

PROGRESSION, EXCLUSION AND COMPLETION

POLICY AND PROCEDURES 2025

CONTENTS

Contents	1
PART 1 – PROGRESSION AND EXCLUSION POLICY	1
1 Name of policy	1
2 Commencement	1
3 Policy is binding	1
4 Overview	1
5 Application	2
6 Definitions	2
7 General principles	4
8 Records Management	5
PART 2 – PROGRESSION AND EXCLUSION PROCEDURES	5
9 Meeting minimum academic standards	5
10 Failing a pre-requisite level	6
11 Completing a course within the time limits	6
12 Applying for extensions of time	6
13 Learning support plan	6
14 Exclusion procedures	6
15 Completion	7
16 Rescissions and replacements	7
Notes	8

PART 1 – PROGRESSION AND EXCLUSION POLICY

1 Name of policy

This is the Progression and Exclusion Policy and Procedures 2025.

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: • 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 scored less than required for one or more of their core skills on their mid-term exams.
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 scored less than required for one or more of their core skills on their Week 1 diagnostic testing.
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 beginning (Diagnostic tests), middle and end of the 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.

PART 2 – PROGRESSION AND EXCLUSION PROCEDURES

9 Meeting minimum academic standards

- (1) Students complete diagnostic exams in Week 1. If a student scores below their entry IELTS level, they are considered potentially at risk. These students receive a Course Progress Support Plan and may be offered additional support, such as workshops and additional tasks.
- (2) The mid-point of the 10-week term is the time at which a student is assessed as 'at risk' of failing to make satisfactory course progress and are placed on an intervention plan. Guardians of U18 students and sponsors of sponsored students who are targeted for support are notified.
- (3) Students identified as at risk are contacted by a member of the Academic Management Team (AMT), provided counselling if applicable, appropriate academic intervention strategies and continuous monitoring to assist with their particular support and learning needs.
- (4) Students placed on an Intervention Plan (IP) who fail to meet the conditions of the plan at the conclusion of their AEP program will be issued with an NEC on the grounds of unsatisfactory course progress. Guardians of U18 students and sponsors of sponsored students who are in breach of visa conditions are sent the NEC where applicable.
- (5) 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 one attempt at AEP.

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. Section 12(1) 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) 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) Students may suspend their enrolment for up to two 10-week terms or for the duration of mandatory military service, with evidence provided that the mandatory military service cannot be rescheduled to a later date. 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.

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 and/or Intervention 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) 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 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 2025

Date adopted: 06 September 2025

Date registered: 06 September 2025

Date commenced: 07 September 2025

Administrator: Compliance Manager

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

Rescinded documents: Progression, Exclusion and Completion Policy and Procedures 2023

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