

## Course Progress and Attendance Policy

### Definitions

**CoE** means Confirmation of Enrolment

**Compulsory study period means** a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider if that period does not exceed six months.

**DET** means Department of Education and Training

**ESOS Act** means the Education Services for Overseas Students Act 2000

**National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018

**Study period** is defined as one term or 10 to 12 weeks of the course in which the student is enrolled

**Course progress Satisfactory Course Progress** is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each Course.

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

**PRISMS** mean Provider Registration and International Student Management System (PRISMS)

### Policy

#### Completion within expected duration

1. International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
2. EIC monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

#### Course progress requirements

3. Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.
4. Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
  1. Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
  2. Achieving competency for certain units of competency or a certain number of units of competency
5. Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
6. Students are advised of course progress requirements in each Course Outline and in their course orientation.
7. Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
8. Where requirements are not met, EIC course progress and attendance monitoring procedures will be followed.
9. EIC uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures
10. All records of course progress are kept on file.
11. Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

#### Intervention Strategy

12. EIC ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.

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13. For students at risk of not meeting course progress requirements, or Individual Intervention Form will be developed based on the appropriate intervention strategy identified.
14. An Intervention Form will include an interview with the CEO/authorised staff member may include one or more of the following strategies:
  1. Advising students on the suitability of the course in which they are enrolled and possible alternatives.
  2. Advising students of opportunities for reassessment; and
  3. Advising students of assistance that EIC can provide including and not limited to:
    1. receiving English language support.
    2. reviewing learning materials with the student and providing information to students and in a context that they can understand.
    3. providing extra time to complete tasks.
    4. providing access to supplementary or modified materials
    5. providing supplementary exercises to assist understanding
    6. attending academic skills programs.
    7. attending counselling.
    8. receiving assistance with personal issues which are influencing progress.
    9. receiving mentoring.
    10. referral to external organizations where EIC is unable to address the identified learning or academic issues:
    11. being placed in a suitable alternative subject within a course or a suitable alternative course; or
    12. a combination of the above and a reduction in course load.

### Extension to an expected course duration

1. Extensions to the course duration specified on the CoE are only allowed where:
  1. compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
    1. serious illness or injury, where a medical certificate states that the student was unable to attend classes.
    2. bereavement of close family members such as parents or grandparents.
    3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
    4. 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
    5. where EIC is unable to offer a pre-requisite unit.
    6. where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
  7. Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
  8. An approved deferral or suspension of studies has been granted in accordance with EIC's *Deferral, Suspension and Cancellation Policy and Procedures*.
  9. When the student is responsible for the student course variation/s by extending his or her expected duration of study, this will be reported to the DHA (Department of Home affairs) via PRISMS.
  10. All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
  11. Where the duration of the student's enrolment is extended, EIC will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### Reporting students

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12. Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, EIC will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
13. Students have the rights to appeal against this decision as per EIC *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
14. EIC will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
  1. the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  2. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
  3. the student has chosen not to access the external complaints and appeals process; or
  4. the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
15. All records will be kept on the student's file including warning letters and the notice of intention to report.

#### Publication

1. This policy and procedure will be published in the Student prospectus and on EIC's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students in the Course Outline and at their orientation.

#### Procedures

Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>Monitor course progress</p> <ol style="list-style-type: none"> <li>1. Assess and monitor students course progress, in relation to the course progress requirements set out in the Training &amp; Assessment Strategy through: <ol style="list-style-type: none"> <li>1. Reviewing attendance records</li> <li>2. Reviewing class participation</li> <li>3. Evaluating student Assessments</li> </ol> </li> <li>2. Keep records of progress on each student's file or in general document such as attendance rolls.</li> </ol>	CEO/Trainers
<p>Unsatisfactory course progress – Stage 1</p> <p><b><i>academic progress is below 50% of assessed units for the 1<sup>st</sup> study period</i></b></p> <ol style="list-style-type: none"> <li>3. Where a student's course progress is unsatisfactory, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy.</li> <li>4. Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student.</li> <li>5. Inform students of the implications of amending their CoE, if applicable.</li> <li>6. Record outcomes of the meeting in the <i>Intervention Form</i>.</li> <li>7. Ensure <i>Intervention Form</i> is agreed by the student to state that they agree to the intervention strategy filled in the form.</li> <li>8. Implement intervention strategy as documented in the <i>Intervention Form</i> as soon as possible and within 5 working days of the meeting.</li> </ol>	Trainer and Assessor

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Procedure	Responsibility
<p>9. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.</p> <p>10. To issue a new CoE to extend the duration of the student's study, the trainer shall immediately meet the CEO and finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</p> <p>11. Place all documentation on the student's file area under the student management system ( student management system Logbook under the course offer for the student) . Do not print and leave the documents physically and this will avoid any missing of the documents while serving any of the students.</p>	
<p><b>1. Monitor student's progress following first warning</b></p> <p>1. Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</p> <p>2. Review and update the <i>Intervention Form</i> as required.</p> <p>3. Discuss revisions with the student.</p> <p>4. Implement any additional or revised interventions immediately.</p> <p>5. Record outcomes of each meeting in the <i>Intervention Form</i>.</p> <p>6. Include the form in the student's file.</p>	CEO/Trainers
<p>1. Unsatisfactory course progress – Stage 2  <u><b>academic progress is below 50% of assessed units at the end of the 2<sup>nd</sup> study period</b></u>  Where the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.  At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the <i>Intervention Form</i> as required.  Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of intention to Report for Unsatisfactory Course Progress</i>.</p>	CEO/Trainers
<p><b>4. Inform student of intention to report following continuing unsatisfactory course progress</b>  <u><b>Academic progress is below 50% of assessed units for over (Two) 2 consecutive study periods.</b></u></p> <p>1. Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS.</p> <p>2. This notice must be sent to the student's registered email address/home address by email/post.</p> <p>3. Inform student in the same letter of their right to access EIC 's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</p> <p>4. Students who choose to access this process will not be reported if they appeal within 20 working days indicating EIC' intention to notify. Students must continue to attend classes during the appeals process as specified in EIC' <i>Complaints and Appeals Policy and Procedure</i>.</p> <p>5. Place a copy of the Letter and any other relevant documentation will be placed on the student file.</p>	CEO/Trainers
<p><b>1. Following the Notification of Intention to Report</b></p>	CEO/Trainers

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Procedure	Responsibility
1. If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and/or attendance requirements with 7 working days.	

#### 2. Monitor attendance

National Code: Standard 8

Procedure	Responsibility
<p><b>1. Monitor and record attendance</b></p> <p>1. Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to CEO/RTO Manager.</p> <p>2. Record attendance results</p> <p>3. Analyse weekly attendance reports.</p>	Trainer/Assessor
<p><b>Unsatisfactory attendance – Stage 1</b></p> <p>1. Where a student's attendance is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>First Warning Letter of Unsatisfactory Attendance</i> inviting the student to attend a meeting to develop an intervention strategy.</p> <p>2. Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.</p> <p>3. Inform students of the implications of amending their CoE, if applicable.</p> <p>4. Record outcomes of the meeting in the <i>Intervention Form</i>.</p> <p>5. Ensure <i>Intervention Form</i> is signed by the student to state that they agree to the intervention strategy.</p> <p>6. Implement intervention strategy as documented in the <i>Intervention Form</i> as soon as possible and within 5 working days of the meeting.</p> <p>7. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.</p> <p>8. Place a brief summary of this discussion, as well as a copy of this letter on the student's file.</p> <p>9. Continue to monitor the student's attendance.</p>	CEO/Trainers
<p><b>Unsatisfactory attendance – Stage 2</b></p> <p>1. Where a student's attendance drops below 85% but is above 80% or has been absent for more than 5 days without approval, send a <i>Second Warning Letter of Unsatisfactory Attendance</i> inviting the student to attend a meeting to develop an intervention strategy.</p> <p>2. At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss additional intervention required. Amend the <i>Intervention Form</i> as required.</p> <p>3. Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of intention to report for unsatisfactory course progress</i>.</p>	CEO/Trainers
<p><b>Send a Final Warning including intention to notify DET via PRISMS</b></p> <p>1. If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement, then inform the student in a <i>Final Warning Letter for Unsatisfactory Attendance</i> of EIC' intention to notify DET via PRISMS. Notify student that they must continue to meet attendance requirements despite issuance of the <i>Notice of Intention to Report for Unsatisfactory Attendance</i>.</p> <p>2. Do not report students where the student's attendance is above 70% and the student has satisfactory course progress as defined in the Course Progress &amp; Attendance Monitoring Policy or if the student provides the necessary documentation to show that their attendance</p>	CEO/Trainers

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<p>was affected by compassionate or compelling circumstances. In some instances, the student's studies may be suspended as per EIC' <i>Deferral, Suspension and Cancellation Policy and Procedures</i>.</p> <p>3. Advise the student of the process for appealing against this decision via EIC 's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.</p> <p>4. Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating EIC 's intention to notify. Students may continue to attend classes during the appeals process as specified in EIC' <i>Complaints and Appeals Policy and Procedures</i>.</p> <p>5. Place a copy of the Final Warning Letter and any other relevant documentation on the student's file.</p>	
<p><b>Following the Final Warning Letter</b></p> <p>1. If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress and/or attendance requirements with 7 working days.</p>	CEO/Trainers