

Progress, Completion and Attendance Policy: Overseas Students

1 PURPOSE

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration. It includes 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

2 SCOPE

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

This policy is relevant to FIT Education as a registered training organisation required by the regulators and Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. Within this policy are policy items (Section 3.5 Attendance Monitoring) for attendance monitoring requirements should FIT Education be required by ASQA to use attendance based monitoring now or in the future. (8.10)

The attendance of each student enrolled with FIT Education will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. The Progress, Completion and Attendance Policy does not require FIT Education to report unsatisfactory attendance under the conditions of the overseas student VISA. However, as part of FIT Education's academic support and monitoring, our internal policy is that students must attend and attendance is recorded for all training sessions.

3 DEFINITIONS

| | |
|--------------------------------|---|
| Academic performance | Assessment of competency as a student progresses through the qualification |
| CoE | Confirmation of Enrolment |
| Course | Refers to the specific course a student is enrolled |
| 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. |
| STUDENT SUPPORT OFFICER | Student Support Officer(s) |
| Unit | Unit of Competency |
| Unsatisfactory course progress | Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period |

| | |
|--------------|--|
| VET | Vocational Education and Training |
| SMS | Student Management System |
| Study Period | A study period is the regular scheduled term of study between study breaks |

4 POLICY STATEMENT

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

All overseas students are 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

FIT Education will complete attendance forms in every training session scheduled to be run by FIT Education trainers. Attendance forms are used to determine last point of contact with students and to assist in providing information for intervention strategy meetings as applicable.

Attendance forms are updated by Administration Co-ordinator and printed out each Friday by the rostered Student Support Officer. Please reference Attendance Monitoring Flowchart for process.

4.2 COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

4.2.1 FIT Education will 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, FIT Education will monitor each student's enrolment to ensure they:

- Undertake not 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 FIT Education maintains and tracks academic progress via the Record of Attainment, which in turn allows the Administration Co-ordinator 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 Class Schedule is provided to the student, including all study breaks.

4.3.4 The Class Schedule is in addition to the Training Plan provided prior to Confirmation of Enrolment.

4.3.5 The Class Schedule will be provided to the student at orientation. Timetables and schedules are available on notice boards.

- 4.3.6 The class schedules for each study period are then monitored to ensure that students are meeting the minimum competency requirement and are achieving satisfactory academic progress.
- a) Four (4) weeks prior to end of each study period the Administration Co-ordinator will complete an End of Study Period Report. A letter will be sent via the SMS to students at risk to advise them to complete outstanding assessments for processing.
 - b) This process enables to identify students who are at at risk of non-completion within the expected timeframes specified on their CoE. Students will have the opportunity to complete outstanding assessments, helping to minimise any adverse effects to the student.
 - c) At the immediate end of each study period, this process will be repeated and students who fail to achieve **50% completion rate are sent a warning letter**. The warning letter notifies the student about options for connecting with the Student Support Officer to plan an effective intervention strategy that enables the student to complete their studies within the timeframes stated on their CoE.
 - d) All correspondence will be recorded on the Intervention Follow-Up Register to ensure all students have an effective follow up plan. This process enables FIT Education staff to manage the response from students in an appropriate and unbiased procedure.
 - e) Students who do not achieve satisfactory academic progress in two consecutive study periods and do not engage in an intervention strategy will be issued with an intention to report letter, notifying them of:
 - FIT Education’s obligation to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress
 - The student’s right to access FIT Education’s Complaints and Appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

4.4 REPORTING FOR UNSATISFACTORY ACADEMIC PROGRESS

- 4.4.1 FIT Education 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 and appeals processes have been completed and the decision or recommendation supports FIT Education 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 FIT Education in writing. (8.14.4)
- 4.4.2 Only when the above criteria are met the student’s case may be referred to the Administration Co-ordinator for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

4.5 ATTENDANCE MONITORING

- 4.5.1 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.
- 4.5.2 Monitoring and recording attendance of the overseas student, will be conducted.at each training session.

- 4.5.3 Each students' attendance is recorded and calculated over the study period using information from class attendance sheets which are input to the student management system (SMS).
- 4.5.4 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.
- 4.5.5 The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an Attendance Reminder Notice. This notification is recorded in the SMS against the contacted students' contact log.
- 4.5.6 Students with declining 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
 - a statement explaining that FIT Education is obliged 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.
- 4.5.7 Should the student be absent for four consecutive days without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview.
- 4.5.8 Should the attendance rate of a student fall to 80% a Final Attendance Warning Letter will be sent to the student requesting an immediate intervention interview with the Student Support Officer. The student will be reminded of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- 4.5.9 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.
- 4.5.10 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.
- 4.5.11 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. The attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to inform future decisions about whether or not to report the student to Australian Department of Home Affairs.
- 4.5.12 FIT Education 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.

4.6 REPORTING FOR UNSATISFACTORY ATTENDANCE

- 4.6.1 FIT Education 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 FIT Education 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.

4.6.2 Only when the above criteria are met the student's case may be referred to the Administration Co-ordinator for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable.

4.7 EXTENSION TO COURSE DURATION

4.7.1 FIT Education 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.

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

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

4.8 PUBLISHING AND DISSEMINATION OF COURSE PROGRESS MONITORING

4.8.1 Course Progress Monitoring information will be published in all student information 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

4.8.2 FIT Education will make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

5 RESPONSIBILITIES

The CEO of FIT Education has responsibility for development, review, monitoring, evaluation, implementation and approval of all FIT Education Policies.

Trainers and Student Support Officer 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 Student Support Officer is responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress Form. As soon as Student Support Officer becomes aware of any student who fails to meet the intervention strategy the Student Support Officer must inform CEO.

Student Support Officer will be responsible for correspondence to or meetings with students at risk, at the behest of the CEO.

The CEO is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.

4 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
- Standards for Registered Training Organisations (RTOs) 2015

5 RELATED DOCUMENTS

- Progress Completion and Attendance Procedure
- Student Intervention Policy and Procedure
- Academic Progress Notification Letter
- Unsatisfactory Academic Progress Warning Letter
- Student Intervention Strategy Form
- Intention to report letter
- Complaints and Appeals Form
- Where section 4.5 Attendance Monitoring is relevant: Attendance Reminder Notice