

PROGRESSION, EXCLUSION AND COMPLETION POLICY AND PROCEDURES 2023

1 Name of policy

This is the Progression and Exclusion Policy and Procedures 2023.

2 Commencement

This policy commences the day after the day on which it is registered.

3 Policy is binding

Except to the extent that a contrary intention is expressed, this policy binds Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), staff, students and affiliates.

4 Overview

This policy (and its procedures) outlines 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.

5 Application

This policy (and its procedures) applies to students enrolled in an English Language Intensive Courses for Overseas Students (ELICOS) course delivered by Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College) and to staff of the College.

6 Definitions

Academic Management Team (AMT)	means the academic managers of all courses taught at Taylors College Sydney
Academic English Preparation (AEP)	means the non-award ELICOS program offered by Navitas Australia trading as Taylors College Sydney.
Affiliates	means consultants and contractors to the College, members of the College Committees; and any other persons appointed or engaged by the College.
Appeal	means the request by a student for a review of a decision made by the College: <ul style="list-style-type: none">• about an outcome of a complaint by a student or about a student• to cancel an enrolment

- in response to a Notice of Intention to Report (NIR)
- in response to a request by a student to suspend their enrolment
- on a grade outcome
- in response to a student's application for special consideration
- as a result of a misconduct finding and/or penalty.

At Risk

means a student identified as failing mandatory subjects, failing term for the second time or failing 60% or more at the end of a 10-week course.

Cancellation of enrolment

means terminating a course enrolment which is initiated by the College (for example, on the basis of student misconduct or due to unsatisfactory course progress).

Certificate of Completion

Means an official document issued to students who have successfully completed their study.

The College

means Taylors College Sydney, including its staff, affiliates and contractors.

College Director

means the most senior staff member for the College (or their delegate).

Compassionate or compelling circumstances

means circumstances generally beyond a student's control which have a significant impact upon a student's course progress or wellbeing.

Completion

is achieved when a student studies a course in full within the specific time limits and meets the minimum academic standards and requirements of a course.

Course

means a sequence of academic subjects to achieve stated learning outcomes. An ELICOS course must have a minimum of 20 hours face-to-face scheduled course contact per week.

CRICOS

means Commonwealth Register of Institutions and Courses for Overseas Students.

Delegate

means a person who has been authorised to perform a specific responsibility.

Department of Home Affairs (DHA)

means the Australian Government department responsible for issuance of student visas and provision of student visa services (www.homeaffairs.gov.au).

eCoE

means an electronic Confirmation of Enrolment (eCoE) issued by an education provider to verify a student's enrolment in a course.

Enrolment

means confirmed acceptance into an AEP course where a student is progressing towards the completion of the course requirements.

International student/overseas student

means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia, and who has the right to enrol at the College.

Letter of Offer

means the document issued by Taylors College in conjunction with other material, offering an applicant admission to a Taylors College course.

National Code

means the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) made under subsection 33(1) of the [Education Services for Overseas Students \(ESOS\) Act 2000 \(Cth\)](#). It outlines nationally consistent standards for the conduct of registered providers and the registration of their programs.

Notice of Enrolment Cancellation (NEC)

means the notification from the College to a student, stating the College's intention to cancel the student's enrolment for one of the following reasons:

- unsatisfactory attendance
- unsatisfactory course progress
- misconduct (academic or non-academic)
- non-payment of course fees.

Notice of Intention to Report (NIR)

means 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.

Partial Completion

is achieved when a student does not study a course to completion or is unable to meet the minimum academic requirements within the specific time limits.

Potentially at risk

means a student identified as receiving a score of 60% or less in any of the core skills at the mid-point of a 10-week course.

Report

Means a formal document issued to students at the mid-point and end of their course outlining their progress.

Staff

means staff of the College.

Student

means a person who is currently an enrolled student in a Taylors College course (This does not include former students).

Student Management System (SMS)

means the system used to record student personal information and grades.

Study Plan

means 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.

Student Support Team

means the team who identify and provide 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.

University of Sydney Preparation Programs (USPP)

means the non-award pathway programs offered by the University of Sydney and delivered by Navitas Australia trading as Taylors College Sydney. They include the University of Sydney Foundation Program and the High Achievers Preparation Program (HAPP).

7 General principles

- (1) To maintain satisfactory course progress, achieve the expected learning outcomes and be eligible for course completion, a student must:
 - (a) meet the minimum academic standards and requirements of a course, and
 - (b) be able to complete a course within the specific time limits.
- (2) 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. Taylors College courses vary in length.
- (3) Student progress and academic performance is continuously monitored against the minimum academic standards and reported formally at the middle and end of each term.
- (4) The College assists 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.
- (5) 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 or Cancellation of Enrolment Policy and Procedures.
- (6) 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 Student Misconduct Policy and Procedures and the Academic Integrity Policy and Procedures.
- (7) 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.

8 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.

9 Meeting minimum academic standards

- (1) For AEP courses, the mid-point of a 10-week term is the time at which a student is assessed as 'potentially at risk' of failing to make satisfactory course progress.
- (2) Students identified as potentially 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 will be assessed as 'at risk' if they have failed to improve by the end of the 10-week term and issued with an official warning letter outlining the process 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) 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, reported and addressed through study plans.
- (6) 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 Assistance Policy and Procedures.

10 Failing a pre-requisite level

- (1) Students are only allowed two attempts at any level.
- (2) If a student fails an AEP level that is required to progress onto another AEP level or for entry to a USPP pathway course, 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, having regard to the Monitoring Course Progress Policy and Procedures.
- (4) All other students who are deemed unable to 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.

11 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 plus one additional attempt per level. Section 13(4) 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 term report will be notified by the Academic Management Team.
- (3) The AMT determines if satisfactory progress is being achieved and if an intervention plan is needed to assist the student to complete their course in the enrolled course duration or their permitted additional attempt.
- (4) 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 report) advising that the maximum period of candidature has been exceeded.

12 Applying for extensions of time

- (1) 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. 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 attempt may apply to the AMT for an extension of time.
- (2) 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 Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures.
- (3) Students may suspend their enrolment for up to two 10-week terms or for the duration of mandatory military service. Students who do not return after two terms or after completing their mandatory military service must reapply for admission to their course. Please refer to the Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures.
- (4) 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).
- (5) 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.
- (6) 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.

13 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 parent(s) or legal guardian(s) if the student is aged under 18) in the SMS.
- (2) Please refer to the Student Learning Assistance Policy and Procedures for more information.

14 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 semester (refer to section 12(2) of this policy) or after a suspension of enrolment (refer to section 12(4) 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 delegate.
- (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 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.

15 Completion

- (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 completion.
- (2) Students will be issued with a certificate of completion and a final report, if they complete their AEP course. Students who do not meet the minimum academic standards to complete their course will receive a final report.
- (3) Students who have outstanding tuition and/or non-tuition fees will not receive their certificate of completion and/or report until these fees have been paid as agreed in the Enrolment Terms and Conditions.
- (4) The Student Support Team and Academic Team will provide further information on the transition process to pathway courses, if applicable, at the relevant time.
- (5) All College certificates will contain the following:
 - the student's name
 - the CRICOS course name and code
 - the CRICOS Provider Code
 - the College's name
 - the contact details for the relevant campus
 - the start and finish dates of the student's course
 - the course duration
 - the level at course completion
 - the authorised signature and name of signatory, i.e., the relevant Director
 - an explanation of competencies at each level

Students who leave early and only partially complete their course will receive a report if they have completed a 5-week study period.

16 Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

Nil

NOTES

Progression, Exclusion and Completion Policy and Procedures 2023

Date adopted: 06 September 2023

Date registered: 06 September 2023

Date commenced: 18 September 2023

Administrator: Principal Executive Officer

Review date: At least once every 5 years from the date of commencement.

Rescinded documents: Not applicable

Related documents:

- (1) *Competition and Consumer Act 2010 (Cth)*
- (2) *Corporations Act 2001 (Cth)*
- (3) *Education Services for Overseas Students (ESOS) Act 2000 (Cth)*
- (4) *Education Services for Overseas Students Regulations 2019 (Cth)*
- (5) *ELICOS Standards 2018*
- (6) *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)*
- (7) *Privacy Act 1988 (Cth)*
- (8) Academic Integrity Policy and Procedures
- (9) Admissions Policy and Procedures
- (10) Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures
- (11) Monitoring Course Progress Policy and Procedures
- (12) Records Management Policy and Procedures
- (13) Safety and Wellbeing of Under 18 Students Policy and Procedures
- (14) Student Code of Conduct
- (15) Student Complaints and Appeals Policy and Procedure
- (16) Student Learning Assistance Policy and Procedures
- (17) Student Misconduct Policy and Procedures
- (18) Student Privacy Policy