

ACADEMIC PROGRESSION AND EXCLUSION PROCEDURE



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| Procedure Name | Academic Progression and Exclusion | | | | | | |
| Procedure Number | A012 | | | | | | |
| Approval Authority | Academic Board Board of Directors | | | | | | |
| Responsible Officer | Dean and Principal | | | | | | |
| Operational Responsibility | Academic Manager | | | | | | |
| Purpose | This procedural document outlines the steps for academic progress matters and exclusions at LCI Melbourne | | | | | | |
| Scope | This procedure applies to all LCI Melbourne students enrolled in credit bearing programs that result in an award, including overseas students and local HELP loan and non-HELP loan students. | | | | | | |
| Procedure | <p>1. Student Progression Procedure</p> <p>1.1 A mass 'institutional statement of marks' report is generated from the Clara (Student Management) System and provided to the Academic and Student Experience Managers within two weeks prior to the commencement of the upcoming trimester.</p> <p>1.2 An analysis of student progress is undertaken with due consideration of any failed grades, repeated attempts, grade point averages and any Equitable Learning Plan (hereafter ELP) matters.</p> <p>1.3 At any point throughout the academic cycle, academic staff should flag any students they are concerned may be academically at risk or requiring an ELP. ELP students and those identified as 'at risk' are recorded in the 'Students at risk/ELP register' which is shared confidentially with Academic and Student Experience staff members. Students who have previously been identified on the register are automatically carried forward to the following trimester's register and categorised as per the following table:</p> <table border="1" data-bbox="620 1646 1423 1825"> <tr> <td>Low</td> <td>'Pass' mark in previous trimester</td> </tr> <tr> <td>Medium</td> <td>Carried forward from previous trimester if identified as 'at risk' or having ELP concerns</td> </tr> <tr> <td>High</td> <td>Repeating failed units</td> </tr> </table> <p>2. Attendance Requirements and Support Strategies for non-attendance</p> <p>2.1 Students are expected to attend all scheduled classes. Where a student does not attend a session, they are expected to observe class recordings, lecture notes or slides which are made available to them within 24 hours of the</p> | Low | 'Pass' mark in previous trimester | Medium | Carried forward from previous trimester if identified as 'at risk' or having ELP concerns | High | Repeating failed units |
| Low | 'Pass' mark in previous trimester | | | | | | |
| Medium | Carried forward from previous trimester if identified as 'at risk' or having ELP concerns | | | | | | |
| High | Repeating failed units | | | | | | |

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| | <p>conclusion of their scheduled class time in their Microsoft Teams Classroom environment.</p> <p>2.2 Academic staff monitor student attendance by marking absences into the Learning Management System (Omnivox) which automatically updates the Student Management System (Clara) with attendance data.</p> <p>2.3 As a first or second instance, Academics are required to attempt contact with students through the Microsoft Teams chat facility and/or e-mail. Where continued (3 sessions or greater) non-attendance/participation is present, Academics flag this with the Student Experience Manager who will attempt to contact the student by phone call, text, e-mail and letter (as required).</p> <p>2.4 If a student is uncontactable or does not acknowledge contact within 3 attempts, Student Experience notifies the Academic Manager and associated Academics that they have been identified as 'At risk', a suitable intervention strategy is implemented and students are added to the 'at risk/ELP register'.</p> <p>2.5 Where a student has sustained non-attendance or class participation beyond 3 scheduled sessions and has not successfully contacted the institute, a 'Letter of Concern' is issued and counselling with the Student Experience (or Academic) Manager is scheduled. The expressed aim of the meeting is to negotiate, devise and implement an appropriate intervention strategy. Such strategies may include an ELP where access and direction to additional resources, additional tutoring and mentorship sessions (as appropriate to the circumstance) are made available to the student, deferral or withdrawal. The outcome(s) of which are recorded on the student file.</p> <p>2.6 Where a student fails to attend an aforementioned counselling session or attends but fails to adhere to the agreed intervention strategy, an 'Intention to Cancel Enrolment' letter is issued (see sections 5-6)</p> <p>3. Academic Counselling: refers to an informal process where the relevant academic will:</p> <p>3.1 Advises the student of their obligations regarding attendance, participation and academic outputs;</p> <p>3.2 Counsels the student on the importance of attendance/participation and its benefits to positive unit learning and achievement outcomes;</p> <p>3.3 Encourages the student to seek out additional support, where needed; and</p> <p>3.4 Warns the student of possible consequences of future absences/non-participation and unsatisfactory progress</p> <p>4. Letter of Concern and negotiated intervention strategy A 'letter of concern'/email is a notification that:</p> <p>4.1 Explains to the student why they are considered at risk of unsatisfactory progress;</p> <p>4.2 Advises the student of the possible consequences of their at risk status; and</p> <p>4.3 That any continued absence or lack of participation may jeopardise their enrolment;</p> <p>4.4 Requires the student to meet by a specific date with the Student Experience and/or Academic manager to address the matter (See step 2.5)</p> |
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| | <p>5. Intention to Cancel Enrolment Letter An 'Intention to Cancel Enrolment' letter/e-mail that notifies students that:</p> <p>5.1 Advises the student that their course progression is at serious risk due to unsatisfactory progress and/or sustained non-attendance/participation and/or achievement of academic outcomes;</p> <p>5.2 Requires the student to meet by a specific date with the Student Experience and/or Academic Manager to address the issue(s); and</p> <p>5.3 Non-response and/or continued absence, lack of participation or unsatisfactory progress will result in the cancellation of their enrolment.</p> <p>6. Where a student fails to comply with an agreed intervention strategy Students will be advised of the institutes intention to cancel their enrolment unless the student can:</p> <p>6.1 Provide evidence that the requirements of the agreed intervention strategy have been met;</p> <p>6.2 Provide evidence that LCI Melbourne has not implemented its intervention and/or ELP strategy in line with its policies and procedures;</p> <p>6.3 Demonstrate satisfactory completion of unit/program requirements;</p> <p>6.4 Provide evidence that compassionate or compelling circumstances have occurred.</p> <p>In addition to the abovementioned intervention strategies, an Overseas Student enrolment may only be cancelled if the Institute has met all of the requirements of Standard 9 of The National Code 2018.</p> <p>7. Meeting with Student Experience or Academic Manager</p> <p>7.1 The objectives of the meeting are to provide a consistent and equitable approach to:</p> <p>7.1.1 Identify problem areas that may be contributing to a student's non-attendance/participation and/or poor academic performance;</p> <p>7.1.2 Discuss strategies for improving the student's academic success outlook</p> <p>7.1.3 Document the student issue as a confidential file note</p> <p>7.1.4 Inform the development of an agreed intervention strategy (such as an ELP) as required.</p> <p>7.2 An academic performance review is conducted during the meeting which may include:</p> <p>7.2.1 Advising the student that they are considered at risk of not meeting the academic requirements for the upcoming trimester, and/or</p> <p>7.2.2 Discussing with the student the possible reasons for unsatisfactory performance and ways to improve, and/or</p> <p>7.2.3 Providing the student with information about sources of academic and other forms of support, and/or</p> <p>7.2.4 Identifying issues and setting an agreed ELP to address their specified learning needs; and</p> |
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| | <p>7.2.5 Putting the student on notice that continued unsatisfactory performance will result in cancellation of their enrolment.</p> <p>8. Equitable Learning Plan</p> <p>8.1 The outcome of the meeting with the Academic Manager/Student Experience Manager and/or Coordinators is a completed agreed Equitable Learning Plan depending on the 'at risk' status of the student;</p> <p>8.2 The relevant plan clearly outlines the requirements the student must meet to progress in the course;</p> <p>8.3 The plan forms the basis for recommended action and for reference if the student requires further support and is also available for referral during consideration of any future unsatisfactory academic performance by the student; and</p> <p>8.4 A copy of the agreed ELP is sent to the student and a copy retained in the students digital file.</p> <p>9. Support Strategies</p> <p>Possible support strategies include but are not limited to:</p> <p>9.1 Directing students to engage with relevant support services such as national health programs, free online services and resources as part of their off-study routine</p> <p>9.2 Undertake additional English language training or assistance; undertaking an enabling course;</p> <p>9.3 Referring students to additional support services such as counselling by a qualified counsellor (refer Student Support Services Policy and Procedure)</p> <p>9.4 Restructuring the student's study program, including deferment of studies or reduced study load; or</p> <p>9.5 Additional tutoring, mentorship or other support activity provided or directed by the Institute.</p> <p>10. Record Keeping</p> <p>10.1 Designated staff follow up with the student, e-mail correspondence in the first instance, escalated to phone contact if needed;</p> <p>10.2 A copy of all correspondence and notes from all meetings is documented and entered into the students file;</p> <p>10.3 For confidential matters, meeting notes are saved as 'confidential student file notes' and saved on the students digital file labelled 'confidential student file note'.</p> <p>11. Additional Information for International Students</p> <p>11.1 The Academic Manager and/or Student Experience Manager advises overseas students that unsatisfactory course progress in two consecutive trimesters for the program could lead to the student being reported via PRISMS to The Department of Home Affairs and the student's visa may be cancelled, depending on the outcome of any appeals process.</p> |
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| | <p>11.2 The Academic Manager and/or Student Experience Manager may decide that the duration of the student's studies need to be extended. Student Experience will action this accordingly within PRISMS.</p> <p>11.3 Any overseas student recommended for Academic Progression or Unsatisfactory Academic Progression is also reviewed for completion of the course within the expected duration, as stated on the student's CoE (See The National Code 2018, Standard 9)</p> <p>11.4 LCI Melbourne may only extend the duration of a student's studies where it is clear that as a result of compassionate or compelling circumstances the student will not complete the course within the expected duration, as specified on the students CoE.</p> <p>11.5 Compassionate or compelling circumstances are generally beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a program. These include:</p> <p>11.5.1 Serious illness or injury, where a medical certificate states that the student was unable to attend classes</p> <p>11.5.2 Bereavement of close family members (where possible a death certificate should be provided)</p> <p>11.5.3 Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies</p> <p>11.5.4 A traumatic experience which could include but is not limited to:</p> <p style="padding-left: 40px;">(i) involvement in or witnessing of an accident; or</p> <p style="padding-left: 40px;">(ii) a crime committed against the student; or</p> <p style="padding-left: 40px;">(iii) the student has been a witness to a crime.</p> <p>11.6 In the event that termination of enrolment occurs (in accordance with Standard 9, The national Code 2018) the notification will inform the student of LCI Melbourne's intention to report the student to the Department of Home Affairs for Unsatisfactory Course Progress.</p> <p>12. Cancellation/Exclusion</p> <p>12.1 Non-attendance</p> <p>12.1.1 In the event that a student does not attend classes or observe class recordings and lecture notes at a progressive weekly frequency (as per the ordinary session delivery dates), the steps in sections 2-6 are enacted</p> <p>12.2 Failure to submit Assessment Tasks</p> <p>12.2.1 In the event that the student does not respond to the Academic or Student Experience team member, and has not made provision to submit outstanding assessments, LCI Melbourne will notify the student of the 'Intent to Cancel Enrolment' if they fail to respond and they will not progress to the next trimester.</p> <p>12.2.2 From the date that the student is sent the 'Intention to Cancel Enrolment' the student has 20 working days to appeal the cancellation.</p> |
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| | <p>12.2.3 If the student's appeal is upheld, the Academic Manager and/or Student Experience Manager will negotiate with the student to implement an agreed Equitable Learning Plan so as to assist the student in their learning progression.</p> <p>12.2.4 If the student does not contact LCI Melbourne within 20 days of being notified, or if their appeal is not upheld, the student's enrolment will be cancelled.</p> <p>12.3 Cancellation of Enrolment</p> <p>12.3.1 Once it has been determined that a student's enrolment is to be cancelled the Student Experience or Academic Manager notifies the Dean and Principal and Director of Operations.</p> <p>12.3.2 A report of the intention to cancel enrolment due to non-progression is also provided to the Executive Management Committee.</p> <p>12.3.3 A formal notification of cancellation due to non-progression is sent to the student after the 20 day period has elapsed.</p> <p>12.3.4 The Student Experience Manager will cancel the student's enrolment in the Student Management System (Clara).</p> <p>12.3.5 For overseas students the Student Experience Manager will also record the CoE variation on PRISMS.</p> <p>13. Financial Implications Once the Finance department has been notified of the cancellation of enrolment, the following will apply:</p> <p>13.1 Fees for the previous period of study will apply, but future fees are removed as of the date of cancellation</p> <p>13.2 Any prepaid tuition fees are refunded</p> <p>13.3 The withdrawal fee is not enforced</p> <p>13.4 Failure to pay scheduled non-tuition fees on their due dates incur penalties. Refer to LCI Melbourne Cancellation and Refund Policy and Procedure.</p> <p>14. Exclusion</p> <p>14.1 A student is advised in writing of the decision to exclude them by having their enrolment cancelled.</p> <p>14.2 A student who has had their enrolment cancelled for a reason(s) as defined by the Policy is not permitted to enrol in another degree level program at the institution for a period of one year.</p> <p>14.3 Students may not be excluded however before they have received a first warning and/or a letter of concern; have had an academic consultation and/or an ELP.</p> <p>15. Grievances and Complaint Resolution</p> <p>15.1 A student may appeal the decision, as per the</p> <p>(i) Student Grievance and Complaints (Non-Academic) Policy and Procedure, OR</p> |
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| | <p>(ii) Academic Grievance Appeals Policy and Procedure</p> <p>15.2 A student must not make any false declaration and/or submit false evidence (e.g. Statutory Declaration; Medical Certificate; Reference; Testamur) in support of a grievance or complaint.</p> <p>15.3 Proven cases of false declaration and/or submissions may lead to a student's suspension, exclusion or cancellation of enrolment.</p> | | | | |
| Relevant Legislation | <p>Tertiary Education Quality and Standards (TEQSA) Act 2011 Higher Education Standards Framework (Threshold Standards) 2021 Education Services for Overseas Students Act 2000 Education Services for Overseas Students Regulations 2001 Australian Qualifications Framework (AQF) National Code of Practice for Providers of Education and Training to Overseas Students 2018 Higher Education Support Act 2003 Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)</p> | | | | |
| Key Related Documents | <p>Learning and Teaching Policy Learning and Teaching Procedure Assessment Policy Assessment Procedure Leave, Withdrawal, Exclusion and Suspension Policy Leave, Withdrawal, Exclusion and Suspension Procedure Student Grievance and Complaints (Non Academic) Policy Student Grievance and Complaints Procedure (Non Academic) Procedure Academic Grievance Appeals Policy Academic Grievance Appeals Procedure Cancellation and Refund Policy Cancellation and Refund Procedure Academic Credit & RPL Policy Academic Credit & RPL Procedure Enrolment Terms and Conditions</p> | | | | |
| Date Approved | 19 July 2021 | | | | |
| Date of Commencement | | | | | |
| Date for Review | Q2 2023 | | | | |
| Documents superseded by this Procedure | <p>Academic Progress Policy Leave, Withdrawal, Suspension and Exclusion Policy (part)</p> | | | | |
| Amendment History | Version | Authored by | Description of Changes | Date Approved | Effective Date |
| | 1.0 | Academic Dean | Course Progression Policy | December 2014 | December 2014 |

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| | 2.0 | Academic Dean | Merged data from LCI Melbourne and LaSalle College Vancouver Course Progression Policies | December 2017 | January 2018 |
| | 3.0 | General Manager | Leave, Withdrawal, Exclusion, Suspension Policy | January 2019 | January 2019 |
| | 4.0 | Academic Manager | Academic Progress Policy and Leave, Withdrawal, Suspension and Exclusion (part) merged into new policy and procedural document | July 2021 | July 2021 |
| Signed and dated for LCI Melbourne | Approved by Board of Directors Q2 2021 | | | 19 July 2021 | |

| INFORMATION FOR PUBLISHING ON POLICY REGISTER | |
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| Category | Academic |
| Stakeholders | Students Academic (Teaching) Staff – Permanent Academic (Teaching) Staff – Sessional/Casual Dean and Principal Academic Manager Director of Operations |