

Course Progress and Attendance Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline Australian Pacific International College approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

Overview

Australian Pacific International College monitors international students' course progress to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Australian Pacific International College advises students before they commence their course of the requirements to achieve satisfactory course progress, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation.

All records of course progress and monitoring will be kept.

Monitoring Course Progress of Students

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

Australian Pacific International College has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress at the end of each compulsory study period.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Procedures

1 Assessing satisfactory course progress

- 1.1 Australian Pacific International College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 09-10 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy
- 1.2 The following definitions apply:
- Satisfactory course progress is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student must achieve competency in at least two (2) of those units to be achieve satisfactory course progress.
 - Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are four (4) units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two (2) units of competency in the study period.
 - Scenario: There are five (5) units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in two (2) units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least three (3) units of competency. Therefore, the student with only two (2) units is assessed to have unsatisfactory course progress.
- 1.3 The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented

2 Identifying students at risk of not meeting course progress requirements.

- 2.1 In addition to the process of assessing satisfactory course progress, Australian Pacific International College will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention

strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

2.2 A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on two consecutive occasions;
- Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;
- Receiving repeated feedback from trainers about a lack of class participation

2.3 **Note.** If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Academic Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

3 Course Progress Intervention Strategy

3.1 As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

3.2 The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

3.3 The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested to attend Australian Pacific International College to meet with the Academic Manager to discuss their course progress.
- The Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS

- The Academic Manager is to consider the need to make a referral for the student to any support service such as a Welfare Counsellor. These referrals should form part of the documented intervention strategy.
- The Academic Manager may consider the following types of interventions in order to support the student's course progress:
- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
- Attending a study group;
- Attending a 'make up' session
- Additional practical workshops to hone practical skills;
- Referral to external support agencies;
- Review of course selection and possible transfer if appropriate;
- The opportunity to repeat the unit in the next term;
- Teacher reporting on assessment outcomes and attendance; and
- Regular scheduled meetings with the student to monitor their progress.

3.4 **Note.** The Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- The Academic Manager with the student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, and the risk of not making satisfactory course progress.
- Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- The Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- The Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

- 3.5 A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.
- 3.6 A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

4 Unsatisfactory course progress reporting

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are

- 4.1 The student will be assessed as making unsatisfactory course progress (see definition above) over a **compulsory study period** and a course progress intervention strategy is to be implemented (see above guidance).
- 4.2 If the student is identified as not making satisfactory course progress **in a second consecutive compulsory study period** in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and Department of Home Affairs (DHA) for unsatisfactory progress and advise the student they have twenty (20) working days to access Australian Pacific International College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- 4.3 The written notice (of intention to report the student for unsatisfactory progress) must inform the student of the reasons for their intention to report and advise that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
- Australian Pacific International College's failure to record or calculate a student's marks accurately,
 - compassionate or compelling circumstances, or
 - Australian Pacific International College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
 - Appeals will be handled in accordance with the Appeals Policy.
- 4.4 Where the student's appeal is successful, due to Australian Pacific International College not implementing its intervention strategy and other policies according to its documented policies and procedures, Australian Pacific International College does not report the student, and there is no requirement for intervention.
- 4.5 Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, Australian Pacific

International College does not report the student, and there is no requirement for intervention.

- 4.6 Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Australian Pacific International College's intervention strategy and does not report the student.
- 4.7 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Australian Pacific International College must report the student to the Department of Education and DHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the twenty (20) day period.
- 4.8 Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Australian Pacific International College will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO.

5 Extending course duration

- 5.1 Australian Pacific International College can only extend the overseas student's enrolment if:
- it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
 - it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
 - an approved deferral or suspension of the overseas student's enrolment has occurred.
 - If Australian Pacific International College extends the duration of an overseas student's enrolment, Australian Pacific International College must also advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa. The student can refer to the DHA website at: <https://www.homeaffairs.gov.au/>
- 5.2 When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student, and which have an impact upon the overseas student's course progress or wellbeing.

5.3 The Department of Education and Training propose these to include when considering compassionate or compelling' circumstances, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas 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 upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

5.4 Australian Pacific International College will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits.

6 Once a course extension decision has been made

- 6.1 The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision.
- 6.2 If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process for review of the decision within twenty (20) working days.
- 6.3 Australian Pacific International College must not finalise the student's course extension status in PRISMS until the appeal finds in favour of Australian Pacific International College, or the overseas student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas student withdraws from the process.
- 6.4 All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by Australian Pacific International College for a period of no less than two years from the date the student's enrolment with Australian Pacific International College is terminated.

- 6.5 Australian Pacific International College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the DHA website at: <https://www.homeaffairs.gov.au/>

Responsibilities

The CEO/RTO Manager is responsible for:


- reviewing data to check course progress
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with course progress.

Approvals and document control

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Monitoring Attendance Policy

Purpose of the policy

Under the requirements of the National Code 2018, attendance monitoring is no longer a requirement to be complied with. VET providers will only need to monitor attendance of students if this is set as a condition of registration by the national regulator.

Australian Pacific International College has selected to apply the Department of Education–Department of Home Affairs approved course progress policy and procedures.

If required Australian Pacific International College can use the following policy to monitor attendance

Overview

Australian Pacific International College monitors the attendance of all students in all courses.

Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll.

Trainers will enter the attendance data into the student management system. This will allow the Office Manager to contact absent students to confirm their welfare.

Procedures

1 Identifying students at risk of unsatisfactory attendance

- 1.1 At the end of every third week and seventh week of the term, attendance reports will be run through the student management system by the Office Manager to identify any student who fails to attend for five consecutive days without approval or more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements.
- 1.2 The student will be contacted in writing via a formal letter (Unsatisfactory Attendance Warning) asking the student to contact the Academic Manager and to attend a counselling session aimed at improving the student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.
- 1.3 During the counselling session, the Academic Manager is to:
 - Enquire about the cause of the low attendance
 - Enquire about the student's general welfare arrangements
 - Enquire about the student's current work commitments, if any
 - Establish strategies to improve the student's attendance. These may include:
 - Addressing individual student needs that emerge during counselling
 - Seeking the student to engage in employment on alternate days, if applicable

- Establishing a “buddy” arrangement for the student
 - Establishing carpooling or shared travel arrangements
 - Providing the student with counselling about establishing good sleep / Work / Rest pattern
 - Enrolling the student in a study support skills program
- 1.4 Strategies to improve the student’s attendance are to be recorded within the Student Intervention Strategy Agreement. This is to be signed by the student and the Academic Manager and retained on the students file

2 Identifying unsatisfactory attendance

- 2.1 Students are identified as having unsatisfactory attendance where the student’s attendance falls below 80% attendance of the scheduled course contact hours.
- 2.2 A student identified as having unsatisfactory attendance will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of Australian Pacific International College’s intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have twenty (20) working days in which to access Australian Pacific International College’s appeals process should they wish to appeal any decision to be made.
- 2.3 A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.
- 2.4 Australian Pacific International College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the student is maintaining satisfactory course progress.

3 Reporting unsatisfactory attendance

- 3.1 There are a number of steps to follow in the process of making an unsatisfactory attendance report about a student to the Department of Education. There are:
- The student will be assessed as making unsatisfactory attendance as outlined above.
 - Australian Pacific International College must notify the student in writing of the intention to report the student to the Department of Education and DHA for Unsatisfactory Attendance and advise the student they have twenty (20) working days to access Australian Pacific International College appeals process prior to being reported. Letters of the intention to report the student to the Department of

Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.

- The written notice (of Intention to Report for Unsatisfactory Attendance) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
- Australian Pacific International College's failure to record or calculate a student's attendance accurately,
- compassionate or compelling circumstances.
- Appeals will be handled in accordance with the Appeals Policy.

3.2 Where the student's appeal is successful, due to an error in the attendance calculation, and the student actually made satisfactory course attendance, Australian Pacific International College does not report the student.

3.3 Where the student's appeals process shows that the student has not made satisfactory course attendance, but there are compassionate or compelling reasons for the lack of attendance, ongoing support must be provided to the student through Australian Pacific International College's intervention strategy and does not report the student.

3.4 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Australian Pacific International College must report the student to the Department of Education and DHA for unsatisfactory attendance. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

3.5 Where a student is assessed as having made unsatisfactory course attendance, Australian Pacific International College will report the student to the Department of Education via PRISMS within five (5) days of the twenty (20) day period for appeals being lodged or lapsing. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO. Reporting in PRISMS must be completed as soon as practicable.

Student Holidays

Students are expected to take breaks only during the designated term breaks. These dates are provided on the student timetable, website and student handbook. Any other breaks are to be negotiated with the Academic Manager

Completion within Expected Duration

Australian Pacific International College monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At Australian Pacific International College, a Term is ten (10) weeks. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the Australian Pacific International College approved criteria as listed below.

Where a student at Australian Pacific International College will not complete the course within expected duration as specified on the CoE, Australian Pacific International College will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances
- Australian Pacific International College being unable to offer a pre-requisite unit
- The implementation of the Australian Pacific International College support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the student management system. If this change to a student's work load means that the student's period of study must be extended, Australian Pacific International College will report the change via PRISMS and issue a new CoE.

Responsibilities

The CEO/RTO Manager is responsible for:


- reviewing data to check attendance records
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to attendance
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with attendance.

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