



<b>Policy Name</b>	Monitoring Course Progress, attendance and course duration
<b>Policy Number</b>	ACA 004
<b>Policy Governance</b>	UIT Training and Assessment Committee
<b>References:</b>	SRTO:1.7 and ESOS/National code : Standard 8

## 1 Purpose

- 1.1 This policy and related procedure relate to international students monitoring of their attendance, course progress, ensuring the student completes the course within the expected duration specified on the overseas student's CoE and the consequent procedures for reporting to Department of Home Affairs (DHA) of unsatisfactory performance.
- 1.2 Course progress information is provided to all academic staff about the informal and formal review process, so that students may be provided with timely feedback that would assist in their achievement of satisfactory course progress

## 2 Responsibility

- 2.1 The VET Academic manager has the overall responsibility for this policy.
- 2.2 Student Services Officers are responsible for recording the information on the student management system and reporting as appropriate. Directions are provided to SSO/staff to identify and provide additional support to students to achieve satisfactory course progress.

## 3 Definitions

**Course Progress:** The progress of assessment of competency as the student progresses through the course.

**Unsatisfactory course progress:** Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in any study period.

**Satisfactory course progress:** attending scheduled classes, participation in tuition activities and successfully completing all assessments and obtaining a (C) Competency in all the units in the prescribed study period.

**Study Period:** UIT uses 'semester' (approximately 20 weeks) as the study period for purposes of monitoring the student progress for all courses of 1 year and 2-year durations. Where courses are of 6 months duration, a 'term' (approximately 10 weeks) will be defined a study period.

**Intervention strategies:** effective and appropriate support services e.g. counselling, academic skills for students identified as being at risk of not achieving satisfactory course progress.

**Attendance** is physical attending class at the appropriate time in the location that the student was advised on enrolment (or any subsequent changes notified).

**Non-Attendance** is being recorded as absent – either through not being present or being excluded for lateness.



**Minimum Attendance** means the minimum acceptable level or attendance. Once the student falls below this level then a corrective action plan will be triggered.

## 4 Policy

- 4.1 UIT is a VET provider and is not required to monitor the students' attendance. However, UIT considers a direct correlation between the student's attendance and course progress, hence documents students' attendance but does not report on it.
- 4.2 Registered providers must assist overseas students through an intervention strategy if they are not achieving satisfactory course progress, and if applicable, attendance before the overseas student's attendance falls below 80 per cent and students' course progress fell below 50 per cent.
- 4.3 UIT will adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements – even after attempts by the college to notify and counsel them through the intervention strategy – shall be reported to Department of Home affairs in accordance with the ESOS Act 2000.
- 4.4 This policy and procedure will be made available to students through the student orientation program, college website and Student Handbook.
- 4.5 UIT reasons that course progress is closely linked to students' active participation in in-class learning and assessment activities ( these form part of the Assessment tasks in the Assessment Pack which may include but not limited to Roleplays, presentations, questioning etc.) and timely completion of major assessments (all the tasks in the Assessment Pack). At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.
- 4.6 Each student's course record shall be recorded on the Student Management System (TEAMS) where reports will be extracted regarding all students' course progress.
- 4.7 All students shall be assessed as 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the RTO's assessment tools/methods and recording processes as required.
- 4.8 It is the responsibility of the Student services department to enter all students' results into the Student Management System.
- 4.9 An Unsatisfactory Course Progress will be noted when a student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in a study period.



## Intervention Strategies

Intervention strategies are aimed at providing support to students so they are not at risk of failing to satisfactorily complete their courses. The Intervention Strategy is documented and recorded on the student's file, both electronically (scanned and uploaded under the student management system) and hardcopy. These should be monitored by the student services officer who has been appointed to support the student. UIT will also get regular updates from the course trainers about at risk students who show less interest in the class, who are constantly absent from classes, no participation in self-study activities, etc.

**Student Course Progress Intervention Strategy Plan:** used at any time during the term where the student is identified at risk of not meeting satisfactory course progress.

Strategies are individually determined to meet the need of the student, and could include, but are not limited to:

- a learning support program
- additional English language or numeracy support
- additional classes, tutoring or learning activities
- advice regarding study habits (e.g. maintaining required class attendance)
- time management for submission of learning activities and assessments
- advising students on the suitability of the course in which they are enrolled
- placing students in alternative subjects within a course or a suitable alternative course
- advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed
- advising alternative ways for students to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- reduction or change in course load
- where the problem is identified as being a situation requiring professional counselling, UIT refers the student to a professional counselling service available at UIT if the student is happy to attend. Personal and counselling support services which the student may benefit from. Students are encouraged but are not forced to attend counselling.

## Attendance Requirements/ Monitoring of Attendance

1. As this is a fulltime registered course, with a minimum of 20 scheduled course contact hours apart from weekly classes provided to students, additional catch up classes are also provided at no cost for students for their further learning and training support.
2. If a student is not consistently attending their course, it is treated in a formal manner as outlined below:
3. International students with attendance below the minimum attendance level at the end of the fortnight will be sent a **Low Attendance Caution Letter** outlining their level of attendance and offering them counselling with the Student Services Officer to attempt to rectify the problem.



4. International students whose attendance has not improved by the 6th week will be sent an **Unsatisfactory Attendance Letter**. This letter will outline the details of their requirement to meet with the Student Services Officer to discuss the situation.

## **Recording of Attendance**

1. All Students will be marked present/absent by the trainer, at the commencement and completion of each class using the Student Daily Attendance Sheet.
2. At the end of each class trainers submit the Student Daily Attendance Sheet to Administration
3. The trainers also input the 'sign-in' and 'sign out' data into the Student Management System which automatically calculates the contact hours attended.
4. Once all information is recorded into the Student Management System all Student Daily Attendance Sheets are stored within the Admin office.

## **Monitoring of students with unsatisfactory course progress during the first study period**

As an early detection process, results from the Student Management System will be checked by the Student Services officer for course progress review.

1. Any student with a NYC result in 50% or more units of competency will be deemed to be 'at risk' and the Student Services officer will contact students via email/telephone for an informal discussion regarding their course progress.
2. At the end of first study period, results from the Student Management System will be checked by the Student Services officer for course progress review. Any student with a NYC result in 50% or more units of competency will be deemed to be 'at risk' and will be contacted in writing via a 1st Warning Letter to attend a formal intervention meeting.
  - a. The purpose of this meeting will be:
    - i. To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
    - ii. To arrange and agree to an intervention strategy for achieving satisfactory course progress
    - iii. To determine any other reasons for the ongoing unsatisfactory course progress
    - iv. To advise students that they must agree to and participate in an intervention strategy in the holiday period between the ends of the first study period and the beginning of the next study period. During this time, they will re-attempt assessments to try and achieve satisfactory course progress.
    - v. To advise students that if they fail to achieve satisfactory course progress in two consecutive study periods (pass at least 50% of the units in each study period) UIT is obliged to report them to the DHA.



Outcomes, training recommendation actions and agreements of that meeting signed by both the Student Services officer and the student will be given to the student and a copy kept on the student's file.

3. Students with 'at risk' status will have to undertake additional catch up classes to complete the units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.

Students who fail to achieve competence in a majority or 50% at a minimum of units of competence undertaken during a study period will be advised that this lack of course performance in two consecutive study periods could lead to the student being reported to DHA resulting in the cancellation of his or her visa, depending on the outcome of any appeals process.

### **Monitoring of students with unsatisfactory course progress during a second consecutive study period.**

#### **Notice of Intention to report**

During the second study period, results from the Student Management System will be checked by the Student Services officer for course progress review on students identified as 'at risk' during their first study period. If the Student is unable to demonstrate competency in a majority or 50% at a minimum of units half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon, the college will notify the Student in writing of its intention to report the Student to DHA-DET for unsatisfactory course progress.

The second warning letter serves as a Letter of Intention to Cancel Enrolment. This written notice ("Letter of Intention to Report for Unsatisfactory Progress") will be sent by email. The written notice will inform the Student that he or she is able to access the college's complaints and appeals process as per ESOS Standard 10 (Complaints and Appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.

#### **Reporting of student's breach of visa conditions via PRISMS**

If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the college, the college will notify the Secretary of DET through PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the college's Complaints and Appeals Policy and Procedure.

**Note:** Where there are less than 3 units to be assessed for the **study period**, and a student is deemed NYC in a single unit, the student shall be sent only the 1<sup>st</sup> Warning Letter. This is since if they are deemed NYC in more than 1 unit, they will fall below the 50% requirement for the **study period**.



**Intervention Strategies for students at risk of not achieving satisfactory Course Progress**

Stage of Intervention	Intervention Time
Stage 1: Early detection of, and intervention in, unsatisfactory course progress	During First Study Period – email or call from Student Services Officer (SSO)
Stage 2: Unsatisfactory course progress (50% or more NYC's of total units) at end of a designated study period	End of First Study Period - First warning letter and intervention meeting with (SSO)
Stage 3: Monitoring of students with unsatisfactory course progress during a consecutive study period	During Second Study Period - email or call from Student Services Officer (SSO)
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Mid Second Study Period – Formal meeting with SSO
Stage 5: Letter of Intention to Report	End Second Study Period
Stage 6: Reporting of student's breach of visa conditions via PRISMS	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

**5 COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY**

UIT will manage student's course progress and workload to ensure the students complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered duration. UIT will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by UIT on the basis of demonstrable evidence, or
- UIT has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

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



If an extension to the duration of the student's enrolment is granted, UIT 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.

## 6 Related Documents

- 1<sup>st</sup> Warning Letter
- 2<sup>nd</sup> Warning/Notice of Intention to Report Letter
- Low Attendance Caution Letter
- Unsatisfactory Attendance Letter
- Complaint Form
- Appeals Form
- Outcome of Complaints Letter
- Outcome of Appeals Letter

## 7 Related policies and procedures

- Complaints and Appeals and Procedure
- Records Management Policy and Procedure
- Student Support Policy and Procedure
- Access and Equity policy
- Quality Assurance and CI policy