

Course Progression Policy and Procedure

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Course Progression Policy and Procedure

1 PURPOSE

- 1.1 The purpose of this policy is to ensure that Lennox College systematically monitors overseas student's course progress and identify and offer support to those at risk of not meeting course progress as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

2 SCOPE

- 2.1 This policy applies to all international students currently enrolled in a VET course at Lennox.

3 POLICY STATEMENT

- 3.1 Lennox monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in.
- 3.2 The monitoring of a student's course progress allows Lennox to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.
- 3.3 Lennox records attendance and attendance records are being used for the purpose of identifying students at risk and to determine possible intervention strategy/support services to offer students.
- 3.4 At risk of unsatisfactory course progress is where a student fails any unit of competency.
- 3.5 A student has made unsatisfactory course progress when he/she failed more than 50% of the course.

4 PROCEDURE- REVIEWING ACADEMIC PROGRESS AND IDENTIFYING AT RISK STUDENTS FOR EARLY INTERVENTION

- 4.1 Trainers and Assessors will monitor student's course progress using the course result sheets. At the end of each unit of competency, the trainers and assessors will prepare a report using the Student At Risk Report (Appendix 1) to list students who fail the unit. The Student At Risk Report is then sent to the CEO/Delegate Officer.
- 4.2 The CEO/Delegate Officer will assess the student's result and issue the appropriate letter to the students. This may include the following letters:
- 4.2.1 At Risk Letter (Appendix 2)
 - 4.2.2 First Academic Warning Letter (At risk of non-course progress Appendix 3),
 - 4.2.3 Second Academic Warning Letter (Intention to cancel due to non-course progress Appendix 4).
- 4.3 The Intention to Report Letter (Appendix 5) is issued by the CEO/Delegate.
- 4.4 The guiding principles for issuing Academic Warning and Intention to Report Letters are as follows:
- 4.4.1 First Academic Warning Letter is issued when the student fails 25% of the units in their course
 - 4.4.2 Second Academic Warning Letter is issued when the student fails 33% of the units in their course
 - 4.4.3 Intention to Report Letter (Appendix 4) is issued when the student fails more than 50% of the units in their course
 - 4.4.4 Notice of Cancellation Letter (Appendix 5) is issued after all avenues have been exhausted and Lennox cancels the student's enrolment.
- 4.5 The At Risk Letter is only sent to the student when the student fails a unit and in that instance, no other letter is applicable for the student. For the sake of clarity, the number of failed units is rounded up. The specific triggers for each warning letters are clarified in the following table as per Lennox's current courses:

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Table 1

	Group A Students (Course with 8 units)	Group B Students (Course with 10 units)	Group C Students (Course with 12 units)	Group D Students (Course with 25 units)	Group Students (Course with 36 units)
Issued an at risk of non-course progress due to failing units letter	Student fails a unit	Student fails a unit	Student fails a unit	Student fails a unit	Student fails a unit
First Academic Warning Letter	Student fails 2 units in the course	Student fails 3 units in the course	Student fails 3 units in the course	Student fails 7 units in the course	Student fails 9 units in the course
Second Academic Warning Letter	Student fails 3 units in the course	Student fails 4 units in the course	Student fails 5 units in the course	Student fails 9 units in the course	Student fails 12 units in the course
Intention to Report Letter	Student fails more than 50% of the course i.e. 5 units	Student fails more than 50% of the course i.e. 6 units	Student fails more than 50% of the course i.e. 7 units	Student fails more than 50% of the course i.e. 13 units	Student fails more than 50% of the course i.e. 19 units
Notification of Cancellation	Sent to the student once being reported for unsatisfactory course progress after 20 working days				

- 4.6 The CEO/Delegate Officer attempts to make contact with the student by issuing the warning letters in order to determine possible causes and explain their status and provide information about:
- the possible consequences of further poor performance;
 - relevant support services available to students for assistance;
 - the requirement to attend a meeting with the CEO/Delegate Officer; and
 - an intervention strategy for those students.
- 4.7 It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur.
- 4.8 If a student is sent an Intention to Report Letter and does not lodge an appeal within 20 working days, the student will be reported for unsatisfactory course progress and sent a Notification of Cancellation.

5 PROCEDURE- INTERVENTION STRATEGY

Where the student corresponds and co-operates with the CEO/Delegate Officer, an intervention strategy will be activated, discussed and agreed upon using the Student Study Plan Agreement and implemented immediately. A copy of the Student Study Plan Agreement will be provided to the student after the intervention meeting. A copy of the Student Study Plan Agreement will also be forwarded to the respective trainer/assessor.

- 5.1 Possible interventions may include but are not limited to:
- Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
 - Advising students of assistance such as:
 - Referrals for attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - Require the student to enter into a student study plan agreement with a timeframe for completing units;

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- Reinforce to the student that unsatisfactory course progress in more than 50% of the course will lead to the student being reported to Department of Home Affairs (DHA).
 - Receiving mentoring or
 - A combination of the above and/or a reduction in course load.
- 5.2 All academic warning letters invite the student to meet with the CEO/Delegate Officer. The meeting discusses and offers counselling/support/advice with a view to improve student course progress.
- 5.3 The CEO/Delegate Officer/delegate will tailor intervention strategies to each student's needs whether academic or personal. Lennox will complete a student support plan register to record the agreed intervention strategy and place a copy of the study plan agreement in the student's file. The student's trainer will be provided details of the intervention strategy implemented.
- 5.4 The CEO/Delegate Officer/delegate monitors the execution of the Study Plan Agreements.
- 5.5 Students will be emailed by the CEO/Delegate Officer/delegate notifying them of their failure to comply with the Study Plan Agreements which will result in the relevant letter to be issued based on the student's results at that time (as per Table 1).

6 PROCEDURE- REPORTING UNSATISFACTORY COURSE PROGRESS

- 6.1 Where the student has failed more than 50% of the course, Lennox will give the overseas student a written notice (Academic Warning Letter-ITR) which:
- a) Notifies the overseas student that the Lennox intends to report the overseas student for unsatisfactory course progress
 - b) Informs the overseas student of the reasons for the intention to report.
 - c) Advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 6.2 An appeal will only be considered if Lennox has not:
- a) Recorded the student's marks correctly,
 - b) Implemented intervention strategies as set out in this policy, or
 - c) There are compassionate or compelling reasons which have contributed to the unsatisfactory progress.
- 6.3 Lennox will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:
- a) The internal and external complaints processes have been completed and the breach has been upheld;
 - b) The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
 - c) The overseas student has chosen not to access the external complaints and appeals process; or
 - d) The overseas student withdraws from the internal or external appeals process by notifying the College in writing.

7 COMPASSIONATE AND COMPELLING CIRCUMSTANCES

- 7.1 Compassionate and compelling circumstances including (but not limited to):
- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where the College is unable to offer a pre-requisite unit, or; or
 - inability to begin studying on the course commencement date due to delay in receiving a student visa

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8 APPEALS

- 8.1 Any student who wishes to lodge an appeal concerning any matter affecting their course progression should follow the procedure referenced in the Student complaints and appeals Policy and Procedure.

Records Management

- 8.2 Documentary evidence and any correspondence will be kept on the student's file and/or Lennox's student management system.

9 RELEVANT LEGISLATION AND DOCUMENTS

Documents

Course Result Sheet

At Risk Report Template (Appendix 1)

Warning of Being at Risk of Non-Course Progress - Due To Failing Units Letter (Appendix 2)

Notification of Being at Risk of Non Course Progress Letter (Appendix 3)

Notification of Intention to Cancel Enrolment Due to Non-Course Progress Letter (Appendix 4)

Notification of Enrolment Cancellation Due to Non-Course Progress Letter (Appendix 5)

Student Study Plan Agreement

Student Support Plan Register

Student Complaints and Appeals Form

Student Complaints and Appeals Acknowledgement Letter

Student Complaints and Appeals Stage One Outcome Letter

Legislation

According to Standard 8 of National Code 2018:

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

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10. FEEDBACK

College staff and students may provide feedback about this document by emailing: compliance@lennoxcollege.edu.au

11. APPROVAL DETAILS

Approval	Details
Approval Authority	CEO
Administrator	Compliance Officer
Version	2.0

Approval and Amendment History	Details of Approving Authority	Date of Approval
Original Approval Authority and Date	CEO	20/09/2021
Amendment Authority and Date	Compliance Officer	23/04/2024

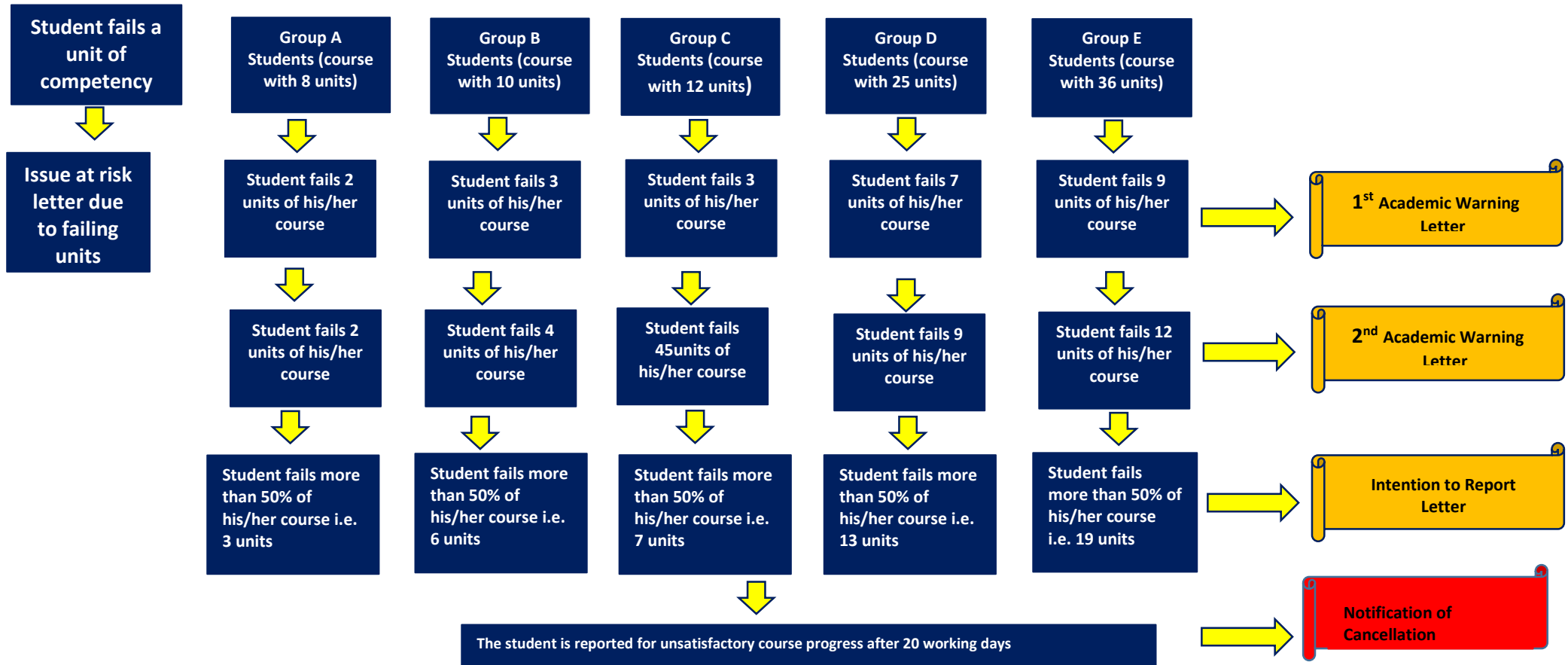
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12. FLOWCHART

PROCESS 1

PROCESS 2

ATTENTION: The student will not be sent more than 1 letter at a single instance. For example, if a student fails in 1 unit, which brings his/her total failed units to 3, the student will be sent the 1st Academic Warning Letter, instead of an At Risk Letter.



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13. APPENDIX 1

AT RISK REPORT TEMPLATE

Trainer's Name:	
Course Name:	
Unit Name:	
Unit End Date:	
Group Name:	
Date of Report:	

Please list ONLY students who failed the abovementioned unit. Once completed, please email it to the CEO/Delegate Officer.

Student ID	First Name	Last Name

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14. APPENDIX 2

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Dear <Student Name>,

Re: WARNING OF BEING AT RISK OF NON COURSE PROGRESS - DUE TO FAILING UNITS

It has recently been brought to my attention that you are at risk of not meeting your course progression due to failing **XX (refer to Course Progress Flowchart)** or more units in <Course Name> (CRICOS CODE) and your student visa condition 8202.

As outlined within Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and your Visa Condition 8202, as an International Student you have an obligation to maintain satisfactory course progress, for each study period as required by Course Progression Policy.

Lennox College has made unsuccessful attempts to contact you to attend meetings with Lennox's Student Support Officer to provide you with support and to re-engage you in your learning and to enter into a Study Plan Agreement.

Lennox wishes to make one final attempt to invite you to meet with the CEO/Delegate Officer to further discuss your course progress.

Please accept this as an invitation to attend a meeting with Lennox's Student Support Officer for a detailed discussion on how you can re-engage in your course and to agree to a Study Plan Agreement.

Failing to make contact in person within seven (7) calendar days of this letter to the Student Support Officer by 5pm on <enter date of seven days from this letter> in person will result in a notification of intention to cancel your enrolment on the grounds of non- course progress.

I once again remind you of your obligation under your student visa condition 8202 that you are required to maintain satisfactory course progress.

What happens if I don't contact the CEO/Delegate Officer?

Should you not make contact via email with the CEO/Delegate Officer by the above mentioned time, you will be issued with a notification of intention to cancel your enrolment in **<Course Name> (CRICOS CODE)**. Under Section 19 of the ESOS Act 2000, we are obligated to report changes to your enrolment to the Department of Education and Training and Department of Home Affairs via Provider Registration and International Student Management System (PRISMS).

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Once issued with the notification of intention to report based on non-course progress, you will be provided with the opportunity to appeal the decision via Lennox's Student Complaints and Appeals Policy and Procedure. You can access this policy via our website www.lennoxcollege.edu.au

To appeal the decision to not report on the grounds of non-course progress, your written appeal must be made to the CEO/Delegate Officer within 20 working days for the date of the notification letter.

On the basis that your appeal is due to non-course progress, you will be provided with the opportunity to first access an internal appeals process and if you believe that decision to not be satisfactory then you will have the opportunity to access an external appeals process as detailed in Lennox's Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by Lennox within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available to you and will result in the of cancellation of your enrolment and you receiving notification of that cancellation.

It is recommended that you obtain professional advice regarding the impact this will have on your student visa should you not make contact with the CEO/Delegate Officer in person no later than 5.00pm <XX Month 20XX>.

If you may have any queries, please contact the Student Administration on 1300 130 666

Yours Sincerely,

CEO/Delegate Officer

Course Progression Policy and Procedure

15. APPENDIX 3

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email

<enter date>

Dear <Student Name>,

Re: NOTIFICATION OF BEING AT RISK OF NON COURSE PROGRESS

It has recently been brought to my attention that you **are** at risk of not meeting the course progression requirements in **<Course Name> (CRICOS CODE)** and your student visa condition 8202.

As outlined within Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and your **Visa Condition 8202**, as an International Student you have an obligation to maintain satisfactory course progress, for each study period as required by Lennox's Course Progression Policy.

Lennox College has made unsuccessful attempts to contact you to attend meetings with Lennox's Student Support Officer to provide you with support and to re-engage you in your learning and to enter into a Study Plan Agreement.

Lennox wishes to make one final attempt to invite you to meet with the CEO/Delegate Officer to further discuss your course progress.

Please accept this as a final invitation to attend a meeting with Lennox's CEO/Delegate Officer for a detailed discussion on how you can re-engage in your course.

Failing to make contact in person within seven (7) calendar days of this letter to the Compliance Manger by 5pm on **<enter date of seven days from this letter>** in person will result in a notification of intention to cancel your enrolment on the grounds of non- course progress.

I once again remind you of your obligation under your student visa condition 8202 that you are required to maintain a satisfactory course progress.

What happens if I don't contact the CEO/Delegate Officer?

Should you not make contact via email with the CEO/Delegate Officer by the above mentioned time, you will be issued with a notification of intention to cancel your enrolment in **<Course Name> (CRICOS CODE)**. Under Section 19 of the ESOS Act 2000, we are obligated to report changes to your enrolment to the Department of Education and Training and the Department of Home Affairs via the Provider Registration and International Student Management System (PRISMS).

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Once issued with the notification of intention to report based on non-course progress, you will be provided with the opportunity to appeal the decision via Lennox's Student Complaints and Appeals Policy and Procedure. You can access this policy on our website www.Lennoxcollege.edu.au

To appeal the decision to not report on the grounds of non-course progress, your written appeal must be made to the CEO/Delegate Officer within twenty (20) working days from the date of the notification letter.

On the basis that your appeal is due to non-course progress, you will be provided with the opportunity to first access an internal appeals process and if you believe the decision to not be satisfactory then will have the opportunity access and external appeal process as detailed in Lennox's Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by Lennox within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available to you and will result in the cancellation of your enrolment and you receiving notification of that cancellation.

It is recommended that you obtain professional advice regarding the impact this will have on your student visa should you not make contact with the CEO/Delegate Officer in person no later than 5.00pm <XX Month 20XX>.

If you may have any queries, please contact the Student Administration on 1300 130 666

Yours Sincerely,

CEO/Delegate Officer

Course Progression Policy and Procedure

16. APPENDIX 4

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email and/or mail

Wednesday, 21 April 2021

Dear <Student Name>,

Re: NOTIFICATION OF INTENTION TO CANCEL ENROLMENT DUE TO NON-COURSE PROGRESS

I write to you following my previous correspondence on <enter date of at risk letter> relating to your course progress in <Course Name> (CRICOS CODE).

As you have failed to attend the college to see the COE on <insert date deadline from at risk letter>. This notification is to advise you of Lennox College's intention to cancel your enrolment in <Course Name> (CRICOS CODE).

I remind you that Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and your **Visa Condition 8202**, you have an obligation to maintain satisfactory course progress, for each study period as required by LENNOX's Course Progression Policy.

By receiving this letter you have failed to meet the requirements of the Course Progression Policy and Student at Risk and Early Intervention Policy and Procedure together with any attempts made by LENNOX to re-engage you in your learning through means of a Learning Agreement.

In accordance with *Education Services Overseas Students Act 2000 (ESOS Act) Section 20 (1), Standard 8.13 of National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National 2018)* and the signed terms and agreement you completed at enrolment we write to advise of our **intention to report you; due to non-course progress.**

The grounds on which we intend on cancelling your enrolment are based on the beaches of Standard 8.13 of the National Code; and

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Reporting unsatisfactory course progress or unsatisfactory course attendance

8.13 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

8.13.2 informs the overseas student of the reasons for the intention to report

8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

And

9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Further information about Standard 8 can be found at [Department of Education and Training's website](#)

Student Visa Condition 8202.

Visa Condition Number 8202

You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Further information about visa condition 8202 can be found at [Department of Home Affairs website](#)

What happens next?

In accordance with Standard 9 section 9.4.1 and 9.4.2 should you believe that the intention to cancel your enrollment on the grounds of non-course progress is unfair or unjust, you have the right to access the Lennox internal appeals process through the Complaints and Appeals Policy, you can access this document on our website www.Lennoxcollege.edu.au

On the basis that your appeal is due to non-course progression, you will be provided with the opportunity to first access an internal appeals process and if you believe that decision to not be satisfactory then you will have the opportunity to access and external appeal process as detailed in the Lennox's Student Complaints and Appeals Policy and Procedure.

Where an appeal has not been received by Lennox within the 20 working days of this letter, your failure to apply for an appeal will be seen as you have made the decision not to proceed with the options available to you and will result in the cancellation of your enrolment and you receiving notification of that cancellation.

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To appeal the decision to not report you on the grounds of non-course progress, your written appeal must be made to the Registrar no later than 5.00pm <XX Month 20XX> (20 working days for the date of this letter).

Please ensure that you include additional and explicit evidence to support your request for the decision to be appealed.

It is recommended that you proceed to gain advice regarding the impact this will have on your student visa.

Yours Sincerely,

<CEO/Delegate Officer>

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17. APPENDIX 5

< enter students name>
< enter student address>
< enter student email address>
< enter student id>

Sent by email and/or mail

Friday, 22 January 2021

Dear <Student Name>,

RE: NOTIFICATION OF ENROLMENT CANCELLATION; DUE TO NON-COURSE PROGRESS.

This letter is to inform you that under Standard 8.13 and 9.3.3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (**National Code 2018**) and visa condition 8202, Lennox College is reporting your cancellation of enrolment to the Department Home Affairs on the grounds of Standard 8.13 and 9.3.3 of the National Code 2018 and a breach of Visa Condition 8202.

Reporting unsatisfactory course progress or unsatisfactory course attendance

8.13 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

8.13.2 informs the overseas student of the reasons for the intention to report

8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

And

9.3.3 a breach of course progress or attendance requirements by the overseas student, which must occur in accordance with Standard 8 (Overseas student visa requirements).

Further information about Standard 8 can be found at [Department of Education and Training's website](#)

Student Visa Condition 8202.

Visa Condition Number 8202

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You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Further information about visa condition 8202 can be found at [Department of Home Affairs website](#)

Lennox notified you of its intention to cancel your enrolment in **Course Name (CRICOS CODE)** and in accordance with Standard 8.13 and 9.3.3 of the National Code 2018 on **<enter intention to cancel letter date>**. The cancellation of your course enrolment is a direct result of non-course progress.

Standard 9.5.2 of the National code 2018 obligates Lennox to report the change to the overseas student's enrolment under Section 19 of the ESOS Act. In direct compliance with this standard, Lennox has cancelled your enrolment as of **<enter date of cancellation>**

Appeals

In accordance with Standards 9.4.1 and 9.4.2 you have been provided with both the reason for the cancellation and with the opportunity to appeal the decision. In receiving this letter it indicates that you did not make an application for appeal or your application was unsuccessful and has resulted in the permanent cancellation (**termination**) of your enrolment and you no longer have the right to an appeal.

This will have an impact on your ability to remain on a student visa, it is recommended that you gain advice regarding your student visa.

If you have any queries please contact Lennox College on **1300 130 666**.

Yours Sincerely,

Christopher Micallef

CEO

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Approval	Details
Approval Authority	CEO
Administrator	Compliance Officer
Version	2.0

Approval and Amendment History	Details of Approving Authority	Date of Approval
Original Approval Authority and Date	CEO	19/09/2021
Amendment Authority and Date	Compliance Officer	23/04/2024