Course Progress and Attendance Policy and Associated Procedures

THE POLICY

PURPOSE OF THE POLICY

The purpose of this policy is to ensure that Angel United Group Pty Ltd t/a St Peter Institute 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 and 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 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as English Language Intensive Course for Overseas Students (ELICOS) Standards 2018 Standard P4.

DEFINITIONS

Academic staff includes staff involved in Teaching, Training and/or Assessment to overseas students for either VET or ELICOS

eCoE means Electronic Confirmation of Enrolment

DHA mean Department of Home Affairs

ELICOS Standards means the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018

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 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 registered provider as long as that period does not exceed six months. For ELICOS courses, study periods are described as levels and are typically 10 weeks. For VET, please see term Table at the end for individual courses.

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

SPI means Angel United Group Pty Ltd T/A St. Peter Institute.

COMPLETION WITHIN EXPECTED DURATION

- 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.

- SPI monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

STUDY PERIODS

- **For VET Students**

  - Study periods may also be known as 'terms' and are described Training and Assessment Strategies and Course Outlines. They are designed to ensure the academic integrity of the course is upheld. Please see term Table at the end for individual courses.

- **For ELICOS Students**

  - Study periods may also be known as 'levels', each level is as defined in the relevant ELICOS curriculum. The curriculum document also describes the weeks in which summative assessment occurs, which also marks the end of each subsequent monitoring period. A monitoring period is typically 4-5 weeks.

DETERMINING IF A STUDENT HAS MET COURSE PROGRESS AND ATTENDANCE REQUIREMENTS

1.   Students who do not meet course progress and attendance requirements are at risk of having their visas cancelled.

- Students must have demonstrated satisfactory course progress and attendance requirements by the end of each study period.

- Students must maintain satisfactory course progress.

  - **For VET students** - this means, they must have successfully completed all the required assessment tasks.

  - **For ELICOS students** - this means that they must have achieved a passing grade – 60% each summative assessment tests

  - Students must maintain satisfactory attendance.

    - **For VET students** - this means, maintaining an attendance rate of 80% or higher.

    - **For ELICOS students** - this means, maintaining an attendance rate of 80% or higher and not being absent for more than 5 consecutive days without approval for a leave of absence.

DETERMINING AT RISK STUDENTS

- VET Students will be deemed at risk of not meeting course progression and attendance requirements if they (but not limited to)

- do not participate in a summative assessment task.

- do not submit an assessment task within 2 weeks of the due date.

- have received an assessment outcome of Competency not (CNA /FAIL) Achieved for one or more assessment tasks.

- fail to maintain an attendance rate of 80% or higher.

- ELICOS Students will be deemed at risk of not meeting course progression and attendance requirements if they:

- do not participate in formative and summative assessment tests.

- have not achieved a passing rate on a summative assessment test of 60% at the end of the study period.

- are not maintaining satisfactory attendance of at least 80% in each study period or have been absent for more than 5 days consecutive days without approval.

- All students progress will be monitored using the Course Progress and Attendance Monitoring Reports through the student management system and/or Excel spreadsheets.

- At the end of each monitoring period:

- The monitoring reports are updated by the student support officer/Admin staff with the help of respective trainer's including a status of progressing, at risk or not progressing for all overseas students on each reporting date.

- PRISMS Administrator/SSO/Academic Manager consult with academic staff (Trainer and Assessor) if there is any uncertainty or more evidence needed to confirm or deny a student's course progress and attendance status.

- The monitoring report will also record commencement and review dates for all Intervention Strategies as per the student's Intervention form/Student Support Form

INTERVENTION STRATEGY

- SPI ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and attendance requirements.

- For students at risk of not meeting course progress and attendance requirements, an intervention form will be developed that documents the support that will be provided. This may include (but not limited to):

  - 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 counselling;

  - receiving assistance with personal issues which are influencing progress;

  - referral to external organisations where SPI 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.

EXTENSION TO AN EXPECTED COURSE DURATION

- Extensions to the course duration specified on the CoE are only allowed where:

  - a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or

  - an approved deferral or suspension of studies has been granted in accordance with SPI's *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is 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

    - SPI is unable to offer a pre-requisite unit.

    - the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.

- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported via PRISMS.

- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

- Where the duration of the student's enrolment is extended, SPI will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

ONLINE OR DISTANCE LEARNING ENROLMENT

- SPI will not deliver a course exclusively by online or distance to an international student.

- SPI will only offer online or distance learning in addition to the required 20 hours contact time per week and as approved by ASQA.

REPORTING STUDENTS

- Where a student has demonstrated unsatisfactory course progress and attendance despite interventions implemented, SPI will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and attendance and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.

- Students have the rights to appeal against decision to report as per SPI's *Complaints and Appeals Policy & Procedures.* If the student chooses to access this process, the student will not be reported until this process is complete.

- SPI will only report unsatisfactory course progress and 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.

PUBLICATION

- This policy will be published in the SPI's website and *International Student Handbook* to ensure that course progress and attendance requirements are clearly communicated to students before they commence their course.

- This policy will also be covered during orientation for international students and induction for all staff.

EXCEPTIONS

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

- An exception may be made where an ELICOS student is attending at least 70% of the course contact hours and demonstrate and provide evidence of a genuine compassionate or compelling circumstances.

PROCEDURES

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<tr><td colspan="2">MONITOR COURSE PROGRESS AND ATTENDANCE - VET</td></tr>
<tr><td>Procedure</td><td>Responsibility</td></tr>
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1. Monitor course progress and attendance

SPI maintains and tracks course progress and attendance via the Student Management System and other methods such as Excel spreadsheets. SPI also:

- Monitors students' course progress to identify those at risk of not meeting course progress requirements every 4-5 weeks.
- Utilises the Progress and Attendance Monitoring Tools via the Student Management System and Excel to formally track student progress to record all strategies, issues and intervention plans.
- The Trainer and Assessor, with support from the Student Support team, will inform students about their progress through classroom meetings, phone calls, or written communication (when possible), among other methods.

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VET Trainer/Assessor

Staff/Administration Staff

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2. Risk of Unsatisfactory course progress and attendance – Stage 1

- Where a student's course progress or attendance is at risk of being unsatisfactory, send a First Warning Letter Risk of Unsatisfactory Course Progress and Attendance and invite the student to attend a meeting to develop an intervention strategy.
- For course progress, this notice must be sent within the first 4 weeks of the following study period. However, if a student is identified as at risk before the study period ends the notice and intervention plan can be implemented sooner.
- For attendance, the notice must be sent when the attendance drops below 80%
- Discuss the reasons for identifying the student as being at risk of unsatisfactory course progress and attendance with the student and agree on appropriate intervention strategy with the student.
- Inform students of the implications of amending their eCOE, if applicable.
- Record outcomes of the meeting in the *Intervention Form.*
- Ensure the *Intervention Form* is signed by the student to state that they agree to the intervention strategy.
- Immediately implement intervention strategy as documented in the *Intervention Plan*.
- The student will be reminded that if they continue not to meet course progress and attendance requirements, they will be reported to DHA via PRISMS and that this will affect their visa.

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PRISMS Administrator/SSO

Academic/RTO Manager

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Procedure	Responsibility
• To issue a new eCOE to extend the duration of the student's study, the administrator finds the eCOE concerned and selects the SCV report option, including reasons for granting the extension. • Place all documentation on the student's file.	
3. Monitor student's progress and/or attendance following first warning • Monitor student's progress according to the Intervention Form • In collaboration with the student, adjust the *Intervention* Form as required. • Record outcomes of meetings in the *Intervention Form.* • Include the form in the student's file.	PRISMS Administrator/SSO Academic/RTO Manager Trainer/Assessor
4. Risk of Unsatisfactory course progress and/or attendance – Stage 2 • Where the student continues to indicate there is a risk of demonstrating satisfactory course progress and attendance as evidence through course progress monitoring, send *Second Warning Letter of Risk of Unsatisfactory Course Progress and Attendance* to the student inviting them to a meeting. • At the meeting, discuss the reasons for continuing unsatisfactory course progress or attendance and discuss further intervention required. Amend the Intervention Form as required. • Advise the student that if they continue to demonstrate unsatisfactory course progress and attendance, they will receive a *Notice of Intention to Report for Unsatisfactory Course Progress and Attendance*	PRISMS Administrator/SSO Academic/RTO Manager
5. Inform student of intention to report following continuing unsatisfactory course progress or attendance • Continue to monitor course progress and attendance. Where the student is still not meeting course progress and attendance requirements despite interventions implemented, send the student a *Notice of Intention to Report for Unsatisfactory Course Progress and Attendance.* • This notice must be sent as soon as practicable by post/Email to the student's registered address/email. • Inform students in the same letter of their right to access SPI's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified in the letter. • Students who choose to access this process will not be reported if they appeal within 20 working days indicating SPI's intention to notify. Students must continue to attend classes during the appeals process as specified in SPI's *Complaints and Appeals Policy and Procedure*. • Place a copy of the Letter and any other relevant documentation will be placed on the student file.	PRISMS Administrator/SSO Academic/RTO Manager

Procedure	Responsibility
6. Following the Notification of Intention to Report • If the student does not appeal against the decision to report to them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements within 7 working days.	CEO/ Academic/RTO Manager

MONITOR COURSE PROGRESS AND ATTENDANCE - ELICOS

Procedure	Responsibility

1. Monitor course progress and attendance
 	
SPI maintains and tracks course progress and attendance via the Student Management System and other methods such as Excel spreadsheets. SPI also:
 	
• Monitors students' course progress to identify those at risk of not meeting course progress requirements every 4-5 weeks.
• Utilises the Progress and Attendance Monitoring Tools via the Student Management System and Excel to formally track student progress to record all strategies, issues and intervention plans.
• The ELICOS Teacher, with support from the Student Support team, will inform students about their progress through classroom meetings, phone calls, or written communication (when possible), among other methods.
 	
Attendance Monitoring
 	
• Record students' attendance in *Attendance Roll* and submit at the end of each week to Administrator/SSO
• Administrator records attendance results in SMS (Student Management Software).
• Generate and analyse weekly attendance reports.
• Use the Progress and Attendance Monitoring through Student Management system to check if attendance is satisfactory.
 	
Course Progress Monitoring
 	
• Record students' course progress by checking if they:
    o do not participate in formative and summative assessment tests.
    o have not achieved a passing rate on a summative assessment test of 60% at the end of the study period.
• Generate and analyse weekly reports.
• Use the *General_English_Course_Progress Monitoring* system to check if course progress is satisfactory.
	ELICOS Teacher Staff/Administration Staff/ SSO

• **Risk of Unsatisfactory course progress and attendance – Stage 1**	PRISMS Administrator/SSO Academic/RTO Manager

Procedure	Responsibility
• Where a student's course progress or attendance is at risk of being unsatisfactory, send a First Warning Letter Risk of Unsatisfactory Course Progress and Attendance and invite the student to attend a meeting to develop an intervention strategy. • For attendance, where a student's attendance in a given study period drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a *First Warning Letter of Risk of Unsatisfactory Attendance* inviting the student to attend a meeting to develop an intervention strategy. • For course progress, where a student's does not participate in 1 or more assessments and has a pass rate of 60% in the mid -point of a study period. • Discuss the reasons for identifying the student as being at risk of unsatisfactory course progress and attendance with the student and agree on appropriate intervention strategy with the student. • Inform students of the implications of amending their eCOE, if applicable. • Record outcomes of the meeting in the *Intervention Form.* • Ensure the *Intervention Form* is signed by the student to state that they agree to the intervention strategy. • Immediately implement intervention strategy as documented in the *Intervention Plan*. • The student will be reminded that if they continue not to meet course progress and attendance requirements, they will be reported to DHA via PRISMS and that this will affect their visa. • To issue a new eCOE to extend the duration of the student's study, the administrator finds the eCOE concerned and selects the SCV report option, including reasons for granting the extension. • Place all documentation on the student's file.	
2. Monitor student's progress and/or attendance following first warning • Monitor student's progress according to the Intervention Form • In collaboration with the student, adjust the *Intervention* Form as required. • Record outcomes of meetings in the *Intervention Form.* • Include the form in the student's file.	PRISMS Administrator/SSO Academic/RTO Manager ELICOS Teacher
3. Risk of Unsatisfactory course progress and/or attendance – Stage 2 • Where the student continues to indicate there is a risk of demonstrating satisfactory course progress and attendance as evidence through course progress monitoring, send *Second Warning Letter of Risk of Unsatisfactory Course Progress and Attendance* to the student inviting them to a meeting. • At the meeting, discuss the reasons for continuing unsatisfactory course progress or attendance and discuss further intervention required. Amend the Intervention Form as required.	PRISMS Administrator/SSO Academic/RTO Manager

Procedure	Responsibility
• Advise the student that if they continue to demonstrate unsatisfactory course progress and attendance, they will receive a *Notice of Intention to Report for Unsatisfactory Course Progress and Attendance*	
4. Inform student of intention to report following continuing unsatisfactory course progress or attendance • Continue to monitor course progress and attendance. Where the student is still not meeting course progress and attendance requirements despite interventions implemented, send the student a *Notice of Intention to Report for Unsatisfactory Course Progress and Attendance.* • This notice must be sent as soon as practicable by post/Email to the student's registered address/email. • Inform students in the same letter of their right to access SPI's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified in the letter. • Students who choose to access this process will not be reported if they appeal within 20 working days indicating SPI's intention to notify. Students must continue to attend classes during the appeals process as specified in SPI's *Complaints and Appeals Policy and Procedure*. • Place a copy of the Letter and any other relevant documentation will be placed on the student file.	PRISMS Administrator/SSO Academic/RTO Manager
5. Following the Notification of Intention to Report • If the student does not appeal against the decision to report to them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements within 7 working days.	CEO/ Academic/RTO Manager

Course Code	Course Title	CRICOS Course Code	Course Study Duration in Weeks	Study Period 1	Study Period 2	Study Period 3	Study Period 4	Study Period 5	Study Period 6	Study Period 7
BSB60420	Advanced Diploma of Leadership and Management	105906G	70	14 Weeks	14 Weeks	14 Weeks	14 Weeks	14 Weeks		
BSB10120	Certificate I in Workplace Skills	105902M	22	11 Weeks	11 Weeks	-	-	-	-	-
BSB20120	Certificate II in Workplace Skills	105903K	22	11 Weeks	11 Weeks	-	-	-	-	-
BSB30120	Certificate III in Business	105904J	45	10 Weeks	10 Weeks	10 Weeks	10 Weeks	5 Weeks	-	-
FNS40222	Certificate IV in Accounting and Bookkeeping	109984E	45	10 Weeks	10 Weeks	10 Weeks	10 Weeks	5 Weeks	-	-
BSB40120	Certificate IV in Business	105905H	22	11 Weeks	11 Weeks	-	-	-	-	-
BSB50420	Diploma of Leadership and Management	104225G	42	10 Weeks	10 Weeks	11 Weeks	11 Weeks	-	-	-
BSB50820	Diploma of Project Management	104047J	45	10 Weeks	10 Weeks	10 Weeks	10 Weeks	5 Weeks	-	-
BSB80120	Graduate Diploma of Management (Learning)	105907F	70	10 Weeks	10 Weeks	10 Weeks	10 Weeks	10 Weeks	10 Weeks	10 Weeks