

ACADEMIC PROGRESSION, MONITORING & INTERVENTION POLICY

Document ID	3.1
Related Documents	UBSS Credit Transfer Policy UBSS Grievance Policy (Academic) GCA International Student Support Services Policy GCA Student Welfare Policy GCA Refunds Policy
Date	Refreshed June 2022
Date of Next Review	July 2024
Authorised by	UBSS Academic Senate
Approved by	UBSS Academic Board July 2008
Version	v13
Responsible Officer	Deputy Vice Chancellor and Vice President (Academic)
References and Legislation	All National Codes of Practice for International Students (NCPIS) Standard(s)

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1 Purpose

1.1 Context

This policy outlines the principles (and procedures) for academic progression at UBSS and the intervention strategies available to students experiencing difficulties in maintaining satisfactory progression.

2 Scope

2.1 Rationale

International and local students are required to maintain satisfactory academic progress to meet the requirements of their course of study and ensure appropriate learning outcomes. In addition, international students must meet their visa requirement that they complete their course within the period of their CoE.

2.2 Legislative Context

- 3 Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- 4 Higher Education Standards Framework (Threshold Standards) 2021
- 5 Education Services for Overseas Students Act 2000 (ESOS Act 2000)
- 6 Education Services for Overseas Students Regulations 2019
- 7 National Code of Practice for Providers of Education and Training to Overseas Students 2018
- 8 Privacy Act 1988 (Cth)

3. Definitions

Item	Definition
Academic Warning	An Academic Warning is a formal warning letter sent electronically to students who fail to maintain satisfactory academic progress.
Attendance	Attendance refers to students physically and regularly attending classes at the UBSS campus. An attendance rate during trimester periods of 80 percent or higher is strongly recommended as a key strategy for maintaining satisfactory academic progress. Attendance rates for each student are measured and stored on the MyGCA system. The data are collected by having students scan their identification card in classrooms at the beginning and end of each class. This includes Foundation students.
CoE	CoE: refers to Confirmation of Enrolment. Upon successful application to study in a course at UBSS, a student is granted a CoE that is valid typically for the maximum full-time duration of the course. CoE periods are reduced when an applicant has been granted Credit Transfer for previous studies. CoE periods for international students are not extended unless approved by the Deputy Vice Chancellor based on relevant supporting evidence.

Item	Definition
International Student	A student required to hold a student visa for study in Australia.
Intervention Strategies	Intervention Strategies refer to strategies adopted by UBSS to support students having difficulty making satisfactory academic progress. They include the provision of academic learning support and English language support to enhance academic knowledge and skills, as well as pastoral care or counselling when non-academic matters are identified as a major reason for students failing to make satisfactory progress.
Monitoring	Monitoring refers to the active checking of course progress. The purpose is to allow UBSS to identify and offer support to students at risk of not progressing at a satisfactory pace. International students who are not making satisfactory course progress may be reported to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS).
Unsatisfactory Progress	Unsatisfactory Progress is defined as not successfully completing or demonstrating competency in at least 50 percent of course requirements in a study period.
Study Period	A Study Period is the period required to complete a subject. It includes orientation period, the teaching period and the examination period. The maximum length of a study period is six months.

4. Monitoring

UBSS monitors and records the progress of each student in the course in which they are enrolled.

UBSS specifies the course requirements for each study period in the Trimester Timetable and implements procedures that enable it to identify students who have not passed or demonstrated competency in 50 percent or more of the course requirements.

UBSS assesses each student’s progress at the end of each compulsory study period. It has an intervention strategy for students who are not making satisfactory course progress. The intervention strategy includes:

- Procedures for contacting and counselling students;
- Strategies to assist identified students to achieve satisfactory course progress;
- The process by which the intervention strategy is activated.

The intervention strategy includes provisions for:

- Where appropriate, advising students on their suitability for the course in which they are enrolled;
- Advising students of opportunities to be reassessed for assessment items in which they had failed, or to demonstrate the competency in areas where they had failed to demonstrate competency;
- Advising students that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to DIBP and their visa being cancelled, depending on the outcome of any appeals process.

4.1 Assessment & Intervention

At the end of each compulsory study period, all students are assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The strategy is activated within the first four weeks of the following study period.

However, if a student is identified as at risk of making unsatisfactory course progress before the end of the study period, the intervention strategy is implemented as early as practicable.

If an international student is identified as not making satisfactory course progress in a second consecutive compulsory study period, UBSS additionally notifies the student of its intention to report the student to the Department of Home Affairs via PRISMS for unsatisfactory progress.

The written notice of intention to report the student for unsatisfactory progress informs the student that they are able to access the UBSS complaints and appeals process under Standard 8 of the National Code and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- Provider's failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances;
- Where UBSS has not implemented its intervention strategy and other policies according to documented policies and procedures.

Where the student's appeal is successful, the outcomes vary according to the findings of the appeals process:

- If the appeal shows that there was an error in calculation, and that the student actually made satisfactory course progress (successfully completed more than 50 percent of the course requirements for that study period), UBSS does not report the student and there is no requirement for intervention;
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for this lack of progress, ongoing support is provided to the student through the UBSS Intervention strategy, and UBSS does not report the student.

For international students, UBSS notifies the Department of Home Affairs via PRISMS as soon as practicable that the student is not achieving satisfactory course progress, where;

- The student has chosen not to access the complaints and appeals processes within the 20 working day period; or
- The student withdraws from the process; or
- The process is completed and results in a decision supporting UBSS (i.e., the student's appeal was unsuccessful).

4.2 Procedures

UBSS has procedures in place for assessing satisfactory course progress and determining any points at which the student has failed to make satisfactory progress.

To ensure fairness, and to ensure transparency, UBSS uses the following process for determining the points at which the student may have failed to make satisfactory course progress:

The **Deputy Vice Chancellor** or delegate monitors and assesses course progress of students by:

- Reviewing attendance records;

- Reviewing class participation;
- Evaluating any mid-course assessments;
- Reviewing the final assessment;
- Checking overall competency.

All lecturers and the **Deputy Vice Chancellor** are required to record and assess the progress of each student at the end of each trimester in order to identify students at risk of not progressing.

If the **Deputy Vice Chancellor** identifies a learner as being at risk of not meeting their course progress requirements, the **Deputy Vice Chancellor** provides an appropriate Early Intervention Strategy.

UBSS has procedures in place for designing and implementing intervention strategies to assist students at risk of failing to achieve satisfactory course progress

If a student is identified as being at risk of not completing the course in the required time or of failing to meet the required 50 percent completion rate in a study period, the following process is followed:

- a) The student is contacted by letter requesting that they meet with the Deputy Vice Chancellor to develop a strategy to ensure that the student maintains satisfactory course progress;
- b) The Early Intervention Strategy is implemented.

UBSS has procedures in place for notifying students of unsatisfactory progress in two consecutive study periods

If a student is identified as failing to meet the required 50 percent completion rate in two consecutive study periods, the following process is followed:

- c) A Warning Letter (*Warning Letter 2 to Student - Intent to Report*) is drafted with the relevant details of the student's situation;
- d) The **Deputy Vice Chancellor** reviews the letter, approves it and authorises it to be sent; A copy of all correspondence is put on the student's file;
- e) The **Deputy Vice Chancellor** may contact the student within four working days of sending the letter, by phone and/or email, to ensure that they have received the letter;
- f) The **Deputy Vice Chancellor** notes and sets a reminder in a calendar when 20 working days have elapsed and then checks if an Appeal has been lodged;

For international students, if no appeal has been lodged, the **Deputy Vice Chancellor** reports the student's breach of the required completion rate condition on PRISMS;

If an appeal has been lodged, the appeals process begins.

UBSS has procedures for reporting students who are not making satisfactory course progress, and therefore in breach of their visa requirements, to the Department of Home Affairs.

The following process is followed when reporting a student for breach of their visa requirements due to unsatisfactory course progress (Refer to the "PRISMS - Provider User Guide" for assistance in the following process):

- a) If an appeal is lodged, wait until the appeal is heard and finalised before progressing;
- b) If no appeal is lodged or an appeal has been lodged and is not upheld, the Academic Deputy Vice Chancellor advises the Student Services Manager of intent to record the breach on PRISMS;
 - c) The **Deputy Vice Chancellor** checks all the facts and documentation related to the case and, when everything is in order, authorises the report to be entered into PRISMS;
 - d) The Student Services team follows "PRISMS - Provider User Guide" to report the breach.

4.3 Reporting

Reporting an international student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.

If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.

When an international student is reported for unsatisfactory course progress Department of Home Affairs may cancel the student's visa. As it relies on the provider's report of unsatisfactory course progress, and the report cannot be made until the provider has completed the complaints and appeals process.

Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within five days of finalising the decision to report.

4.4 Student Failure to Meet Course Requirements Key Requirements for All Sectors:

The progress of each student is monitored, recorded and assessed.

- a) The provider has documented course progress policies and procedures.
- b) The provider assesses each student at the end point of each study period according to its course progress policy.
- c) The provider has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.

Where a provider has assessed the student as not meeting satisfactory course progress, the provider informs the student in writing of its intention to report the student and that he or she is able to access the provider's complaints and appeals process within 20 working days.

- a) The provider notifies the Secretary of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider's decision to report.
- b) The CoE must have a status of 'Studying', 'Cancelled', 'Finished' or 'Reported On' for you to select this Student Course

4.5 Variation reason.

You must enter a response to each of the Appeals Processing prompts as well as responding to the other prompts that you will be presented with when processing this SCV option.

On-screen 'Help' is available by clicking on the book icon at the front of each prompt.

In the SCV Comments field, enter any comments that may be appropriate. These comments will NOT appear on the non-compliance letter (the Section 20 notice) – they are for your information only.

This Student Course Variation reason results in the non-compliance letter being generated for you to send to the Student.

The letter contains particulars of the breach and provides options as to the actions required to be taken by the student. Generally speaking, the student is required to attend in person before a DIBP officer within 28 days after the date the non-compliance letter was issued.

Once you have completed the Student Course Variation the CoE status will change to 'Cancelled' and the Department of Home Affairs will be sent the code you selected, as well as your responses to the 'Appeals' processing prompts.

This should be reported as soon as practicable.

4.6 EXPLANATORY NOTES

4.6.1 Compassionate or compelling circumstances

Compassionate or compelling circumstances are circumstances that are beyond the control of the student and that have an impact on the student's capacity and/or ability to progress through a course. Such circumstances could include:

- Serious illness or injury, with a medical certificate stating that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheavals or natural disasters in the student's home country requiring the student's emergency travel, which then impacts adversely on their studies;
- A traumatic experience, which could include but is not limited to:
 - Involvement in or witnessing of an accident;
 - A crime committed against the student;
 - The student being witness to a crime, which impacts adversely on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, the Deputy Vice Chancellor or delegate will consider all documentary evidence provided to support the claim.

UBSS will keep copies of all documentation to support the decision made by the Deputy Vice Chancellor or delegate.

4.6.2 Erratic course progress as indication of non-bona fide students

If on the basis of the student's poor academic record, the Deputy Vice Chancellor or delegate suspects that a student is not

a bona fide student, the student's enrolment may be cancelled at any stage of the student's enrolment. UBSS will ensure that students during the enrolment process are made aware of the grounds on which the enrolment will be cancelled. This will be achieved through admissions communications and the initial orientation.

Erratic course progress

Students will be identified by the Academic progression, monitoring process, adopted by UBSS in this policy. The following areas of a student's profile will be examined to determine if the student has exhibited "erratic course progress". A number of indicators will be used to assess this including but not limited to:

1. several AF grades have been recorded

2. The student has failed a subject more than three times
3. the student attendance and engagement is poor
4. intermittent or discontinuous CoE with UBSS
5. The student fails to to complete all assessments as set out in the subject outline.
6. consideration of the students' Academic Journal for issues of Academic misconduct and other issues which reflect or indicate a question on the students commitment

Note that while this is not an exhaustive list, the ultimate determination will comprise of a review of several factors. Each case will be reviewed and if cancellation of the enrolment is recommended authorised by the Deputy Vice Chancellor.

4.6.3 Monitoring course progress for reporting purposes and for completion within the duration of the student's period of study in accordance with this policy and associated procedures.

Standard 9 requires the registered provider to have and implement documented policies and procedures for monitoring the course 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. While monitoring progress against the course duration is a separate requirement to monitoring course progress for reporting purposes, there may be some overlap in procedures. For example, a provider's course progress procedure may require that at the end of each study period each student's results are checked to determine course progress for that study period. In order to avoid duplication of effort, at the same time the provider may also check each student's progress towards completion of the course within the specified duration.

5. Academic Progression and Intervention

There is a formal warning which is issued to students who fail to make satisfactory academic progress. There are two formal warnings issued to students who fail to make satisfactory academic progress.

5.1 Academic Warning 1

Students who do not make satisfactory academic progress in a trimester for the first time since enrolling at UBSS are sent, at the end of the trimester, an *Academic Warning 1* letter advising them of their failure to make satisfactory academic progress and of the appeal process and the intervention strategies available to them.

5.2 Academic Warning 2.

Students who do not make satisfactory academic progress in a second consecutive trimester, and who have no upheld appeal from *Academic Warning 1*, are sent an *Academic Warning 2* letter advising them of their failure to make satisfactory academic progress for the second time, and reminding them of the appeal process and available intervention strategies. International students who receive a second warning and do not make a successful appeal are reported to DIBP, given satisfactory academic progress is a visa requirement.

In addition to the formal Academic Warnings, UBSS sends students with poor performance in their first mid-trimester assessment a *Mid-Trimester Warning letter*, so they are aware of the need to improve their performance in order to avoid receiving a formal Academic Warning at the end of the trimester. The *Mid-Trimester Warning letter* is based on one or more of the following:

- A report from the myGCA attendance system that the student has failed to attend classes in the first two weeks of trimester without providing a medical certificate;
- Failure to submit their first assessment item without an approved extension of time or failure to attend the first Mid-Trimester Test.
- A report from the Program Director that the student has plagiarised extensively in their first assessment item; Poor academic performance (a mark of less than 40 percent) in their first assessment item.

5.3 Discontinuation of Studies

Students who have received an academic warning, and who have not been successful in upheld appeals from this warning **may** have their enrolment at UBSS discontinued by the **Deputy Vice Chancellor** under delegated authority by the Academic Senate. A student who

1. Has been issued with an Academic Warning letter and
2. Is considered at risk of not achieving satisfactory academic progress in either of the previous two (2) consecutive study periods and at the end of any study period:
 - Fails to complete 50% of subjects attempted in any one study period and, or
 - Fails any subject for a second time

Will be considered **not to** have successfully achieved the required Academic Progression under this policy and may be subject to expulsion from the School and cancellation of the COE in accordance with the UBSS policy refer 4.6.3.

Such students receive notification in writing with the reasons for their discontinuation explained, and have a right to appeal (externally) via the UBSS published academic grievance procedure. Affected international students are reported to DIBP for visa cancellation.

5.4 Maximum Course Duration

The standard completion time for a degree course is three years of full-time study for an undergraduate degree and two years of full-time study for an MBA. The actual completion may be reduced if the student receives credit transfers (maximum of one-year reduction for undergraduate degrees and one-trimester reduction for MBA) . International students must adhere to their CoE period and associated visa approval period.

International students are required to maintain a full-time study load (eight subjects in a calendar year across three trimesters is standard) to ensure they can make satisfactory academic progress and complete their course within their CoE period.

5.5 Multiple Failures in same subject

Students who fail the same subject twice are required to seek approval and counsel from the Deputy Vice Chancellor (or delegate) prior to enrolling in the subject for a third time. Students who fail the same subject three times are refused further enrolment in the subject, and may be excluded from the course.

In such instances, the student's case is brought to the Deputy Vice Chancellor, who will review the circumstances as well as the student's overall academic performance, and advises whether the student is excluded from the course.

The Academic Senate may recommend that the failed subject be replaced with a similar subject or assessment task (for Foundation program students only) at the same level. External accreditation requirements are also considered in such cases. Final approval rests with the Deputy Vice Chancellor, who is also responsible for providing a documented outcome, including the rationale for the decision, to the student.

5.6 Application of Academic Progression & Intervention Policy

5.6.1 Academic Warning

During each trimester, students who fail to maintain satisfactory academic progress are issued with an Academic Warning.

Academic Warnings are very important, and students are expected to take them seriously.

Students who receive an Academic Warning have the options of:

Contacting Student Services within 20 working days of the Academic Warning letter being issued and requesting access to the UBSS intervention strategies (academic and non-academic) outlined in Section 6.0 of this Manual. The **Deputy Vice Chancellor** or delegate can also meet with the student at the latter's request to discuss the type of intervention (academic or non-academic) that is most appropriate and to prepare and document an action plan. This approach is highly recommended;

Appealing the Warning within 20 working days of its issue. Appeals, supported by relevant evidence, must be lodged via MyGCA (as explained in the Warning letter).

5.6.2 Assessment & Appeals

Appeals submitted within the 20-day period are assessed by the **Deputy Vice Chancellor** or delegate. Assessment may include consultation with relevant staff. Decisions on whether to uphold or dismiss appeals are based on the statement provided by the student and other factors that include, but are not limited to:

Relevance and timeliness of evidence provided by the student, such as a medical certificate, counsellor's report or police report. Detailed information is provided at: <http://www.mcnsw.org.au/page/old-policies/medical-certificates-policy/>

Evidence of previous attempts by the student to try to rectify poor performance; Administrative error or oversight by UBSS/GCA;

Multiple failures in the same subject (an alternate subject may be recommended).

The student is advised of the outcome of their appeal via the MyGCA system. Students who are dissatisfied with the outcome and explanation have the option of lodging an academic grievance as per the UBSS Academic Grievance Policy.

5.6.3 Show Cause

A student who has received an Academic Warning and who has not responded to the warning either by seeking intervention or by submitting an appeal is sent a letter through their MyGCA account asking them to **show cause** to the Deputy Vice Chancellor as to why they should not be excluded from their course due to poor academic performance. The student may appeal the show-cause letter.

Students who do not respond to a show cause letter by the due date or who appeal but have their appeal dismissed are excluded from their course by the Deputy Vice Chancellor by authority delegated by the **Academic Senate**.

Appeal applications or reasons provided informally by a student (by the show-cause due date only) must be evidence-based and are considered on a case-by-case basis, taking into account the student's history at UBSS.

5.7 Access to Intervention Strategies

UBSS provides academic and non-academic intervention strategies to assist students who are placed on Academic Warning, as well as for students who request access to these strategies for any other reason.

5.7.1 Academic Intervention Strategies

Where a student and/or a member of UBSS staff identify academic matters (such as English language difficulties, poor study skills and inadequate referencing/research skills) as a reason for the student failing to maintain satisfactory academic progress, the student is requested to contact Student Services who will organise one or more of the following strategies:

Where the problem is academic and specific (e.g., low attendance or incorrect referencing), consultation with or counselling by a full-time member of the academic staff. Actions taken are documented and placed on the student's journal;

Where the problem is academic and general, enrolment in the UBSS "Business Communications" subject and attendance and successful completion all assessments for the compulsory component on study skills to resolve general academic issues; OR enrolment in the Central College "Study Ethics" subject. The student is expected to complete this requirement while maintaining a minimum full-time study load (three subjects);

Where inadequate English-language skills are identified as the source of the difficulties, access to an appropriate English for Academic Purposes (EAP) course at GCA Metro College.

The student also has the option of discussing their situation with the **Deputy Vice Chancellor** or delegate, who can then prepare and document a suitable intervention plan.

5.7.2 Non-Academic Intervention Strategies

Where the student and/or a member of UBSS staff identifies a non-academic matter(s) as the main cause of the student's failure to maintain satisfactory academic progress, the student is requested to contact Student Services, who will organise appropriate assistance in line with the GCA International Student Support Services Policy or GCA Student Welfare Policy.

Student Services make any initial arrangements considered necessary on the student's behalf, with the consent of the student.

The student also has the option of discussing their situation with the **Deputy Vice Chancellor** or delegate, who can then prepare and document a suitable intervention plan.

6 Eligibility for Exams

To ensure that all students complete all learning outcomes for the subjects undertaken each trimester, the following restrictions to eligibility criteria for the final and supplementary exams will apply.

- a. If the student has not complete all assessments as set out in the subject outline for any subject the student may be assessed as not having successfully achieved the learning outcomes of the subject. As such the Deputy Vice Chancellor or delegate may deny the student to attempt the final exam. Eligibility for Supplementary Exam.

6.1 Eligibility for Final Exam

Notwithstanding the above eligibility section for supplementary exams, students will not be entitled to a supplementary exam under any of the reasons outlined in section 9.1 of Examination policy refer(policy 3.1) if the student has failed to attempt and /or submit all of the assessments required for the subject during the trimester.

7 Document Change Control

Version	Change Description	Date	Author
v1	New Policy – combining and replacing the <i>Academic Progression & Intervention Policy</i> and the <i>Course Progress Policy (Monitoring)</i>	01.09.18	Prof Ian Bofinger
v12	Refreshed format	November 2017	Professor Ian Bofinger
v12.1	4.1 Academic Warning 1 revised	November 2017	Associate Professor Wayne Smithson
v12.1	4.2 Academic 2 warning deleted and revised	November 2017	Associate Professor Wayne Smithson
v12.1	4.3 Revised	November 2017	Associate Professor Wayne Smithson
v12.1	4.6.1 Revised	November 2017	Associate Professor Wayne Smithson
v12.1	4.6.3 Show cause Revised – authority delegated to Deputy Vice Chancellor	November 2017	Associate Professor Wayne Smithson
v12.1	4.5 Multiple failures of subject – delegated authority to Deputy Vice Chancellor	November 2017	Associate Professor Wayne Smithson
v12.2	Removal of Executive Deputy Vice Chancellor and updating of legislation and expansion of ‘erratic course progress’ definition	June 2021	Anurag Kanwar
v13	Changes to Academic Warning and Course Duration	June 2022	Associate Professor Wayne Smithson