

PROGRESS, COMPLETION AND ATTENDANCE POLICY AND PROCEDURE

Approving Authority	Principal
Responsible Officer	Dean of Studies
Version	1.3
Next Scheduled Review	July 2025
Related Legislation and Regulations	Education Services for Overseas Students (ESOS) Act 2000 The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 Higher Education Standards Framework 2015 Standards for Registered Training Organisations (RTOs) 2015
Associated Documents	Student Intervention Policy and Procedure Deferring, Suspending and Cancelling Student's Enrolment Policy and Procedure International Student Support Services Policy and Procedure Academic Progress Notification Letter Unsatisfactory Academic Progress 1st Warning Letter Unsatisfactory Academic Progress 2nd Warning Letter Student Intervention Strategy Form Intention to report letter Complaints and Appeals Policy and Procedure Complaints and Appeals Form Where section 4.6 Attendance Monitoring is relevant: Attendance Reminder Notice

1 SCOPE

This policy applies to all overseas students current and prospective students as well as those continuing study.

This policy is relevant to ACCS as a dual sector provider, required by the regulators and Australian Department of Home Affairs to report upon students' academic progress.

The attendance of each client enrolled with ACCS will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. As part of our academic support and monitoring, our internal policy is that students are required to attend classes and attendance is record at every lesson.

2 PURPOSE

This policy provides a documented process for monitoring students' academic progress, completions and attendance, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 - Overseas student visa requirements.

3 DEFINITIONS

Academic performance: Assessment of competency as a student progresses through the qualification

At Risk Students: At risk students are defined as:

- students who at enrolment are considered to be potentially at risk of non-completion without an academic support program;
- students in their first study period who have been identified to be at risk of non-completion of a unit through the failure or non-submission of an assessment item;
- a student, who fails 50% or more of a study load (EFTSL) in any study period for the first time or a student, who fails the same unit for the second time;
- students who have experienced 'educational disadvantage' (because of illness, disability, disrupted education, family problems or misadventure);
- any students who have been referred directly by an Academic Staff member.

CoE: Confirmation of Enrolment

Course: Refers to the specific course a student is enrolled at ACCS

HE: Higher education

Intervention Strategy: Systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration

Learning Contract: Intervention strategy

Satisfactory course progress Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.

SSO Student Support Officer

Unit: Unit of Study

Unsatisfactory course progress: Where a student in two consecutive compulsory study period fails more than 50% of the units, in which the student has been enrolled.

VET: Vocational Education and Training

SMS: Student Management System

Study Period: A study period is the regular scheduled term of study between study breaks, often of ten weeks duration

Work Integrated Learning (WIL): Any required period of training that occurs in a workplace for practicums as part of the qualification.

4 POLICY STATEMENT

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period, prior to their commencement in any course.

4.1 ATTENDANCE FORMS

ACCS will continue to use attendance forms in every teaching session scheduled by ACCS. These attendance forms are used to determine last point of contact with students and assist in monitoring students learning to meet their assessment requirements.

4.2 COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

4.2.1 ACCS is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.

4.2.2 In addition, ACCS must monitor each student's enrolment to ensure they:

- Take no more than one-third of their course Online or by Distance learning, and
- Are enrolled in at least one face to face subject in each compulsory study period.

4.3 MONITORING AND TRACKING COURSE PROGRESS AND COMPLETION

4.3.1 Maintains and tracks academic progress via the Record of Results, which in turn allows SSO's to update the Student Management System.

4.3.2 Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.

4.3.3 Students are enrolled into the course and a timetable is provided to the student this includes start and end dates, mid trimester breaks and exam week.

4.3.4 For VET students the timetable is in addition to the VET Training Plan provided prior to Confirmation of Enrolment.

4.3.5 The timetable will be uploaded onto the Student Page on Moodle prior to commencement of the trimester.

4.3.6 The VET class schedules for each study period are monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress, or for HE students are required to attain at least a pass mark for units studies each trimester.

- a) This report will enable staff to send out letters via the SMS to students at risk and advise them hand in any outstanding assessments for processing. Assessors will update the Record of Attainment and SSO's in turn update the SMS. For HE students, lecturers are required to monitor a student's attainment throughout the subjects being studied.
- b) This process enables ACCS to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.
- c) At the immediate end of each study period, this process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with a SSO to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE.
- d) Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables staff to manage the response from students in an appropriate and unbiased procedure.
- e) Students who fail to achieve satisfactory academic progress in two consecutive study periods and fail to engage in an intervention strategy will be issued with an intention to report letter as soon as practicable, notifying them of:
 - our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress.
 - their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

4.4 "AT RISK STUDENTS"¹

Students identified as being "at risk" will be advised of the requirement to participate in an intervention program, which is designed to assist them in being successful in their studies and completing the course

¹ [https://www.jmccademy.edu.au/getattachment/Life-at-JMC/Policies/POLICY-Academic-Progression-\(2\).pdf.aspx](https://www.jmccademy.edu.au/getattachment/Life-at-JMC/Policies/POLICY-Academic-Progression-(2).pdf.aspx) P.2-3

in the expected timeframe. Participation in the recommended intervention program will be documented. A copy of the recommendation will be placed in the student file, and a copy will be given to the student. During the monitoring period, the impact of any decision relating to the implementation of intervention strategies on the expected course duration for a student will be examined. For international students the student enrolment period may be extended by issuing a new Confirmation of Enrolment (CoE). ACCS will implement an intervention strategy for the student who cannot reasonably complete his or her course within the expected duration as specified on the student's CoE.

4.4.1 DOMESTIC STUDENTS

- a) Domestic students, who are deemed as not achieving satisfactory academic progression, and who have been previously offered support to aid their progression, will receive a written notice of intention to cancel their enrolment.
- b) Domestic students, who receive a notice of intention to cancel their enrolment letter are able to enter the appeal process within ten (10) working days from the receipt of the letter.
- c) If a student does not attend any classes and the final exam and does not submit any assessment tasks for a subject, is not contactable, and does not respond to any request to contact the Academy, the student will be deemed to have withdrawn from the subject.

4.4.2 INTERNATIONAL STUDENTS

- a) International students who are deemed as making unsatisfactory academic progression (UAP) will receive a written notice of intention to report their enrolment to Department of Home Affairs (DoHA).
- b) International students whose application to continue studying is denied will have their electronic Confirmation of Enrolment letter (e-CoE) cancelled, which may also lead to cancellation of their visa. International students, who receive notice of intention to report their enrolment letter are able to enter the appeal process within twenty (20) working days from the receipt of the letter.
- c) If a student does not attend any classes and the final exam and does not submit any assessment tasks for a subject, is not contactable, and does not respond to any request to contact the Academy, the student will be deemed to have withdrawn from the subject.

4.5 REPORTING FOR UNSATISFACTORY ACADEMIC PROGRESS

4.5.1 ACCS will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports ACCS as 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 overseas 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.

4.5.2 Only when the above criteria are met the student's case may be referred to the Dean of Students/Registrar for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable.

4.5.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy.

4.6 ATTENDANCE MONITORING

Policy items and procedures for attendance monitoring requirements should ACCS be required by ASQA to use attendance-based monitoring now or in the future.

(Please note this is relevant only if ASQA have the monitoring of minimum attendance requirements set as a condition of RTO registration. Where this is not the case at the present time, disregard this section 4.6

Attendance Monitoring.) Whereby directed by ASQA as the ESOS Agency, it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours.

- 4.6.2 If required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.
- 4.6.3 Each students' attendance is recorded and calculated over the period of a trimester using information from class attendance sheets which are input to the student management system (SMS).
- 4.6.4 Using this information in the SMS the weekly attendance records are reviewed and a report is generated to identify Students at risk of not satisfying attendance requirements.
- 4.6.5 Students with will falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:
- a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
 - a statement explaining that ACCS is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
- 4.6.6 Should the student be absent for four consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview.
- 4.6.7 Should the attendance rate of a student fall to 80% a Final Attendance Warning Letter is sent to the student requesting an immediate intervention interview with student support staff and further warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- 4.6.8 At five consecutive days absent without our prior approval or having reached attendance levels below 80% the student is sent a Notification to Report letter outlining our intention to report the student to Australian Department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days.
- 4.6.9 Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and has been afforded the opportunity to internally appeal within 20 days.
- 4.6.10 If the student uses the 20-day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to Australian Department of Home Affairs.
- 4.6.11 We 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 is maintaining satisfactory course progress.
- 4.7 REPORTING FOR UNSATISFACTORY ATTENDANCE
- 4.7.1 ACCS will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:
- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports ACCS as 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 overseas student has chosen not to access the external complaints and appeals process, or ^(8.14.3)
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 4.7.2 Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancelation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable.

4.8 EXTENSION TO COURSE DURATION

4.8.1 ACCS will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of:

- Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or;
- Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or;
- Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral, Suspension Cancellation Policy)
- All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

4.8.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

4.8.3 If an extension to the duration of the student's enrolment is granted, ACCS will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

4.9 PUBLISHING AND DISSEMINATION OF COURSE PROGRESS MONITORING

4.9.1 Course Progress Monitoring information will be published in all student information documents so that students and/or future students will be notified of:

- The requirements for achieving satisfactory course progress
- The process for assessing satisfactory course progress
- The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory course progress
- The process for determining the point at which the student has failed to meet Satisfactory Course Progress
- Procedure for notifying students that they have failed to meet satisfactory course progress requirements

4.9.2 ACCS will also make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

5 RESPONSIBILITY

Teaching staff and SSO will be responsible for:

- reminding students of their visa attendance obligations;
- Reminding students of their requirement to maintain satisfactory academic progress
- informing students of the availability of counselling and support services should
- they be experiencing study and/or personal problems; and to
- informing students that further action will be taken should they make unsatisfactory academic progress

The SSO is responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress Form. As soon as SSO become aware of any student who fails to meet the intervention strategy the SSO must inform Dean of Studies.

SSO or the Dean of Studies shall be responsible for correspondence to or meetings with students at risk.

The Dean of Studies in consultation with relevant staff/faculty, is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.



5 ACKNOWLEDGEMENTS

This policy was update with reference to Ozford Institute of Higher Education's Academic Progressions Policy and JMC Academy's Academic Progressions. Retrieved 25/07/20.