

Course Progress and Attendance Policy

Purpose of the policy

This policy and associated procedures outline RTO 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.

Policy statements

Overview

RTO monitors international students' course progress and attendance 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.

RTO advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, 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 and attendance

A number of strategies will be used to determine whether a student is at risk of, or is making unsatisfactory progress and attendance.

Course progress is monitored at the end of each study period and attendance is monitored weekly during each study period as follows:

- By reviewing satisfactory completion of assessments.
- By reviewing the student's attendance record to ensure that they attend a minimum of 80% of their scheduled classes and have not been absent for more than 5 consecutive days without approval for a leave of absence.
- By assessing the student's participation in class.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. RTO will notify students of all assessment results. RTO commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for 50% or more of enrolled assessment tasks within a study period
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

All course progress and attendance monitoring is achieved by obtaining feedback from trainers and reviewing data on the student management system.

Intervention strategy

Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

- First warning letter: after failing 50% or more assessment tasks of a study period following resubmission and/or not meeting a minimum of 80% attendance requirements. This is followed by the first intervention.
- Second warning letter: after failing 50% or more assessment tasks of a study period following resubmission and/or not meeting minimum of 80% attendance requirement, despite an intervention strategy from first warning letter. This is followed by the second intervention.
- Notice of intention to report: after failing 50% or more assessment tasks of a study period following resubmission and/or not meeting minimum of 80% attendance requirement despite an intervention strategy from second warning letter. No intervention will be provided. But students are allowed to appeal the Notice of Intention to Report to the RTO.

Exceptions

An exception may be made where a student is attending at least 70% of the course contact hours and is maintaining satisfactory progress.

Extension to an expected course duration

Extensions to the course duration specified on the CoE will be allowed if:

- compassionate or compelling circumstances apply and demonstrable evidence of such is provided
- where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.

Reporting

Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions from second warning letter having been implemented, RTO will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing RTO Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

RTO will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

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