

ACADEMIC PROGRESS POLICY AND PROCEDURES

Under normal circumstances students are expected to pass all units in which they are enrolled. Failure to do so may result in a request to attend a hearing aimed at establishing the reasons for failure and finding ways to overcome problems.

Definition of Unsatisfactory Academic Progress:

- failure of more than 50% of the student's enrolment in the previous two trimesters; or
- failure of the same unit twice; or
- failure to comply with any terms or conditions imposed by the Monash College Academic Progress Committee.

SUMMARY OF PROCEDURES

Students who do not make satisfactory academic progress at Monash College are subject to the following procedures.

1. Early Warning Letter

Some students will face academic difficulty and be at risk of breaching academic progress requirements. These students will be identified as soon as they fail a unit and every effort will be made by Monash College to provide the necessary support and assistance for them to succeed in their studies.

Students who fail a unit/s will be sent an early warning letter at the end of that trimester.

2. Notice of Referral to the Academic Progress Committee

Students who fail either the same unit twice or more than 50% of their enrolment in the previous two trimesters will become subject to the Monash College Academic Progress Committee requirements from the end of their second trimester. These students will be sent a Notice of Referral and will be required to respond in writing to the Monash College Academic Progress Committee.

3. Meeting of Monash College Academic Progress Committee

The Monash College Academic Progress Committee will meet to consider the student's response to the Notice of Referral. This Committee can impose conditions on a student enrolment or recommend exclusion.

4. Hearing of the Academic Progress Committee

A student who is recommended for exclusion can present their case in writing or in person at the Academic Progress Committee Hearing.

Students who are excluded following a hearing of the Academic Progress Committee and after the time line for appeal has lapsed, will be reported to DIAC as required by ESOS for unsatisfactory academic progress.

5. Decision of the Academic Progress Committee

The Monash College Academic Progress Committee will record the decision and reasons for the decision. The record will summarise the student's case and the material/evidence on which the decision is based. If a student is excluded, the student may request that Monash College provide information about the reasons for the decision.

6. Appeal against Exclusion

If an exclusion decision is made, a student can lodge an appeal to the Executive Principal, Monash College. An appeal can be made only on the grounds of new evidence or procedural irregularity. International students holding a student visa may also appeal against the intention to report to the Department of Immigration and Citizenship (DIAC).

PROCEDURES

1. Early Warning Letter

At the end of each trimester Monash College will send an early warning letter to students who have failed a unit in that trimester. These students will be advised to seek an initial appointment with a Student Adviser or their Field of Study Manager to discuss their academic situation.

If this initial appointment uncovers difficulties requiring more specialised help students will be referred for further assistance to:

- Learning Support Unit
- Community Services or a Medical Practitioner.

The referring staff member will monitor that the student has made the necessary appointment(s) and provide a form which the student must return to the Student Administration Office as evidence that they have kept their appointment.

2. Notice of Referral to the Academic Progress Committee

Students whose academic results, from the end of their second trimester of study onwards, make them subject to the academic progress rules of Monash College will be sent a Notice of Referral and asked to explain in writing, within seven (7) days of the date on the letter, why their results were unsatisfactory.

The Notice of Referral will contain:

Brief **particulars** of why the student is being considered for exclusion;

- Advice that the student is strongly recommended to "**show cause**" **in writing** to the Academic Progress Committee on the pro forma provided;
- A clear statement of the **consequences** for the student of failing to respond to the request to "show cause" in writing and/or in person to the Academic Progress Committee, including automatic exclusion;

- Advice that the student should provide **substantiating documentation** in support of their claim that they should not be excluded (e.g. where reasonably available, evidence such as statutory declarations, medical certificates, etc.);
- Advice that where sickness has contributed to their unsatisfactory performance, a student should obtain an **informative medical or assessment certificate** from a registered professional, that is, doctor, counsellor, psychologist, etc. Please note: A medical certificate must outline the medical condition and a reference merely to "a medical condition" does not constitute a full medical certificate;
- Advice that failure to provide evidence in support of their case that was reasonably available at the time of the Monash College APC meeting will not be considered sufficient grounds for an appeal against a decision to exclude. Any difficulties, which prevented a student obtaining a full certificate for the first meeting, will not constitute "new evidence not reasonably available to the student at the time of the Academic Progress Committee hearing";
- Monash College information detailing the criteria and process for unsatisfactory academic progress. The information will include names and contact telephone numbers of appropriate counselling services and Monash College staff where students may obtain advice.

Monash College will advise students of the outcome of their response to the Notice of Referral within seven (7) working days.

Students, who fail to respond to the Notice of Referral and fail to provide reasons within seven days of the Notice of Referral response date demonstrating extenuating circumstances for this failure, will be subject to automatic exclusion at the meeting of the APC. If extenuating circumstances prevent a student from responding to the Notice of Referral, Monash College may exercise its discretion to require a student's written response to the Executive Principal, Monash College before making a decision on the student's enrolment.

3. Meeting of Monash College Academic Progress Committee

The Academic Progress Committee (APC) of Monash College is made up of: the Executive Principal, Deputy Principals, Student Advisers, and the Field of Study Manager of student's academic area.

Following the deadline for response to the Notice of Referral, a meeting of the Monash College APC will be held. This Committee may decide to take either of the following actions:

- Permit the student to proceed in the diploma with terms and conditions OR
- Require the student to attend a hearing of the APC where it will be determined whether the student should be excluded from candidature for the diploma award or allowed to continue their enrolment. Students will be given at least three days' notice of their APC hearing date.

Students who are permitted to continue enrolment at Monash College will be informed in writing within seven days of the meeting of the decision of the APC and of the terms and conditions placed on their enrolment. If a student chooses to discontinue their course at Monash College, they must do so prior to the APC hearing. The student must inform the APC of their decision. Once the APC process has commenced, a student is not permitted to discontinue from studies any time after or at the hearing. Students need to discontinue studies BEFORE the hearing. Once a hearing has commenced, the student needs to follow the APC process as per the policy and procedures

3.1 Grounds for Approving Continued Study

As a general guideline, students may be permitted to continue their enrolment at Monash College if they have suffered:

- Serious illness or psychological condition e.g. hospital admission, severe asthma, severe anxiety or depression. Does not include minor illnesses such as a mild cold
- Loss or bereavement e.g. death of close family member, family/relationship break down
- Hardship/trauma e.g. victim of crime, sudden loss of income or employment, severe disruption to domestic arrangements
- Other exceptional circumstances outside the student's control that have affected academic performance
- Other grounds can and may be considered by the APC.

4. Hearing of Academic Progress Committee

The student is entitled to make a written submission and/or to be heard personally. The student may be accompanied at the hearing by one person such as: a student adviser, counsellor, staff or student at Monash University, or any other person approved by the Committee who is not a legal practitioner.

The Chair will invite the student to outline why they should not be excluded and to comment on any documents they have already presented with their written submission.

4.1. Exclusion

A student can only be excluded from their course after a hearing of the Monash College APC. If a student does not provide written submission or does not attend, a decision to exclude may be made on the information available to the hearing.

The exclusion will take effect once the time period for lodging an appeal against exclusion has expired. This time period is twenty (20) working days from the date of the APC decision.

4.2. Notice of Decision to Exclude

The notice of the decision to exclude must be delivered to the student personally or by registered post to the address of the student in the records of Monash College within seven days of the APC decision.

The notice of exclusion will contain, but need not be limited to, the following information:

- Advice that the student is entitled to appeal against the decision of Monash College to exclude on the grounds of either new evidence and/or procedural irregularity in the process of the Monash College APC hearing;
- Notice that any appeal must be lodged on attached pro forma and accompanied by the particulars required by the notice of appeal, and must be received by Monash College within twenty (20) calendar days from the date of the letter notifying the student of exclusion;
- If APC decided to exclude, a letter advising this will indicate twenty (20) working days to appeal decision of APC. The letter will also include statements explaining reasons for the decision to exclude.

5. Decision of Academic Progress Committee

The Committee's decision must be communicated in writing to the student within seven (7) days by registered mail if the decision was not served on the student personally.

The Monash College APC will record the decision and reasons for the decision at the meeting and hearing for record-keeping purposes.

Records will include:

- summary of student's case, e.g. health, family, personal, financial, etc;
- a list of material/evidence on which the decision is based e.g. medical certificates, reports, statutory declarations, verbal advice;
- reasons for the decision.

5.1 Information concerning reasons for the decision

If a student is excluded at a hearing of the Monash College APC, students will be provided with written information about the reasons for the decision.

6. Appeal Against Exclusion

A student who is excluded by Monash College can lodge an appeal on the grounds of new evidence or procedural irregularity to the Executive Principal, Monash College. That appeal must be made within twenty (20) working days of the APC decision. International students holding a student visa may also appeal against the intention to report to DIAC.

The appeal process will commence within ten (10) working days of the formal lodgement of appeal with the Executive Principal. A written record will be kept of the appeal decision and the student will be given an opportunity to present their case to the Executive Principal outlining either what the new evidence is and/or what procedural irregularity they are complaining or appealing against.

The Executive Principal, in making an appeal decision, is not restricted as to who may be consulted to assist with that process.

7. External Appeals Process

If a student is not satisfied with the outcome or the conduct of the internal appeals process, Monash College will advise in the notice of appeal decision of avenues of external appeal. Monash College will maintain the enrolment of student while the appeals process is ongoing. This means that for students who have advised Monash College within the required time period that they have lodged an external appeal, they will not be reported to DIAC until the conclusion of the external appeals process if the internal decision is upheld.

An appeal to the external parties listed below will need to be made within fourteen (14) days. The student must provide written evidence to Monash College that they have lodged an appeal with either of these external bodies.

The Victorian Registration and Qualifications Authority Level 2, 33 St Andrews Place, East Melbourne

Telephone: (03) 9637 3780 Email: vrqa.complaints@edumail.vic.gov.au

OR

The Victorian Ombudsman Level 9, 459 Collins Street (North Tower) Melbourne, VIC 3000

Telephone: (03) 9613 6222 Toll Free: 1 800 806 314 Facsimile: (03) 9614 0246 Email: ombudvic@ombudman.vic.gov.au