



Progression and Intervention Policy

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PART A: POLICY

1. Purpose and Scope

This policy will establish:

- (a) the expectations on students to progress through a course of study in order to complete in minimum time for graduation;
- (b) the timing and criteria for identifying students who are “at risk” of not meeting satisfactory course progress requirements;
- (c) the implications of having being found to be “at risk” and the procedure for notifying students who are “at risk” of the assistance available to them in their college;
- (d) the timing and criteria for load intervention and imposition of sanctions for poor and unsatisfactory progress towards an award;
- (e) the implications and the procedures for notifying students of load intervention or imposed sanctions;
- (f) the procedures for appeal against load intervention or the imposition of a sanction following the assessment of poor/unsatisfactory progression;
- (g) guidelines for intervention to support students permitted to continue studying after being found to be “at risk” or after load intervention or a sanction is imposed for progressing in a poor or unsatisfactory manner;
- (h) the College’s processes in relation to international students “at risk” of or demonstrating poor or unsatisfactory progress.

This policy shall apply to domestic and international students enrolled in all coursework programs. However, with no maximum time for completion of a Diploma or an Advanced Diploma, provisions in this policy related to the expected course completion date will not apply to students in these courses.

The policy does not apply to students in the Certificate in Theology or courses with a significant research component – i.e. Bachelor Honours, Master of Theology, Doctor of Theology, and the professional doctorate Doctor of Ministry.

2. Policy Level

Governance/Academic/Management/Operational: Academic

3. Background

This policy should be seen in the context of the Mission, Objectives, Values and Vision of the ACT. In particular:

Mission

- (2) assist affiliated colleges to deliver those programs and to maintain and improve institutional academic quality,

Objectives

- (1) maintain, review, monitor and improve stated quality assurance procedures as stipulated in course submissions and the ACT’s quality management system,

Values

- (7) Quality assured—the College is committed to promoting academic policies, institutional approval criteria, systems and procedures that are in line with the best tertiary practice and to ensuring that all affiliated colleges enjoy a parity of esteem within the network in accordance with their level of award approval.

Vision

- (1) The College's courses, academic policies, and quality processes will be regarded by its institutional peers, by ordaining and ministerial accrediting bodies, churches, mission and pastoral care agencies and other employers of graduates and by the public as comparable with best practice in the self-accrediting tertiary sphere.
- (2) The College's quality management system will be widely perceived as maintaining quality of the College's awards and inculcating a culture of commitment to improving quality within each affiliated college regardless of its level of award approval.

The progression of students through courses in which they are enrolled to achieve the consequent awards in minimum time is a desirable goal and a key indicator of the quality of an educational institution. The ACT aspires to facilitate such outcomes by setting:

- admission criteria for awards appropriate for achievement of the awards in minimum time,
- standards for the qualifications of staff presenting units,
- expectations concerning teaching, learning and support resources, and
- reasonable assessment tasks against the curricula in units contributing to the awards.

Notwithstanding, some students will have difficulty with various units and on occasion receive a fail grade. While the occasional fail will slow progress towards completion of an award, it hopefully indicates difficulty in only one aspect of a course that may be balanced by ability in another. However, if unit failure is more chronic, it is necessary for the College to exercise its duty of care towards students, particularly those who pay fees, by identifying students demonstrating poor progression and by attempting to help them to explore the options available to them so as to prevent the incurring of significant costs.

The warnings, load intervention and sanctions for poor progression detailed in this policy, together with interventions to provide academic support, are designed to assist students to complete the awards in which they are enrolled. Nevertheless, continued poor progression must bring the ultimate sanction of exclusion. However, the College recognises that poor performance can be the result of special circumstances and students who are sanctioned will have the right of appeal, which may lead to the sanctions being removed or modified.

In NSW, Victoria, Queensland and Western Australia, the ACT is registered for the provision of educational services to International Students. Consequently the ACT is obliged to comply with the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007) and the ESOS Act 2000. Standard 9 mandates completion by an international student of their course of study within the expected duration of study. Standard 10 of the National Code mandates monitoring of course progress by international students.

Standard 9 – Completion within the expected duration of study

Outcome of Standard 9

Registered providers monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

- 9.1 The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

- 9.2 The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
 - b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
 - c. an approved deferment or suspension of study has been granted under Standard 13.
- 9.3 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.
- 9.4 The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, the registered provider must not enrol the student exclusively in distance or online learning units in any compulsory study period.
- 9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

DEEWR has prepared an extensive explanatory guide in order to assist providers with the implementation of the National Code 2007. The Explanatory Guide can be found at <http://aei.DEEWR.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/default.htm>

The Standard 9 Explanatory Guide offers the following advice in relation to the workload required of international students:

Q1 Can a provider allow a student to study less than what was previously considered a 'full-time' load?

A Yes, a provider can allow a student to enrol in less than a 'full-time' load in any study period if:

- there are compassionate or compelling reasons for reducing the load;
- the reduced load is part of the provider's intervention strategy;
- the student has studied, or plans to study, extra units in another study period;
- the student has only a few units left to complete and these do not constitute a full-time load;
- pre-requisite units are not available in that study period.

The National Code 2007 has moved away from the concept of full-time to focus on a student completing within the expected duration of the course. As a result, the National Code 2007 offers greater flexibility to manage a students' work load. It allows students to spread their workload over more teaching periods, where a provider offers non-compulsory study periods, or to reduce their workload if they are having trouble adjusting.

This allows a student's enrolment load to fluctuate during the course. However, the provider must ensure the student follows an enrolment pattern that will allow the student to finish within the expected duration in the normal course of events.

Note

By studying less than what used to be considered a 'full-time' load, a student is at risk of not completing the course within the expected duration as specified on the student's CoE. This may require the student to catch up by studying subjects during a non-compulsory study period or by overloading in some compulsory study periods to compensate for those study periods in which the student was studying a reduced load. Alternatively, a provider may extend the duration of the student's study as a result of the circumstances listed in Standard 9.2.

An implication of this Standard is that affiliated colleges may need to insist on the prescribed quality of student at admission (academic and English language competence), and review the level of orientation and support services available to international students at commencement and during studies.

Standard 10 – Monitoring course progress

Outcome of Standard 10

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

- 10.1 The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.
- 10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:
 - a. requirements for achieving satisfactory course progress
 - b. process for assessing satisfactory course progress
 - c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
 - d. process for determining the point at which the student has failed to meet satisfactory course progress, and
 - e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- 10.3 The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.
- 10.4 The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:
 - a. procedures for contacting and counselling identified students
 - b. strategies to assist identified students to achieve satisfactory course progress, and
 - c. the process by which the intervention strategy is activated.
- 10.5 The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

- 10.6 Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.
- 10.7 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

In respect of 10.2 above, this policy sets down initial appeals procedures to be applied before an international student accesses the procedures in the Dispute Resolution Policy for International Students.

As well as offering ACT courses, some colleges affiliated with the ACT are registered/accredited to present VET courses. Some of these colleges make these courses available to international students and, in accordance with Standard 11 of the National Code 2007, have chosen to adopt the DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses. There will be benefit for these colleges if this VET-level policy were incorporated in this ACT policy and even applied to domestic students in a college presenting ACT and VET courses. This VET-level policy is substantially the same as that found in Standard 10 above. It does however prescribe the progression circumstances under which a student is to be reported to DEEWR [in terms of this policy, when the student has failed at least 50% of enrolled credit points in two consecutive study periods] and refers to a student appealing the assessment of their progress being unsatisfactory in contrast to Standard 10 where the student might appeal the intention of the provider to report the student to DEEWR.

4. Definitions

Administrative Date – see “Variation of Enrolment Policy”

At Risk – is a warning to students, whose course progression to date is deemed marginal, that they are “at risk” of the imposition of more severe sanctions for poor or unsatisfactory progress in their course.

CoE – Confirmation of Enrolment – a proforma document issued to international applicants by or on behalf of the College (by staff in affiliated colleges) specifying for DIAC *inter alia* the expected duration of study in a course (normal duration less any period based on credit transfer) should the applicant enrol with the College.

College – is the Australian College of Theology

college – is a college affiliated with the Australian College of Theology, approved to present ACT courses

Conditional Enrolment – is an intervention applied to the study load of students whose academic progression is deemed to be poor. Placement on conditional enrolment limits the number of units in which a student may enrol to be normally less than the usual study load. For normal full-time students for whom the normal load in a study period would be 16 credit points (cps), the reduced load must not exceed 12 cps in each study period; for students normally studying less than a normal full-time load the load in the period of conditional enrolment shall be prescribed according to individual circumstances. Conditional enrolment shall apply normally for two study periods, i.e. a period of 12 months.

DEEWR – the Department of Education, Employment and Workplace Relations of the Australian Government

DIAC – Department of Immigration and Citizenship of the Australian Government

Enrolled credit points – are the credit points associated with units in which a student is formally enrolled on the relevant census reporting date(s) in a study period.

Exclusion from a unit – is a sanction on students whose academic progression is deemed to be unsatisfactory due to failure in the same elective unit twice.

Exclusion from a course – is a sanction on students whose academic progression is deemed to be unsatisfactory due to failure in a compulsory unit in a course on three occasions.

Exclusion from the College – is a sanction on students whose academic progression is found to be unsatisfactory due to exceeding the maximum time to complete a course.

Expected Completion Date – is the date by which a student is expected to complete the requirements of the course in which s/he is enrolled. Normally a new student to a course:

- (a) who enrolls in their first study period in 16cps of units shall be deemed to be studying a normal full-time load and their expected completion date will be the start date plus normal duration of the course; if this date is reached without course completion, for domestic students, a new expected completion date shall be calculated as in (b), while for international students their progression status shall be reviewed;
- (b) who enrolls in their first study period in less than 16cps of units shall be deemed part-time and their expected completion date will be the start date plus maximum time to complete the course.

Full-time study load – for the ACT means a minimum of 12cps in a study period, with the normal full-time load being 16cps in a study period.

International students – are students from overseas countries studying in the College on a student visa.

Maximum time to complete a course – unless specified otherwise in the course rules, this shall be three times the normal duration the course – thus a Bachelor degree of 96 credit points would have a maximum time of nine years irrespective of the attendance pattern of the student (ie. full-time or part-time).

Normal duration of a course – is the period of study a normal full-time student (ie. 16cps per study period) would require for completion of the award if all units are passed at the first attempt, and is the period approved when the course was accredited, taking account of the Australian Qualifications Framework.

Study period – shall normally refer to the period January – June or July – December in which a student is enrolled for study in an ACT course. For many students and affiliated colleges the period of study is normally a semester, which would be embedded in a study period. This more generic term is used so that intensives taught outside semester boundaries but contributing to student load for reporting each half-year are embraced by the study period.

To appeal – is to appeal against the imposition of load intervention or a sanction by providing a submission explaining the background as to how/why a student's performance has given rise to the progression status and if the submission satisfactorily supports the student's claim that their academic performance was impacted by "special circumstances" (see Principles > D) or if other grounds are accepted the consequent sanction shall be reduced or withdrawn.

5. Principles

(A) Imposition and consequences of warnings/sanctions

- A1. The warnings/sanctions detailed in this policy shall be imposed automatically following the assessment of a student's academic progress, performed at the end of each study period.
- A2. The imposition of a warning/sanction shall commence on the first day of January or July next following the time of assessment of the student's academic progress.

- A3. If a student who has been placed on conditional enrolment or excluded has already had a period of suspension approved, the student shall commence their period of conditional enrolment or exclusion at the conclusion of the period of approved suspension.
- A4. Students who are excluded from a unit are precluded from study of that unit in their current course or in another course at equivalent or higher level in the College, unless enrolment in the unit is permitted by the ACT Academic Administrator on application from the affiliated college Registrar.
- A5. Students who are excluded from a course are precluded from enrolment in any units of the current course or enrolment in another course at equivalent or higher level in the College for the period of exclusion, which will not exceed 12 months. During the period of exclusion the student's enrolment in the course shall be suspended and only by admission to or enrolment in a lower level course may the student continue to have access to any College resources. At the expiration of the period of exclusion from the course and prior to enrolling in any units the student must seek academic advice from the affiliated college Academic Dean concerning future study. Re-enrolment in the original course may be permitted only by the ACT Academic Administrator on application from the college Registrar support by the Academic Dean.
- A6. Students who are excluded from the College shall have their enrolment cancelled and they are precluded from any re-enrolment or admission in a College course during the period of exclusion, which will not exceed 24 months. A student who is excluded from the College shall not have access to any College resources or be granted academic credit for units completed at another institution during the period of exclusion.
- A7. At the expiration of a period of exclusion from the College, the student does not have automatic right of re-admission and must apply for re-admission. Previous enrolment in a course of study at the College does not guarantee acceptance of an application for re-admission. Students who have been excluded may apply for re-admission subject to the rules for the course that apply at the time of re-admission. Credit transfer into the course to which the student is admitted shall be based on units completed no more than 10 years prior to the re-admission. Should the student gain re-admission to their original course or a course deemed by the College to be equivalent, the maximum time for completion of this course will be three times the period required to complete the outstanding unit(s) in a full-time mode of attendance.

(B) Appeals against sanctions

- B1. A student against whom load intervention or a sanction has been applied under this policy has the right of appeal against the application of that sanction.
- B2. Depending on the contributing circumstances, appeals shall be decided initially by:
 - (a) the Academic Dean of the affiliated college at which the student is enrolled, or
 - (b) the Progression Appeals Panel of the college at which the student is enrolled, or
 - (c) the Appeals Panel of the ACT Coursework Awards Board.

The contributing circumstances for each initial decision-maker are detailed in section 6. Policy Content (c) and (d).
- B3. The affiliated college Progression Appeals Panel shall consist of three persons appointed by the Principal, normally the Academic Dean and two (2) other academic staff members, with the Registrar (or nominee) as Executive Officer of the Panel. Membership of the panel must represent each gender.
- B4. The ACT Coursework Appeals Panel shall consist of three members of the ACT Coursework Awards Board appointed by the Board, normally the Chairman and two other members, such that no member of the panel is from the affiliated college at which the student is enrolled, with the ACT Academic Administrator as Executive Officer of the Panel. Membership of the panel must represent each gender.

- B5. The decisions on matters in this policy considered initially by an affiliated college Academic Dean or a college Progression Appeals Panel shall be notified to students by the college Registrar.
- B6. The decisions on matters in this policy considered initially by the ACT Coursework Appeals Panel shall be notified to students by the ACT Academic Administrator.
- B7. If a student chooses to appeal the imposition of load intervention or a sanction the student's enrolment shall be maintained while consideration of the matter is ongoing. Should the appeal be unsuccessful, the commencement of the imposition shall be determined with the decision to reject the appeal.

(C) Adjustment of the Expected Completion Date of a student in a course

[This section does NOT apply to students enrolled in Diploma, Advanced Diploma or unaccredited ACT award courses]

- C1. Conditional Enrolment, approved suspension(s) of study and periods of exclusion from a course may cause the expected completion date of a student in a course to be adjusted accordingly.
- C2. Unapproved suspension(s) of study (ie. student chooses not to study for a period and simply does not enrol for those study periods), repeating of failed units, and additional units in place of failed units shall not cause any adjustment to the expected completion date of a student in a course.

(D) The contents of an appeal against the imposition of load intervention or a sanction

- D1. To appeal successfully, a student must demonstrate that special circumstances contributed to their poor/unsatisfactory academic performance. Grounds other than special circumstances will be considered when a student is appealing exclusion from the College for failure to complete a course by expected completion date (see D8).
- D2. While it is not possible to define in advance all circumstances which the College may accept as "special", in general terms such circumstances shall include illnesses, accidents and/or misadventures which:
 - (a) are beyond the student's control;
 - (b) are unusual, uncommon, abnormal or severe;
 - (c) prevent or demonstrably impact a student's attendance at classes, and/or study, and/or fulfilment of assessment tasks;
- D3. For circumstances to be deemed beyond a student's control, they shall be such that a reasonable person would consider them not due to the student's action or inaction, either direct or indirect, and for which the student was not responsible.
- D4. Circumstances which may be deemed "special" may include but are not limited to:
 - (a) medical circumstances, including serious illness, physical trauma;
 - (b) personal circumstances, including psychological trauma, impairment or incapacity arising from an event;
 - (c) family circumstances, including provision of full-time care to a close family member, bereavement;
 - (d) financial circumstances, including hardship arising from substantial change in economic circumstances;
 - (e) employment-related circumstances, including significant changes to routine arrangements or status;
 - (f) course-of-study related circumstances;

- (g) domestic circumstances, including major political upheaval or natural disaster in the home country or district requiring emergency travel or preventing the student from continuing their studies.
- D5. Circumstances the College would not normally consider “special” include those related to:
- (a) routine demands of employment;
 - (b) difficulties adjusting to study in an ACT course, to the self-discipline needed to study effectively, and to the demands of academic work;
 - (c) stress or anxiety normally associated with examinations, required assessment tasks or any aspect of course work;
 - (d) routine financial support needs;
 - (e) lack of understanding of requirements of academic work;
 - (f) difficulties with English language;
 - (g) difficulties with visa arrangements that could have been reasonably anticipated;
 - (h) demands of sport, clubs, social or extra-curricular activity;
 - (i) recreational travel (domestic or international);
 - (j) planned events such as weddings.
- D6. Any appeal against the imposition of load intervention or a sanction based on experiencing “special circumstances” must be accompanied by supporting documentation substantiating the experiences claimed by the student. Depending on the circumstances, supporting statements may be appropriate from a doctor, counsellor, solicitor, employer, and/or an independent member of the community (eg. justice of the peace, minister of religion). Such statements must provide the following detail:
- (a) the date the event occurred or began;
 - (b) a brief description of the event;
 - (c) an assessment of the severity and breadth of impact of the event on the student, including the extent of impact on the student’s ability to study;
 - (d) when it became apparent the student could not complete an assessment task and/or continue study in unit/course;
 - (e) the likely duration of the impact of the event on the student’s course of study.
- D7. While it is not sufficient for a student to provide only a personal submission to claim the experience of special circumstances, the student may provide a personal statement addressing the following issues:
- (a) how the circumstances that adversely affected their academic performance may be considered special circumstances as described in this policy;
 - (b) how and to what extent these circumstances might affect study in the coming year;
 - (c) what plans the student has to minimise disruption to future study if permitted to continue studying.
- D8. While it is not possible to define in advance all the grounds the College will consider in an appeal from a student against ineligibility to receive the current or an equivalent award due to failing to complete their course by the expected completion date, such grounds may include:
- the demonstration of error in the calculation of the expected completion date.
- (E) Confidentiality in relation to submissions lodged by students**
- E1. All information submitted by a student in appeal(s) against the imposition of a sanction will be kept confidential.

(F) Expected completion date for a second course after transfer from a first course

- F1. Should a domestic student transfer within the College from one incomplete course to another of equivalent or lower level taking credit from the first to the second the expected completion date of the second course will be start date of the first course plus the maximum time to complete the second course.
- F2. Should a domestic student transfer within the College from one incomplete course to another at a higher level, or transfer into the College from an incomplete course of same level, or commence a second College course after completion of a first course from which credit may be transferred, the expected completion date of the second course will be the start date plus the maximum time to complete the second course minus the amount of credit granted on the basis of 16cps per study period.
- F3. Should an international student transfer in the manner of F1 or F2, the expected completion date for the second course shall be based on the normal minimum duration of the course.

(G) Appeals subsequent to an unsuccessful initial appeal

- G1. Domestic students who have unsuccessfully appealed against being placed on conditional enrolment or against exclusion from a unit or course or the College may appeal the initial decision using the ACT Dispute Resolution Policy for Domestic Students and must commence this appeal within 20 working days of the date on the letter from their college Registrar or the ACT Academic Administrator advising the failure of their initial appeal.
- G2. International students who have unsuccessfully appealed against being reported to DEEWR for unsatisfactory progress or have unsuccessfully appealed against being placed on conditional enrolment or against exclusion from a unit or course or the College may appeal the initial decision using the ACT Dispute Resolution Policy for International Students and must commence this appeal within 20 working days of the date on the letter from their college Registrar or the ACT Academic Administrator advising the failure of their initial appeal.
- G3. Appeals of an initial decision advised by an affiliated college Registrar shall be referred to the ACT Academic Administrator.
- G4. Appeals of an initial decision advised by the ACT Academic Administrator shall be referred to the Dean of the ACT.

6. Policy Content

[A table in the Appendices to this policy summarizes the application of the Progression Rules.]

(A) Progression Rules – application and criteria

- A1. Progression of students in their enrolled course of study will be evaluated during the processing of unit results normally occurring at the end of each study period.
- A2. Progression of students in their enrolled course of study may be evaluated at other times. In these circumstances the College may impose retrospectively load intervention or a sanction on a student. The Academic Administrator has authority to determine whether load intervention or a sanction will be applied retrospectively following, for example, the submission of grades after deferred examinations.
- A3. The Progression Rules against which the progress of students in a course shall be evaluated are as follows:
 - (a) Passing more than 50% of enrolled credit points in a study period;
 - (b) Failing at least 50% of the enrolled credit points in a study period;
 - (c) Failure in the same elective unit on two occasions;
 - (d) Failure of the same compulsory unit on
 - (i) two occasions, or

- (ii) three occasions;
 - (e) Failure to complete the course by the expected completion date.
- A4. The following outcomes are possible from the application of the College's progression rules:
- (a) The progression of a student who complies with Progression Rule A3(a) will be assessed as satisfactory and the student declared "in good standing" unless the student is currently on conditional enrolment.
 - (b) The progression of a student who complies with Progression Rule A3(b) in a study period will be assessed as marginal and the student declared "at risk" of the imposition of future warnings/sanctions.
 - (c) The progression of a domestic student who has been declared "at risk" and in the next consecutive study period again complies with Progression Rule A3(b) will be assessed as poor and the student placed on conditional enrolment for the next year of study.
 - (d) When the progression of an international student who has been declared "at risk" and in the next consecutive study period again complies with Progression Rule A3(b), the College shall inform the student of its intention to report the student to DEEWR.
 - (e) The progression of a student who has been placed on "conditional enrolment" and in the next consecutive study period again complies with Progression Rule A3(b) shall be assessed as unsatisfactory and the student excluded from the College for one (1) year.
 - (f) The progression of a student who has been placed on "conditional enrolment" and not in the next consecutive study period but some future study period again complies with Progression Rule A3(b) shall be assessed as poor and the student shall again be placed on conditional enrolment for the next year of study.
 - (g) The progression of a student who complies with Progression Rule A3(c) shall be assessed as unsatisfactory for the unit and the student excluded from that unit.
 - (h) The progression of a student who complies with Progression Rule A3(d)(i) shall be assessed as poor and the student placed on "conditional enrolment" for the next year of study.
 - (i) The progression of a student who complies with Progression Rule A3(d)(ii) shall be assessed as unsatisfactory and the student shall be excluded from the course for one (1) year.
 - (j) The progression of a student who complies with Progression Rule A3(e) will be assessed as unsatisfactory and the student shall be ineligible to receive the current or an equivalent award [This clause does NOT apply to Diploma and Advanced Diploma students].

(B) At Risk

- B1. The ACT Office shall note the "at risk" status on each student's record and advise the affiliated college Registrars of students identified as "at risk" after result processing has been completed in each study period.
- B2. Such students receive a written communication from their college drawing their circumstances to their attention and requiring them to seek the counsel of the Academic Dean in their college and referral to other support agencies as deemed appropriate.

(C) Conditional Enrolment

- C1. When the progression of an international student complies with Progression Rule A3(b) in two consecutive study periods or complies with Progression Rule A3(d)(i), their college shall inform the student by mail of its intention to report the student to DEEWR for unsatisfactory progress. The student shall be advised that they may appeal the imposition of this sanction and that they have 20 working days from the date on the letter from their college Registrar within which to lodge their appeal with their college Registrar.

- C2. Domestic students who are placed on conditional enrolment for the first time (after being declared “at risk” or failing a compulsory unit twice) shall be informed by their college by mail of the imposition of this sanction. They may appeal the imposition of this sanction through the Registrar to the Academic Dean at the college in which they are enrolled within 20 working days of the date of the letter from their college Registrar.
- C3. Domestic students who are placed on conditional enrolment a second time shall be informed by their college by mail of the imposition of this sanction. They may appeal the imposition of this sanction through the Registrar to the Progression Appeals Panel at the affiliated college at which they are enrolled within 20 working days of the date of the letter from their college Registrar. If the appeal is successful, the student may be permitted to continue study:
- C4. International students who elect not to appeal within 20 working days of the date of the letter from their college Registrar or whose appeal(s) fail shall be reported by their college Registrar to DEEWR for unsatisfactory progress. The college Registrar shall advise the ACT Academic Administrator of this action.
- C5. Domestic students whose initial appeal (C2 or C3) is unsuccessful may appeal that decision under the ACT Dispute Resolution Policy for Domestic Students and must commence this appeal within 20 working days of the date on the letter from their college Registrar advising the failure of their initial appeal.
- C6. International students whose initial appeal is unsuccessful may appeal the decision under the ACT Dispute Resolution Policy for International Students and must commence this appeal within 20 working days of the date on the letter from their college Registrar advising the failure of their initial appeal.
- C7. Students who are placed on conditional enrolment or who successfully appeal the imposition of this sanction shall be required seek assistance in order to maximize success in future study. In the first instance such students shall be directed to their college Academic Dean for academic counselling and referral to other support agencies as deemed appropriate.

(D) Exclusion

- D1. Students who are excluded from an elective unit shall be informed by their college by mail of the imposition of this sanction and they may appeal the imposition of that sanction through the Registrar to the Academic Dean of the affiliated college in which they are enrolled. If the appeal is successful, the student may be permitted to enrol in the unit on only one (1) more occasion in the current course.
- D2. Students who are excluded from a course or the College shall be informed by the College by mail of this imposition of this sanction and they may appeal the imposition of the sanction through their college Registrar to the Appeals Panel of the ACT Coursework Awards Board. If the appeal is successful, the student may be permitted to continue study:
 - (a) without the imposition of any sanctions, or
 - (b) under the sanction of conditional enrolment for a specified period of time, or
 - (c) obliged to comply with particular conditions set by the ACT Coursework Appeals Panel.
- D3. International students who elect not to appeal their exclusion from a course or the College within 20 working days of the date of the advice in the letter from the ACT Academic Administrator or whose appeal(s) fail shall be reported to DEEWR for unsatisfactory progress.

(E) Ineligible for current or equivalent award

[This section does NOT apply to students enrolled in Diploma, Advanced Diploma or unaccredited ACT award courses]

- E1. The progression of any student who complies with Progression Rule A3(e) shall be assessed as unsatisfactory and the student shall be declared ineligible to receive the current or an equivalent award.

- E2. Students who are declared ineligible to receive the current or an equivalent award shall be informed by the College of the imposition of this sanction and they may appeal the imposition of that sanction through their college Registrar to the Appeals Panel of the ACT Coursework Awards Board. If the appeal is successful, the student may continue studying and remain eligible for the award, subject to any conditions set by the ACT Coursework Appeals Panel.
- E3. Students who choose not to appeal this sanction or whose appeal is unsuccessful may continue studying award units but will be ineligible to receive that or an equivalent award; they may seek to receive an award at the same level or a lower level with less restrictive conditions concerning maximum time for completion.

(F) Monitoring of International students for course completion within the expected duration of study

- F1. The College is obliged to monitor the enrolment load of international students to ensure that at all times they are in a position to complete their course within the duration on each student's CoE, usually the normal duration of the course.
- F2. Before the commencement of study and each study period the college Registrar (or nominee) shall negotiate/confirm with each international student a program of study designed to complete the student's course within the period specified on the student's CoE.
- F3. In the discussion with the college Registrar before the commencement of each study period, the student may request a variation of the agreed program of study which may extend the period of study beyond the expected duration only on the grounds of:
- (a) special circumstances; or
 - (b) approved deferment or suspension of study.

The Registrar shall record approval of such a request on the student's file, along with the reasons for the approval.

- F4. If, during a study period, the student has reason to vary their enrolment by withdrawing from unit(s), the Registrar may approve the withdrawal(s) only on the grounds of special circumstances [NB. The special circumstances in this policy should be read in conjunction with those in the Variation of Enrolment policy]. The Registrar shall advise the student that, without extra study during the balance of the course, their CoE will be impacted. The Registrar shall record this approval on the student's file along with the reasons for the approval and advise the ACT Academic Administrator of this action.
- F5. At the beginning of the student's penultimate study period, if it has been determined the student is unable to complete by the end of the next study period, the Registrar request of the ACT Academic Administrator the extension of the student's enrolment and the issue of a new CoE.

7. Associated Documents

(A) Superseded Documents

ACT Undergraduate Handbook 2007 – (page 34) Regulation 4.3: Suspension of Candidature; Regulation 4.4: Lapse of Candidature.

ACT Postgraduate Handbook 2007 – (page 31) Regulation 4.2: Suspension of Candidature; Regulation 4.3: Extension of Candidature; Regulation 4.4: Lapse of Candidature

(B) Related Internal Documents

Dispute Resolution Policy for Domestic Students – <http://www.actheology.edu.au/policies.php>

Dispute Resolution Policy for International Students –
<http://www.actheology.edu.au/policies.php>

Variation of Enrolment Policy – <http://www.actheology.edu.au/policies.php>

(C) Related External Documents

ESOS Act – <http://aei.DEEWR.gov.au/AEI/ESOS/ESOSLegislation/default.htm>

National Code 2007 –

<http://aei.DEEWR.gov.au/AEI/ESOS/NationalCodeOfPractice2007/default.htm>

8. Responsibility and Authority

Body/Position with authority to initially approve the policy and procedures and amend the policy:

_____ Coursework Awards Board / Board of Delegates _____

Body/Position(s) with delegated authority to amend the procedures consistent with the policy:

_____ Dean / affiliated college Academic Dean _____

Body/Position(s) accountable for:

Responsibility	Position
Development of the policy	Quality Manager
Provision of advice in development of the policy	Academic Administrator, Dean, college Registrars/Academic Deans
Distribution of the policy	Quality Manager
Implementation of/Advice concerning the policy	college Registrars/ Academic Administrator
Monitoring of and compliance with the policy	Academic Administrator
Evaluation and recommending amendment of the policy	Quality Manager with Academic Administrator and college Registrars/Academic Deans

9. Approvals

Document Title:	Progression and Intervention Policy	Document Number:	
Approval Authority:	Board of Delegates / Coursework Awards Board	Approval Date:	10 Dec 2007
Resolution No:	Item 10.1	Effective Date:	1 July 2007
Document Administrator	Quality Manager	Review Date:	June 2009
Revision History			
Authority	Action	Resolution No.	Date
Quality Manager	Replace DEST with DEEWR	N/A	18 July 2008

10. Communications

Date	Recipient	Purpose	Mode
26 July 07	Registrars	Review of Draft Version 1	Email
30 Aug 07	Registrars	Review of Draft Version 2	Email
13 Sept 07	Registrars	Review of Draft Version 3	Email
19 Oct 07	CAB	Review of Final Version	Email
14 Dec 07	Registrars	At Risk advice + Reference to approved policy	Email

PART B: PROCEDURES

1. Introduction

(A) Administrative matters for each affiliated college

- A1. This policy makes reference to an Academic Dean and a Registrar in each college. If a college does not have positions designated with these titles, the Principal is requested to nominate staff to undertake the activities assigned by this policy to these positions.
- A2. Colleges are requested to determine the support to be provided to students identified under this policy, bearing in mind that a variety of measures may be required to meet different student needs. Support for these students may include, but is not limited to:
- academic skills support;
 - additional English support;
 - additional tutoring/study group;
 - increased monitoring, or individual case management;
 - a mentor programme;
 - personal and/or academic counselling, including encouragement to consider moving course;
 - placement in a more appropriate class;
 - a combination of the above.
- A3. To record the treatment of students at the affiliated college, the college Registrar shall establish a Progression File at the college in which to place folders that pertain to each student who appeals under this policy. The written record of treatment of each student by the college Academic Dean or by the college Progression Appeals Panel shall be held in the designated folder. The submissions(s) from each student along with copies of other correspondence shall also be held in the designated folder.

(B) Form of Appeal

- B1. Appeals must be in writing and the student does not have an automatic right to appear in person to speak to their written submission. Submissions should therefore include appropriate documentation (eg. statements from counsellors, medical certificates, etc.) to substantiate the student's claim to have experienced special circumstances.

(C) Consequences of delayed or late action

- C1. An appeal lodged outside the timeframe stated in the letter to the student notifying the imposition of load intervention or a sanction will not be considered without written approval of the affiliated college Registrar obtained within the timeframe.
- C2. If initial decisions are delayed and/or the student subsequently appeals the initial decision such that the final outcome is not available until after the Administrative Date of the next period of study, the student shall be permitted to enrol on the basis that their appeal(s) will be successful and comply with enrolment dates associated with their desired units.
- C3. Late or non-receipt by students of official letters from their college or the College will not be accepted as grounds for appeal if the student has not ensured that the College is in receipt of accurate and current contact details.

(D) Appointment of Appeals Panels

- D1. The Principal of each affiliated college shall appoint a Progression Appeals Panel as a standing committee annually or as an ad-hoc committee as required. The composition of the Panel may be varied for a particular case to replace any original member who may wish to be excused.

- D2. The ACT Coursework Awards Board shall appoint an Appeals Panel as a standing committee annually or as an ad-hoc committee as required. The composition of the Panel may be varied for a particular case to replace any original member who may wish to be excused.

(E) Recording of treatment of students at the ACT Office

- E1. The ACT Academic Administrator shall establish a Progression File at the ACT Office in which to place folders that pertain to each student whose appeal against exclusion is decided by the ACT Coursework Appeals Panel.
- E2. The written record created by the secretary to the Panel of treatment of each student who appeals against exclusion shall be held in the designated folder.
- E3. The submission(s) from each student along with copies of other correspondence shall also be held in the designated folder.

2. Procedures

(A) Matters to be decided by an affiliated college Academic Dean

- A1. At the close of the period for lodgement of written submissions, the college Registrar shall prepare those lodged for consideration by the Academic Dean such that the Academic Dean has at least 5 working days to consider the submissions. The Academic Dean may, through the Registrar, request further information from the student.
- A2. The Academic Dean shall consider the submissions within 10 working days of closure of the period for lodgement.
- A3. In respect of an appeal, the Academic Dean may:
- (a) request further information from the student;
 - (b) request the student to attend an interview, in which case the student shall be permitted to bring a friend;
 - (c) decide the grounds used in the appeal do not constitute the experience of special circumstances and dismiss the appeal – in the case of international students, also advise intention to notify DEEWR of unsatisfactory performance unless the student appeals this decision within a specified time period;
 - (d) decide to permit the student to continue studying:
 - (i) without the imposition of any sanctions, or
 - (ii) under the sanction of conditional enrolment for a half-year period, or
 - (iii) with permission to enrol in the elective unit on only one more occasion, or
 - (iv) with permission to enrol in the compulsory unit on only one more occasion.
- A4. When the Academic Dean permits a student to continue studying, the Academic Dean may prescribe, in addition to or in place of the above conditions, special conditions to apply to the student for a specified period.
- A5. The Academic Dean shall make a written record of the treatment of each case for inclusion with copies of correspondence in the student folder in the affiliated college Progression File.
- A6. As soon as practicable after the decision of the Academic Dean the college Registrar shall write to inform students of the outcome of consideration of their appeal, provide reasons for the outcome and advise the process for appeal of that decision and the timeframe for lodgement of such an appeal.

(B) Matters to be decided by an affiliated college Progression Appeals Panel

- B1. At the close of the period for lodgement of written appeals, the college Registrar shall prepare those lodged for consideration by the college Progression Appeals Panel such that the Panel has at least 5 working days to consider the submissions prior to the meeting of the Panel.

During this period a Panel member may, through the college Registrar, request further information from the student.

- B2. The Progression Appeals Panel shall meet to consider the submissions within 10 working days of closure of the period for lodgement.
- B3. In respect of an appeal, the Progression Appeals Panel may:
- (a) request further information from the student;
 - (b) request the student to attend an interview, in which case the student shall be permitted to bring a friend;
 - (c) decide the grounds used in the appeal do not constitute the experience of special circumstances and dismiss the appeal – in the case of international students, also advise intention to notify DEEWR of unsatisfactory performance unless the student appeals this decision within a specified time period;
 - (d) decide to permit the student to continue studying:
 - (i) without the imposition of any sanctions, or
 - (ii) under the sanction of conditional enrolment for a half-year period, or
 - (iii) with permission to enrol in the compulsory unit on only one more occasion.
- B4. When the Progression Appeals Panel permits a student to continue studying, the Panel may prescribe, in addition to or in place of the above conditions, special conditions to apply to the student for a specified period.
- B5. The affiliated college Registrar shall make a written record of the treatment of each case for inclusion with copies of correspondence in the student folder in the college Progression File.
- B6. As soon as practicable after the decision of the Progression Appeals Panel the affiliated college Registrar shall write to inform students of the outcome of consideration of their appeal, provide reasons for the outcome and advise the process for appeal of that decision and the timeframe for lodgement of such an appeal.

(C) Matters to be decided by the ACT Coursework Appeals Panel

- C1. At the close of the period for lodgement of appeals, the affiliated college Registrar shall prepare them for consideration by the ACT Coursework Appeals Panel and forward them to the ACT Academic Administrator. Within 5 days of receipt of the submissions at the ACT Office the Dean shall review them and may, through the ACT Academic Administrator, request further information from the student.
- C2. The ACT Coursework Appeals Panel shall meet to consider the submissions within 10 working days of their receipt at the ACT Office.
- C3. In respect of an appeal, the ACT Coursework Appeals Panel may:
- (a) request further information from the student;
 - (b) request the student to attend an interview, in which case the student shall be permitted to bring a friend;
 - (c) decide the grounds used in the appeal do not constitute the experience of special circumstances or other acceptable grounds and dismiss the appeal – as appropriate in the case of international students, also advise intention to notify DEEWR of unsatisfactory performance unless the student appeals this decision within a specified time period;
 - (d) decide to permit the student to continue studying:
 - (i) without the imposition of any sanctions, or
 - (ii) under the sanction of conditional enrolment for a full- or half-year period, or
 - (iii) with permission to enrol in the compulsory unit on only one more occasion, or

- (iv) with a reduced period of exclusion, or
 - (v) replacing the period of exclusion with a period of suspension of equal or lesser length, or
 - (vi) with conditions related to course completion arrangements.
- C4. When the ACT Coursework Appeals Panel permits a student to continue studying, the Panel may prescribe, in addition to or in place of the above conditions, special conditions to apply to the student for a specified period.
- C5. The ACT Academic Administrator shall make a written record of the treatment of each case for inclusion with copies of correspondence in the student folder in the affiliated college Progression File.
- C5. As soon as practicable after the decision of the ACT Coursework Appeals Panel, the ACT Academic Administrator shall write to inform students of the outcome of consideration of their initial appeal, provide reasons for the outcome and advise the process for appeal of that decision and the timeframe for lodgement of such an appeal.

APPENDIX - SUMMARY OF APPLICATION OF THE PROGRESSION RULES

Prior Warning or Imposition	Performance [Progression Rule Code]	Assessment of Progression Status	Student Standing	Advice to Student	Possible Student Action – outcomes	Initial Decision-Maker/ Appeal body
	Pass >50% of enrolled cps at least every second study period [A3(a)]	(ALL) Satisfactory	“Good Standing”			
	Fail at least 50% of enrolled cps [A3(b)] in any study period	(ALL) Marginal	Declared “At Risk”	Student must seek support	Seek and accept support	
“At risk” [A3(b)]	Fail at least 50% of enrolled cps [A3(b)] in the next consecutive study period	(Dom) Poor	Conditional Enrolment for 1 year	Student may appeal	Appeal or accept sanction + must seek and accept support	affiliated college Academic Dean
		(Intl) Unsatisfactory	Intention to report student to DEEWR	Student may appeal	Appeal or accept sanction – if successful, 1 yr Conditional Enrolment + must seek and accept support	affiliated college Academic Dean
Conditional Enrolment [first or subsequent occasion]	Fail at least 50% of enrolled cps [A3(b)] in the next consecutive study period after being placed on Conditional Enrolment	(ALL) Unsatisfactory	Exclusion from the College for 1 year	Student may appeal	Appeal – if successful, must seek and accept support	ACT Coursework Appeals Panel
	Fail at least 50% of enrolled cps [A3(b)] in a future study period, not the next consecutive one after being placed on Conditional Enrolment	(ALL) Poor	Conditional Enrolment for 1 year	Student may appeal	Appeal or accept sanction + must seek and accept support	affiliated college Progression Appeals Panel
	Fail an elective unit twice [A3(c)]	(ALL) Unsatisfactory for unit	Exclusion from unit	Student may appeal	Appeal or choose another elective unit	affiliated college Academic Dean
[Conditional Enrolment]	Fail a compulsory unit twice [A3(d)(i)]	(ALL) Poor	Conditional Enrolment for 1 year	Student may appeal	Appeal or accept sanction + must seek and accept support	*college Acad Dean/ [Prog Appeals Panel]
Conditional Enrolment	Fail compulsory unit a third time [A3(d)(ii)]	(ALL) Unsatisfactory for course	Exclusion from course for 1 year	Student may appeal	Appeal – if successful, must seek and accept support	ACT Coursework Appeals Panel
	Fail to complete course by expected completion date [A3(e)]	(ALL except Dip/AdvDip students) Unsatisfactory	Ineligible for current or equivalent award	Student may appeal	Appeal – if successful, must comply with any conditions	ACT Coursework Appeals Panel