

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

---

### Contents

Contents .....	1
Purpose .....	1
Definitions .....	1
1. Monitor course progress .....	4
2. Monitor attendance .....	5
Document Control .....	7

### Purpose

The purpose of this policy is to ensure that SSB monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 9, 10 and 11 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

### Definitions

**CoE** means Confirmation of Enrolment

**Compassionate and Compelling Circumstances** include but are 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 SSB is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

**DET** means Department of Education and Training

**Study period** is defined as one term of the course in which the student is enrolled.

**Satisfactory Course Progress** is where students do not fall into the categories identified below.

**Unsatisfactory Course Progress** is where a student is:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

---

- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor as requiring intervention
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course schedule or attendance requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

**Satisfactory attendance** is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 80%. This is where the student's attendance is at least 70% and they are maintaining satisfactory academic performance.

**Unsatisfactory attendance** is where the student does not or cannot meet attendance requirements as specified above.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
  - receiving English language support;
  - reviewing learning materials with the student and providing information to students and in a context that they can understand;
  - providing extra time to complete tasks;
  - providing access to supplementary or modified materials
  - providing supplementary exercises to assist understanding
  - attending academic skills programs;
  - attending tutorial or study groups;
  - receiving individual case management;
  - attending study clubs;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where SSB is unable to address the identified learning or academic issues:
  - being placed in a suitable alternative subject within a course or a suitable alternative course; or
  - a combination of the above and a reduction in course load.

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

## Policy

### 1. Completion within expected duration

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

---

- All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.
- International student must complete their studies within the expected duration specified on their Confirmation of Enrolment.
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress and attendance requirements as specified in the definitions in this policy. Where requirements are not met, SSB course progress and attendance monitoring procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress or meeting attendance requirements or an approved deferral or suspension of studies has been granted in accordance with SSB's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's enrolment load, including the reasons for the variation will be recorded on the student's file.

### 2. Online or distance learning enrolment

- At no time during a compulsory study period may a student study more than 25% online or by distance.
- In the last compulsory study period of a course, students may not complete the last unit of study of their course online or by distance and remain in Australia. However, if the course is available online or by distance and the student only has one unit to complete in a compulsory study period, they may request SSB to cancel their CoE (thus no longer requiring a visa) and return to their home country.
- If a student elects to study during a non-compulsory study period, they can study entirely online or by distance as long as this does not result in the student studying more than 25% of their total study load via online or distance learning.
- A student's participation in on-line study will be monitored.

### 3. Reporting students

- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods and/or has failed to meet attendance requirements despite interventions implemented, SSB 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.
- Students have the rights to appeal against this decision as explained through SSB *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.
- An appeal will only be considered if SSB has not recorded or calculated the student's marks attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress and/or attendance.

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

- All records will be kept on the student's file including warning letters and the notice of intention to report.

### Procedure

#### 1. Monitor course progress

Procedure	Responsibility
<p><b>A. Meetin with the student to discuss intervention strategies</b></p> <ul style="list-style-type: none"> <li>Where a student's course progress is unsatisfactory as defined above, a <i>First Warning Letter of Unsatisfactory Course Progress</i> will be sent to the student, instructing he/she to attend a meeting to develop an intervention strategy.</li> <li>Reasons for the unsatisfactory course progress will be discussed with the student and an agreement on the appropriate intervention will be made.</li> <li>SSB will inform students of the implications of amending their CoE, if applicable.</li> <li>SSB will record outcomes of the meeting in the <i>Intervention Meetings and Strategy Form</i>.</li> <li>SSB will ensure this form is signed by the student to state that they agree to the intervention strategy.</li> <li>SSB will implement intervention strategy as soon as possible and within 5 working days of the meeting.</li> <li>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.</li> <li>To issue a new CoE to extend the duration of the student's study, the SSB will find the CoE concerned and will select the SCV report option, including reasons for granting the extension.</li> <li>All documentation will be placed on the student's file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>B. Monitoring of student progress</b></p> <ul style="list-style-type: none"> <li>SSB will monitor the student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</li> <li>SSB will review and update the intervention strategy as required.</li> <li>The School will discuss revisions with the student.</li> <li>SSB will then implement any revised interventional strategy immediately.</li> <li>Outcomes will be recorded at the end of each meeting in the <i>Intervention Meetings and Strategy Form</i>.</li> <li>This form will be included in the student's file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>C. Second Warning Letter to student</b></p> <ul style="list-style-type: none"> <li>Where the student continues to fail to demonstrate satisfactory course progress, a <i>Second Warning Letter of Unsatisfactory Course Progress</i> will be sent to the student inviting them to a meeting.</li> </ul>	<p>Director of Studies</p>

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

Procedure	Responsibility
<ul style="list-style-type: none"> <li>At the meeting, SSB will discuss the reasons for continuing unsatisfactory course progress and 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>.</li> </ul>	
<p><b>D. Intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>SSB will review students' course progress within 5 days of the completion of the study period and where the student has failed 50% or more the units in their course for two consecutive study periods, despite interventions implemented. The student will then be informed of the SSB's intent to report them via PRISMS.</li> <li>SSB will send a letter to the student notifying them of the intention to report. The <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i> will be sent by post to the student or as an attachment to an email.</li> <li>The same letter will also inform the student of their right to access SSB's Complaints and Appeals process, and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 working days indicating SSB's intention to notify. Students must continue to attend classes during the appeals process as specified in SSB's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>SSB will place a copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>E. Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>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, SSB will report the student via PRISMS for breach of attendance requirements with 7 working days.</li> <li>DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider.</li> <li>SSB will await advice from the DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not.</li> <li>Include a hard copy of the PRISMS entry on the student's file.</li> </ul>	<p>Director of Studies Administrator</p>

## 2. Monitor attendance

Procedure	Responsibility
-----------	----------------

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

Procedure	Responsibility
<p><b>F. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>SSB will record students' attendance in the Attendance Sheet and will submit the Attendance Sheet at the end of each week to the Administrator</li> <li>SSB records attendance results in the student management system.</li> <li>SSB generates and analyses weekly attendance reports.</li> </ul>	<p>Trainer/Assessor Administrator</p>
<p><b>G. Sending a First Warning Letter</b></p> <ul style="list-style-type: none"> <li>For students whose attendance falls below 85% (but is still above 80%), or who miss 5 consecutive days of class without approval (e.g. a medical certificate or approved temporary suspension of studies), the <i>First Warning Letter for Unsatisfactory Course Progress</i> will be sent advising them that they are in danger of breaching their student visa conditions in relation to attendance.</li> <li>SSB will send the <i>First Warning Letter for Unsatisfactory Course Progress</i> by post to the student's address or electronically as an attachment to an email.</li> <li>SSB will include in the letter a request to attend an informal interview with the Director of Studies to remind the student of their attendance requirements and to discuss the reasons for falling attendance.</li> <li>At the informal interview, SSB will offer students access to the appropriate support (as per the interventions listed in the <i>Course Progress and Attendance Monitoring Policy</i>) to assist them to meet attendance requirements.</li> <li>Place a brief summary of this discussion, as well as a copy of this letter on the student's file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>H. Send a Second Warning Letter</b></p> <ul style="list-style-type: none"> <li>If the <i>First Warning Letter for Unsatisfactory Course Progress</i> does not result in the student meeting attendance requirements, and the student's attendance stays the same or falls, SSB will send students a <i>Second Warning Letter for Unsatisfactory Course Progress</i>.</li> <li>A copy of the letter is placed in their student file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>I. Sending a Final Warning including intention to notify DET via PRISMS</b></p> <ul style="list-style-type: none"> <li>If a review of a student's attendance record shows that even if the student attends classes every day for the rest of the terms that their attendance will not meet the 80% requirement, a Final Warning will be sent to the student .</li> <li>SSB will inform the student in a <i>Final Warning Letter for Unsatisfactory Course Progress</i> of the SSB's intention to notify DET via PRISMS. SSB will notify the student that they must continue to meet attendance requirements despite issuance of the <i>Final Warning Letter / Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	<p>Director of Studies Administrator</p>

# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

Procedure	Responsibility
<ul style="list-style-type: none"> <li>SSB will 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 was affected by compassionate or compelling circumstances. In some instances the student's studies may be temporarily suspended as per SSB's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> <li>SSB will advise the student of the process for appealing against this decision via SSB's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating SSB's intention to notify. Students may continue to attend classes during the appeals process as specified in SSB's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>A copy of the Final Warning Letter and any other relevant documentation will be placed on the student's file.</li> </ul>	
<p><b>J. Following the Final Warning Letter</b></p> <ul style="list-style-type: none"> <li>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, the student will be reported via PRISMS by the Administrator for breach of attendance requirements.</li> <li>DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider.</li> <li>SSB will await advice from DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not.</li> <li>A hard copy of the PRISMS entry will be placed in the student's file.</li> </ul>	<b>Administrator</b>

### Document Control

<b>Document No. &amp; Name:</b>	SC33-I - Course Progress and Attendance Monitoring P&P V1.0-27-01-2015
<b>Quality Area:</b>	SC Students & Clients
<b>Author:</b>	SSB
<b>Status:</b>	Approved
<b>Approved By:</b>	MD
<b>Approval Date:</b>	Feb 2015
<b>Review Date:</b>	Feb 2016
<b>Standards:</b>	National Code 2007 Standards 9, 10, 11