b>	The team who identifies and provides ongoing support with overall responsibility for student support needs, and usually the first point of contact for various student needs such as administration, academic and attendance requirements, welfare, student support and translation assistance.
<b>Student</b>	Any student of a course delivered by SGA, other than the University of Sydney Preparation Programs.

<b>Study Plan</b>	The formal approved plan/agreement for assisting students deemed 'at risk' of not meeting minimum academic standards. It provides additional course progress support and may include English language support, study skills support, welfare support, reduction in course load, increased contact with an academic advisor, transition support, or a change of course.
<b>Terms and Conditions of enrolment</b>	The Student Contract of Enrolment, including the Letter of Offer, Acceptance of Offer, terms and conditions, the SGA Cancellation and Refund Policy and Procedures, and associated policies and procedures.

## 7. Related documents

The following legislation and documents are related to this Policy:

*Education Services for Overseas Students (ESOS) Act 2000 (Cth)*

*Education Services for Overseas Students Regulations 2019 (Cth)*

Education Services for Overseas Students (Foundation Program Standards) Instrument 2021

ELICOS Standards 2018

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)

*Privacy Act 1988 (Cth)*

Academic Honesty Policy

Deferment, Suspension, Withdrawal and Cancellation of Enrolment Policy and Procedures

Monitoring Course Progress Policy and Procedures (to be finalised)

Records Management Policy and Procedures

SGA Standards of Conduct Policy

Student Complaints and Appeals Policy and Procedures

Student Enrolment Terms and Conditions

Student Learning Support Policy and Procedures

Student Privacy Policy.

## 8. Policy governance

<b>Document name</b>	SGA Progression, Exclusion and Graduation Policy and Procedures		
<b>Version number</b>	Version 9.0		
<b>Policy Owner(s)</b>	Head of ISCs		
<b>Endorsed</b>	Executive Team	<b>Date Endorsed</b>	10 December 2021
<b>Approved</b>	Managing Director, SGANZ	<b>Date Approved</b>	13 December 2021



## 9. Document history

Commencing Date	Summary of Changes	Next Review Date
27 March 2015	v7.4 - Review, amendment and approval to maintain regulatory and business currency by Academic Board East (ABE) on 5 March 2015 and Academic Board SA & WA on 27 March 2015. Policy note: ABE approval of "Students At Risk (Academic Standing) Policy – Higher Education" applicable to Martin Higher Education on 14- Feb-17 removing Martin College and Martin Higher Education from applicable scope if this policy and procedure	March 2020
15 September 2018	v8.0 - Review and minor amendment to maintain regulatory and business currency. Endorsed by Academic Board (West) 3 September 2018	September 2023
7 June 2019	v8.1 - Minor administrative amendment to maintain currency. Extension of scope to include University of Sydney Foundation Program (CRICOS Course Code: 022310D) delivered by SGA's Taylors College (Sydney campus) on behalf of the University of Sydney (CRICOS Provider code 00026A). (Authorised by COO-ANZ. Effective from 7 June 2019).	September 2023
13 December 2021	V9.0 – Major review for currency, and AEP requirements; starting with aspects of the USPP policy approved by the JV Board on 20 October 2021.	13 December 2024