

Transition Program Online Student Course Progress Monitoring Policy

1. Purpose

OpenLearning is committed to delivering a high standard of education and training to all Transition Program Online students.

The purpose of this Policy is to:

- (a) Provide correct information regarding the limited and well-defined circumstances whereby the standard duration of study can be altered;
- (b) Ensure that OpenLearning is aware of its responsibilities regarding monitoring student course progress;
- (c) Outline how OpenLearning identifies, notifies and assists students at risk of not meeting satisfactory course progress requirements;
- (d) Outline how OpenLearning will use academic intervention strategies to assist students to achieve satisfactory course progress; and
- (e) Ensure that Transition Program Online students are aware of their responsibilities concerning course progress.

2. Scope

This policy applies to:

- (a) All prospective students seeking to enrol in the Transition Program Online;
- (b) All students enrolled in the Transition Program Online;
- (c) OpenLearning and UNSW College staff involved in the promotion, recruitment, admission, delivery, management or administration of students.

3. Definitions

Enrolled means a status where a student has already accepted OpenLearning's conditions of enrolment and paid the required amount to secure their place in the Transition Program Online.

F/UF Grade means a Fail or an Unsatisfactory Fail (unsatisfactory performance in an essential component of the course).

GPA means Grade Point Average, an overall course result calculated and reported at the end

of the formal assessment period. A GPA is a value between 0 and 10 and is calculated using a combination of the subject weighting and grade point value.

Intervention Strategy means a systematic course of actions to identify and support students who are not making satisfactory course progress. It includes but is not limited to consultations, workshops and presentations, remedial online sources, and independent learning support.

Prospective Student means a person (whether within or outside Australia) who intends to become or has taken any steps towards enrolling in the Transition Program Online.

Satisfactory Course Progress means a student's ongoing involvement and progress towards achieving course outcomes, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.

Transition Program Online means the program delivered by OpenLearning Global Pty Ltd (trading as OpenLearning) proudly delivered under licence from UNSW and UNSW College.

4. Policy Statement

OpenLearning is committed to enabling and assisting students to reach their study goals within the expected timeframe.

4.1. OpenLearning's obligations in relation to Monitoring Course Progress

OpenLearning must:

- 4.1.1. Monitor course progress to ensure that each student is able to complete their course by the End Date as specified in the student's Letter of Offer;
- 4.1.2. Notify a student in writing of its intention to cancel enrolment; and
- 4.1.3. Allow students to access the complaints and appeals process, in accordance with the Transition Program Online Complaints and Appeals Policy, before cancelling an enrolment.

4.2. OpenLearning's obligations in relation to Academic Interventions. OpenLearning must ensure appropriate academic interventions and support is offered to those students at risk of not achieving satisfactory course progress. To support students in achieving satisfactory course progress, relevant staff will:

- 4.2.1. Collect reliable sources of data, including attendance reports, students' assessment results and records of participation in activities;

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- 4.2.2. Provide early feedback on student performance in stand-ups and Q&A sessions;
- 4.2.3. Provide regular feedback on students' overall progress;
- 4.2.4. Use compulsory assessment procedures to identify students' academic progress;
- 4.2.5. Identify any student requiring an academic intervention and provide an appropriate and timely intervention strategy;
- 4.2.6. Provide support to the student during the intervention strategy;
- 4.2.7. Ensure relevant staff are informed about a student's progress during an intervention strategy; and
- 4.2.8. Keep a record in relation to intervention strategies put in place, and the outcomes of such strategies.

4.3. Students' obligations under this policy

All Transition Program Online students are expected to:

- 4.3.1. Have satisfactory course progress as specified in courses;
- 4.3.2. Inform OpenLearning of any issues that puts them at risk of unsatisfactory course progress leading to not completing their course by the End Date; and
- 4.3.3. Actively engage with any intervention strategies put in place.

5. Course Progress Monitoring

OpenLearning will monitor each student's progress as follows:

5.1 Low Risk

- 5.1.1 The student was absent from a standup session, without providing a reason or justification for their non-attendance.
- 5.1.2 The student failed to participate in a Q&A session within a given day, without documentary evidence for their absence.
- 5.1.2 The student has not attained the minimum completion rate for at least one subject within the duration of one week.

5.2 Medium Risk

- 5.2.1 The student establishes a consistent pattern of non-attendance in multiple standup and Q&A sessions, over a duration of more than one day.
- 5.2.2 The student has demonstrated a recurring tendency of lateness in attending sessions, having been consistently late for three consecutive instances.
- 5.2.3 The student displays a lack of responsiveness to messages and emails, failing to engage in timely communication from study coaches and team members.

5.2.4 The student is noticeably disengaged from group work activities, showing a lack of active participation in both discussions and submission-related tasks.

5.2.5 The student's submitted work for one subject noticeably lacks the quality observed in the previous week, highlighting a decline in performance when compared to prior submissions.

5.2.6 The student has failed to submit work for one subject, signifying a deviation from their previous week's submission pattern.

5.2.7 The student has not met the minimum completion rate for at least one subject over two consecutive weeks.

5.3 High Risk

5.3.1 An established pattern of consistent non-attendance has been observed in the student's participation in standups or Q&A sessions, spanning across three sessions.

5.3.2 The student has failed to submit work for multiple subjects within a one-week timeframe.

5.3.3 A decline in the quality of submitted work has been identified across multiple subjects, persisting for one week. The extent of the decline may vary depending on the specific subjects.

5.3.4 The student has expressed their intention of withdrawing from the program.

5.3.5 The student has failed to meet the minimum completion rate for at least one subject for three consecutive weeks.

5.4 Intention to Cancel Enrolment

5.4.1 OpenLearning may withdraw a student's enrolment(s) on the grounds of the Transition Program Online_Deferral Suspension and Withdrawal Policy: 5.5.2.1. Unsatisfactory program progress; and/or 5.5.2.2. Unsatisfactory attendance; including final Interviews or Exams, if At Risk Notice has already been issued.

6. Review and Appeal

6.1. After receiving an Intention to Cancel Enrolment for unsatisfactory course progress, students have ten (10) business days to request a Stage 2: Formal Review, in accordance with the Transition Program Online Complaints and Appeals Policy.

6.2. If a student is seeking a Stage 2: Formal Review or a Stage 3: Appeal on the basis of compassionate or compelling circumstances, students must also provide sufficient evidence for OpenLearning to consider in accordance with the Transition Program Online Compassionate or Compelling Circumstances Policy.

6.3. If a student has commenced a process under the Transition Program Online Complaints and Appeals Policy, they must continue to attend and participate in all classes and activities for their Program. Any failure by a student to maintain their participation levels will put them at risk of failing to achieve satisfactory attendance levels.

7. Legal and Policy Framework

This Policy operates within the context of, and subject to, Australian State and Commonwealth legislation.

7.1. Responsibilities

7.1.1. Approver

The Academic Director, Australia is responsible for the approval of this policy.

7.1.2. Responsible officer

The Academic Director, Australia is responsible for the implementation, dissemination and review of this policy.

7.1.3. Contact officer

The Student Experience Team Leader is responsible for the day-to-day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.

7.1.4. Staff

OpenLearning and UNSW Colleges staff are responsible for assisting in the implementation of and adherence to this policy.

7.2. Review

This policy is due for review five years from its date of implementation.

Version 1.1	Approved by Dr Shazia K Jan - Academic Director, Australia
Approval date	4 th July 2023
Effective date	1 st August 2023
Next review	18 th January 2026

Accountable role	Academic Director, Australia
Related documents	Transition Program Online Complaints and Appeals Policy Transition Program Online Application for Review of Final Assessment Form Transition Program Online Conditions of Enrolment Transition Program Online Student Code of Conduct Transition Program Academic Integrity Policy

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