

Procedure Name	STUDENT PROGRESSION AND EXCLUSION PROCEDURE
Procedure Number	V009_PR_VET
Purpose	This procedure outlines the process to be followed in the event of a student's unsuccessful progression through a vocational education and training (VET) course, including a training package qualification or accredited course at Whitehouse Institute of Design, Australia (Whitehouse).
Scope	This procedure applies to all Whitehouse Institute of Design, Australia (Whitehouse) students enrolled in all vocational education and training (VET) courses delivered by Whitehouse across all campuses.
Procedure	Student Progression for at Risk Students A student is “at risk” unsuccessful progression when they: - do not achieve competence for assessment tasks that have been submitted - fail to meet the requirements of a prerequisite unit - do not attend classes for an extended period and/or do not submit required assessment tasks. In this situation a NOT YET COMPETENT result is recorded for all units of study undertaken during the study period - informally withdraw/discontinue studies or defer during a study period without following the correct change of enrolment process (i.e. non-completion and submission of formal documentation). Intervention action will apply to each student who is deemed to be at risk due to poor attendance and/or unsatisfactory course/unit performance. A student may not be excluded before intervention steps and strategies have been applied. Review of Student Progress - Trainers/Assessors should immediately advise the VET Course Coordinator of any student they consider to be At Risk. Their concerns will be discussed with reference to and review of the students’ results. - Final results for all students enrolled in each VET course will be provided by the Student Administrator to the VET Course Coordinator no later than five (5) working days prior to the commencement of the next study period. The VET Course Coordinator will forward final student results to the Student Administration Manager for recording in the student administration system. With respect to VET in Schools programs, the VET Course Coordinator is also responsible for entering results in the relevant school student management system. - The VET Course Coordinator will review the learning progress of each student at the end of each study period.

Attendance Requirements

- Attendance (face to face on campus, and/or in mixed mode delivery) is compulsory.
- Staff will mark the roll book at the commencement of each class (twice a day for VET for Secondary Student programs) and will monitor each student's attendance throughout the study period. Students are expected to remain in class and participate in class activities for the entire class duration.
- The attendance record is digitally recorded and is made available to student administration.
- Attendance reports are provided to schools in respect of VET in Schools programs.
- Students who are late or absent without notice must submit an "Student Absence from Class" application form for approval, detail the reasons for the absence, and where required submit evidence in support.
- The VET Course Coordinator (or delegated senior Officer) will assess the application and decide to approve or not-approve the application and inform the student (and the school for VET in Schools programs)
- If a student has failed to attend three consecutive classes (or 2 days for VET for Secondary School Students) for any unit/s, the student will be deemed at risk of progression, which will trigger an intervention strategy, as detailed below:

Intervention Steps and Support Strategies

WHEN TO IMPLEMENT AN INTERVENTION	TYPE OF INTERVENTION
1 st notification for Unsatisfactory Progress and/or Non-Attendance	Teacher/VET Coordinator to resolve informally. * Record on student file
2 nd notification - warning Unsatisfactory Progress and/or Non-Attendance	Notification (warning letter) to student, school / parent / guardian Meeting with VET Course Coordinator – academic counselling / Individual Learning Plan (ILP) ** Progress monitored. Record on student file
3 rd Time &/or Subsequent notification warnings for Unsatisfactory Progress and/or Non-Attendance	Notification to Cancel Enrolment Student does not meet the requirements for course progression. Student Administration issues 'Intention to Cancel Enrolment' notification (show cause letter) ***.
Appeal	The student can appeal, as per the Appeals policy.

*** Academic Counseling**

In the first instance, the teacher will meet with the student and assist them to resolve, informally, the issues of non-attendance and / or non-progression, which may include an adjustment to learning activities and / or assessments, with reasonable adjustments.

In respect to non-attendance, it may include:

- advising the student of their obligations re attendance, as specified in this procedure and Student Handbook;
- counselling the student on the importance of attendance and its benefits to positive student learning and achievement of course outcomes;
- encouraging the student to seek additional support, where needed; and
- warning the student of possible consequences of future absences and unsatisfactory progress.

**** Individual Learning Plan (ILP)**

Meeting with VET Course Coordinator and/or Whitehouse Senior staff

A meeting with the VET Course Coordinator and/or Whitehouse Senior staff will provide a consistent and equitable approach to reviewing the student's attendance and / or academic performance, which will include but is not limited to:

- advising the student that he or she is considered at risk of not meeting the requirements of the training package qualification or accredited course
- discussing with the student the possible reasons for not meeting the requirements of the course
- discussing options for improving attendance and / or performance to achieve competence
- providing the student with information about accessing relevant support services
- developing an agreed individual learning plan (ILP) to support the student in achieving competence. The ILP will clearly outline the agreed strategies that will be implemented to maximise the student's chances of achieving competency.
- a copy of the 'Agreed ILP' will be sent to the student and a copy placed on the student's file. Should any further action be necessary the ILP will be used as a point of reference.
- putting the student on notice that continued unsatisfactory attendance and/or performance will result in a requirement to Show Cause at a course review meeting.

Warning Letter and Progress Review

A warning letter/email and progress review:

- explains to the student, and if relevant, the school contact and/or parent or guardian, why the student is at risk of not course progressing
- warns of the possible consequences of future unsatisfactory attendance and/or progress, and
- requires the student to schedule a meeting by a specified date with the VET Course Coordinator and/or senior Officer to discuss options for addressing the

situation.

*** Notification to Cancel Enrolment (Show Cause Letter)

A Show Cause Letter advises the student that:

- because they have not achieved competency despite the implementation of intervention strategies, they will not be able to continue their studies or receive their qualification, unless
- within five (5) working days of receipt of the letter, they provide evidence of compassionate or compelling circumstances that have prevented them from successfully implementing their agreed intervention strategies (Individual Learning Plan).

When a student fails to respond to the 'Show Cause' letter or they cannot show sufficient evidence of compassionate or compelling circumstances, their enrolment will be cancelled and the student advised accordingly in writing.

Support Strategies may include one or more of the following or other strategies deemed appropriate, depending on the student's circumstances:

- referral to a qualified counselor
- provision of time management and/or academic skills training and support
- provision of English language support
- provision of disabilities support
- restructure of the student's study program, including deferment of studies or reduced study load
- negotiation of a learning contract (Individual Learning Plan).

Cancellation/Exclusion

1. Cancellation of Enrolment

Once it has been determined that a student's enrolment will be cancelled the Student Administration Manager will notify the Executive Director and the Finance Manager.

A formal notification of cancellation due to non-progression and/or unsatisfactory progress will be sent to the student who does not provide evidence of compassionate or compelling circumstances that have prevented them from successfully implementing their agreed intervention strategies (course plan) within five (5) working days of receipt of a Show Cause Letter.

The Student Administration Manager will cancel the student's enrolment and issue the notification with any related documents (e.g. Transcript of academic records)

Financial Implications

Once the Finance area has been notified of the cancellation of enrolment the following will apply:

- fees for the previous period of study will apply, but prepaid fees for future study periods will be refunded
- the withdrawal fee will not be applicable.

Exclusion

Students who have had their enrolment cancelled due to unsatisfactory course progress may not enrol in another VET qualification at Whitehouse for a period of

	one year. A student may not be excluded before he or she has had a warning letter or course review. Students will be advised in writing of the decision to exclude by cancelling their enrolment. Complaints and Grievances If a student is not satisfied with the outcomes of a meeting with the VET Course Coordinator, the Student Appeals Policy and Procedure (VET) should be implemented. Record Keeping Copies of all correspondence must be kept as well as notes from all meetings and phone calls recorded using the student consultation form. All records must be kept in the student's file.
Relevant Legislation	• Standards for Registered Training Organisations (RTOs), 2025 • Australia Qualifications Framework (AQF) • National Vocational Education and Training Regulator Act 2011
Key Related Documents	Student Progression and Exclusion policy (VET) Code of Conduct (Students) Assessment policy and procedure (VET) Critical Incident policy and procedure Appeals policy and procedure (VET) Privacy policy and procedure Student Course Handbook Notification to Withdraw or Defer Studies (form) Notification to Cancel Enrolment (form)
Definitions	The following definitions apply for the purpose of this Procedure: Confirmation of Enrolment (CoE) Is a document that confirms the enrolment as a student and states the start and end dates of the course of study. Academically at Risk A Student is Academically at Risk for: • Instances of non-attendance (absenteeism) from scheduled classes over a two-day period (consecutive or non-consecutive), or • Instances of non-completion of learning activities and non-submission of work/assessments for any unit in a course, or • have not achieved competence for the same unit after a second attempt. Compassionate or Compelling Circumstances

	These are circumstances generally beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. These include: • serious illness or injury (a medical certificate should be provided stating that the student was unable to attend classes) • bereavement of close family members (a death certificate should be provided) • pandemic, major political upheaval or natural disaster in the home country requiring their emergency travel and thus impacting on their studies • a traumatic experience which could include but is not limited to: ○ involvement in or witnessing an accident, or ○ a crime committed against the student, or ○ the student has been a witness to a crime. In such cases, a student can submit a request for an assessment submission extension or re-submission, in accordance with the Assessment policy-procedure.
Responsible Officer	Executive Director or delegated Senior Executive Management Committee member.
Approval Authority/ Authorities	Board of Governors
Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	20/12/2026
Documents superseded by this Procedure	008-11 P Student Progression and Exclusion Policy 008-11 D Student Progression and Exclusion Procedures
Amendment History	05/2026 Updated text (scope and policy statement clauses) Deleted clauses vis international students, as Whitehouse is not CRICOS registered RTO. Checked and updated URLs, Relevant legislation, Key documents and Definitions sections. 12/2023 Minor updates to text (Scope statement); Responsible Officer and Approval Authority. Re-approval. Checked and updated links/URLs. 10/2016 Policy and Procedures separated and HE and VET documentation separated. Updated formatting and minor amendments 01/2013

	Changed formatting - included procedure and policy in one document Minor adjustments and inclusions to policy wording 19/09/2016 19/09/2012 Approved, 19 September 2012 by the Board of Governors. (p.16 of Board Papers).		
Signed and dated for Whitehouse Pty Ltd		Leanne Whitehouse	20 12 2026
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management LTACC Academic Staff Administration Staff Students