

Academic Course Progress Procedure (Domestic and International Non- Student Visa Holders)

1. PURPOSE

- 1.1 This procedure explains the process and steps for managing academic student's course progress in accordance with the Academic Course Progress Policy (Domestic and International Non-Student Visa Holders).

2. SCOPE

This policy applies to:

- 2.1 **All domestic students and international students holding non-student visas** who are enrolled in academic courses offered by UTS College and its Transnational Partners at offshore campuses where applicable.
- 2.2 **All Staff and Affiliates** involved in the management and reporting of UTS College students' academic progress.
- 2.3 This policy does **not** apply to UTS College international students who are on student visas.

3. PROCEDURES

3.1 Monitoring Academic Progress

- a) Student academic progress must be monitored and assessed throughout each study period or, at the minimum, at the end of each study period.
- b) Students are expected to monitor their own academic progress via their access to the College's Learning Management System throughout each study period

3.2 Early Intervention

- a) At any time during the study period, when a teacher becomes aware of issues or has concerns regarding student's academic progress they should first speak to the student and then advise the Student Success Adviser and the Academic Co-ordinator of these concerns.
- b) At any time during the study period, when a student is identified by their teacher as at 'possible risk of
- c) failing', the teacher and Student Success Adviser should discuss various intervention strategies with the student and offer appropriate support.

- d) Records of intervention strategies are to be kept on students' file.

3.3 Formal Intervention

- a) Where a student fails their first assessment in any subject during a study period, they are deemed 'at risk' of not meeting academic course progression requirements and must be sent a Reminder – Satisfactory Academic Progress Requirements letter and advised that they are required to meet with the Student Success Adviser to discuss / develop intervention strategies. Students may take a support person to this meeting. Copies of reminder letters and related correspondence are to be kept on the student's file.
- b) If a student fails 50% or more subjects in a study period or fails a subject for a second time, they are deemed at high risk. A Warning – High risk of unsatisfactory academic progress letter must be sent as soon as a student has been identified as at high risk. This letter will advise that unsatisfactory academic progress may lead to them being excluded from UTS College.
- c) Students will also be required to meet with the Student Success Adviser to discuss further action/intervention strategies. Students may take a support person to this meeting. Copies of warning letters and related correspondence are to be kept on the students' file.
- d) Students identified as 'high risk' will be placed on an Academic Success Program and will be required to meet the conditions as set out in the Academic Success Agreement to improve their academic performance and progress. Copies of this agreement and related correspondence are to be kept on the student academic file.

3.4 Intention to Exclude (ITE)

- a) Students who fail 50% or more subjects over two consecutive study periods, or fails a subject more than twice or has more than five subject fails on their entire
- b) academic record will be deemed as having unsatisfactory academic progress.
- c) Students who are deemed as having unsatisfactory academic progress, and who have received a Warning – High risk of unsatisfactory academic progress letter in the previous semester must be issued with an Intention to Exclude (ITE) letter, informing them they have not achieved satisfactory academic progress and will be excluded from UTS College. The letter will also inform them about the appeal process and the required timeframe to lodge an appeal (within 20 working days from the date the letter was sent) according to the UTS College's Student Complaints and Appeals Policy. Copies of exclusion letter and related correspondence are to be kept on the student's file.

3.5 Appeals

- a) A student may appeal a decision to exclude them for failing to meet academic course progress requirements on the following grounds:
 - i. UTS College's failure to record or calculate the student's marks accurately,
 - ii. Compassionate or compelling circumstances, or
 - iii. UTS College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- b) To make an appeal, the student must:
 - i. Write a letter to the Complaints and Appeals Office
 - ii. Stating that they are appealing the Intention to Exclude, and setting out the grounds for their appeal
 - iii. If these grounds include compassionate or compelling circumstances, provide supporting documentary evidence
 - iv. Complete an Academic Success Agreement stating how they will improve on their academic performance should they be allowed to continue their study with the College
 - v. All the above documents must be submitted to the Complaints and Appeals Office no more than 20 working days after being sent the Intention to Exclude letter.
- c) If a student would like to re-enrol after being sent the ITE letter, they must submit the above documents for their appeal before the re-enrolment deadline for the subsequent semester in order to re-enrol.
- d) Internal appeals will be reviewed by following the below procedures:
 - i. Compliance and Reporting Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided.
 - ii. Once reviewed, the Compliance and Reporting Officer submits Appeal Resolutions to the Student Support Manager for final decisions.
 - iii. The Compliance and Reporting Officer will notify students of the outcome via email and will inform the students of access to the external appeal process if the internal appeal application is rejected.
- e) Process for lodging an external appeal

- i. If the student is dissatisfied with the outcome of their internal appeal and wishes to lodge an external appeal, they must do so by following the Students Complaints and Appeals Procedure within 20 working days from the date they are informed of the internal appeal outcome.
 - ii. UTS College will proceed with the exclusion process as per the Academic Course Progress Policy if no confirmation of an external appeal is received by the aforementioned deadline of the external appeal.
 - iii. Please note in most cases the purpose of the external appeals process is to consider whether UTS College has followed its policies and procedures, rather than make a decision in place of the College.
 - iv. Copies of appeals and related correspondence are to be kept in the student's file.
- f) UTS College must maintain the student's enrolment while the appeals process is ongoing as per the Student Complaints and Appeals Policy.

3.6 Exclusion

- a) If the student:
 - i. Chooses not to access the appeals processes within the 20-working day period or
 - ii. withdraws from the appeals process or
 - iii. on completion of the appeals process, the student's unsatisfactory academic course progress is confirmed
- b) The Compliance and Reporting Officer will finalise the process with the Student Support Manager to exclude the student and inform the student that they are not permitted to re-enrol in any UTS College courses for two years from the date of exclusion.
- c) Compliance and Reporting Officer will withdraw the student from UTS College.
- d) Once a student is withdrawn, the student will be excluded from UTS College. Students who are excluded are not permitted to re-enrol in any UTS College course for two years from the date of the exclusion.

4. RESPONSIBILITIES

4.1 UTS College Staff, Students and Affiliates

All staff, students and affiliates are responsible for familiarising themselves and complying with the Academic Course Progress policy and other UTS College related documents

4.2 **Academic Board**

Setting and approving the Academic Course Progress policy to ensure they are in line with the government legislation requirements.

1.2. Monitoring the implementation of admissions standards and requirements relative to student performance metrics and agreed benchmarks.

4.3 **Student Support Manager and Program Managers**

Monitoring the implementation of the Academic course progress policy

1.3. Conducting risk assessments appropriate to the policy purpose and implementation

4.4 **Student Success Advisers, HELPS Advisers, and Academic Coordinators**

Monitoring student progress, implementing intervention strategies and providing support services

4.5 **Student Compliance Officers**

Implementing reporting, exclusion process and appeals process

5. RELATED DOCUMENTS

UTS College Policies and Procedures

- Academic Course Progress Policy (Domestic and International Non-Student Visa Holders)
- [Access and Equity Policy](#)
- [Education Access and Inclusion Reasonable Adjustment Procedure](#)
- [Special Consideration Procedure](#)
- [Special Exam Request Procedure](#)
- [Support for Students Policy](#)
- [Student Complaints and Appeals Policy](#)
- [Student Complaints and Appeals \(Academic\) Procedure](#)
- [Student Complaints and Appeals \(Non academic\) Procedure](#)

Legislation

- Higher Education Support Act 2003 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2021
- Tertiary Education Quality and Standards Agency Act 2011 (Cth)
- Australian Qualifications Framework

DEFINITIONS

Academic Success Agreement	An Academic Success Agreement is made between a 'high risk' student and their Student Success Adviser and details specific performance improvement conditions and initiatives which a student must meet. See "At High Risk".
Academic Success Program	An Academic Success Program is an agreed plan of intervention strategies put in place by a Student Success Adviser to help improve an 'at high risk' student's academic performance.
Academic Student	A student enrolled in any UTS Foundation Studies program, offered by UTS College on behalf of UTS, Diploma or Pre-Master's program offered by UTS College.
'At Risk'	Students who fail an assessment in any given study period are deemed to be at risk of not meeting UTS College academic course progression requirements.
'At High Risk'	Students who fail over 50% of their subjects in any study period, or students who fail any subject for a second time, are deemed to be at high risk of not meeting UTS College academic course progression requirements.
Compassionate or Compelling Circumstances	'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes. • bereavement of close family members such as parents or grandparents. • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies. • a traumatic experience which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime and this has impacted on the student (these cases

	<p>should be supported by police or psychologists' reports); or</p> <ul style="list-style-type: none"> Any other circumstance would require evidence to be considered as compassionate or compelling.
Course	The term "course" is used throughout this document to refer to UTS Foundation Studies programs and UTS College courses.
Domestic Students	Students who are Australian Citizens, Australian Permanent Residents, New Zealand Citizens or persons who are entitled to stay in Australia, or to enter and stay in Australia, without limitation as to time.
Exclusion	Students who are excluded are not permitted to enrol in any UTS College course for 2 years.
Intention to Exclude (ITE)	In the context of this policy the notice of UTS College's Intention to Exclude a domestic or international non-student visa holder student for not achieving satisfactory academic progress.
Individual Access and Inclusion Plan	<p>A formal document prepared by UTS College to:</p> <ul style="list-style-type: none"> record its decisions on the reasonable adjustments that are appropriate to meet an individual student's access and inclusion requirements, and constitute an agreement with the student that it will provide these adjustments.
Intervention Strategy	<p>The process of identifying and supporting students who, because of poor performance, are identified as being at risk of failing to make satisfactory academic progress.</p> <p>Intervention strategies may include but are not limited to:</p> <ul style="list-style-type: none"> Regular meetings with teachers / Student Success Advisers for study assistance Support with implementing effective study strategies and time management skills Granting of Special Consideration in circumstances of serious illness or misadventure, which has affected the student's ability to submit or sit for assessments. Adding to the Access Inclusion register and developing of Individual Access and Inclusion Plan if student's needs comply with Education Access Inclusion policy Accessing learning support at UTS College Reducing course load (if before census date academic students can be advised to drop subjects) Accessing counselling support Referring to any other support services if and when required. A combination of the above.
Medical Certificate	A certificate issued by a registered medical provider such as hospitals,

	doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The medical certificate must be original and must state the provider number. Medical certificates bought online are not acceptable.
Program	See “Course”.
Special consideration	The term used when a student who is experiencing (or anticipates that he or she will experience) significant difficulty in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma. To have these factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Satisfactory Academic Progress / Satisfactory Course Progress	Satisfactory advancement within a course towards its completion, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course. The opposite of “Unsatisfactory Academic Course Progress” (see below).
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Student Success Adviser	Student Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning support and other relevant support to students.
Study Period	One semester in a Diploma or UTS Foundation Studies course. 12 teaching weeks.
Support Person	Friend or relative.
Teacher	Includes any class teacher, academic tutor, or lecturer.
Unsatisfactory Academic Progress / Unsatisfactory Course Progress	Unsatisfactory academic progress is defined by: <ul style="list-style-type: none"> • Failing fifty per cent (50%) or more of subjects over two consecutive study periods; or • Failing a subject more than twice; or • Having more than five (5) fail results on their entire academic record.
UTS College	UTS College Limited, its representative offices and its controlled entities.
UTS College Academic Courses	All UTS Foundation Studies programs, which are offered by UTS College on behalf of UTS, and UTS College Diploma and Pre-Master’s programs.

APPROVAL		
Policy Title	Academic Course Progress Procedure (Domestic and International Non-Student Visa Holders)	
Policy ID	PROC/EDUC/19/24	
Policy Category	Academic	
Policy Audience	Staff, Students, Affiliates	
Policy Owner	Student Support Manager	
Endorsed by	Academic Standards Committee	Date: 24 October 2024
Approved by	Academic Board	Date: 7 November 2024
Next Review Date	6 November 2027	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		January 2020	
1.1	Student Support Manager	Updated the scope of the procedure. Listed detailed intervention strategy. Changed Counsel to Withdraw (CTW) to Intention to Exclude (ITE) Changed Study Success Adviser to Student Success Adviser.	7 July 2023
1.2	Student Support Manager	Added procedure principles Added reference to the Support for Students policy Updated procedure template	17 October 2024
1.4	Student Services and Administration Manager	Renamed Student Complaints Resolution Office (SCRO) to Complaints and Appeals Office Added new mailbox complaints.appeals@utscollege.edu.au .	October 2025