



Monitoring Course Progress and Student Attendance Policy and Procedures

Version 3.0

Table of Contents

1. Definitions.....	3
2. Purpose.....	4
3. Scope.....	4
4. Policy Statement.....	4
5. Procedures.....	5
5.1 Monitoring Student Attendance.....	5
5.1.1 Monitoring Student Attendance Procedure.....	5
5.2 Monitoring Course Progress.....	7
5.2.1 Monitoring Student Course Progress Procedure.....	7
5.3 Notification to Students.....	9
5.4 Intervention Strategies.....	9
5.4.1 Intervention strategy procedure.....	10
5.4.2. Course extension.....	11
5.3 Intention to Report and Notification to the Department of Home Affairs.....	12
6. Appeals Process.....	13
7. Continuous Improvement.....	13
8. Version Control.....	13

1. Definitions

Terms	Definitions
College	Refers to Australia Institute of Business & Technology – International
Appeal	A formal request by a student to have a decision affecting them reassessed or reconsidered in relation to not fulfilling satisfactory course attendance and/or course progress requirements. Appeals shall be filed in accordance with the <i>complaints and appeal policy and procedure</i> of the college.
Course	Refers to qualification
CoE	Refers to the Confirmation of Enrolment. It is a document which is issued by the college to prospective international students, and which must accompany their application for a student visa. It confirms the prospective international student’s eligibility to enrol in the course at the college. CoE contains details about the course of study and the duration of the course, that is, the duration in which the student is required to complete the requirements of that course.
ISP	Refers to Intervention Strategy Plan
Medical Certificate	A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period during which a student is/has been affected by a medical condition impacting their participation and/or attendance. A medical certificate may be issued by the following medical and health practitioners registered under the Health Practitioner Regulation National Law, including but not limited to a general medical practitioner, psychologist, chiropractor, dentist, optometrist, osteopath, physiotherapist, podiatrist and approved other health specialists.
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
ESOS Act 2000	Education Services for Overseas Students Act 2000
Course Progress	Refers to the academic course progress, which is a measure of advancement within a course towards the completion of that course, irrespective of whether course completion is identified through academic merit or skill-based competencies. Every student is required to maintain their course progress to be able to complete the requirements of that course within the course duration, as mentioned in the CoE.
Students	Refers to international students.

Terms	Definitions
The Intention to Report letter	Refers to a formal notification to a student that the college intends to report their non-compliance with course attendance requirements and/or unsatisfactory course progress to the Department of Home Affairs (DHA).
UoC/UoCs	Refers to unit/units of competency.

2. Purpose

The purpose of this policy is for the college to have a systematic framework and process to ensure that the students can successfully complete their courses within the specified duration as indicated on their Confirmation of Enrolment (CoE). This policy necessitates that the students maintain the required student attendance level as well as the required course progress levels as detailed in this policy. This policy complies with regulatory requirements of Standard 8, Clauses 8.1, 8.3-8.4, 8.9-8.17 of the National Code 2018.

3. Scope

This policy applies to all students and relevant college staff including the CEO, trainers and assessors, the compliance officer, student support officer, and any other college staff that is involved in the supervision of student attendance and progress of students.

4. Policy Statement

To comply with Standard 8 of the National Standard 2018, the college has in place a systematic process to monitor the attendance and progress of every student. This monitoring is essential to ensure that students can successfully complete their courses within the specified duration as indicated on their CoE.

The following sections of this policy contain policy and procedures for–

- monitoring student attendance
- monitoring course progress
- providing notification to the Department of Home Affairs

5. Procedures

In order to achieve the satisfactory course progress, the student is required to meet the two (2) requirements which related to (I) attendance and (II) course progress. Detailed procedures for these two requirements are provided below as follows:

5.1 Monitoring Student Attendance

To prevent being at risk of failing satisfactory course attendance (SCA), students are required to attend a minimum of 80% of the scheduled course contact hours each quarter. In cases where students are unable to attend their classes due to specific circumstances or difficulties, it is students' responsibility to inform their trainers and assessors about their absence.

To achieve SCA, students are required to attend a minimum of 70% of the scheduled course contact hours each quarter. Additionally, students should provide supporting evidence, such as medical certificates, wherever applicable, to justify their absence.

Note: If students provide valid supporting evidence for their absence, their absence will not be considered and recorded as absence. Students whose attendance falls below 80% will receive a reminder notification(s)

Examples of absence cases can be identified as follows:

1. **Late arrival and/or early departure from class:** A student who arrives in class later than 30 minutes or leaves class with less than or equal to 30 minutes remaining will be marked as absent. The student may receive a reminder letter in the case of such repeated incidents.
2. **Medical and other reasons:** When a student is absent due to health issues, they must provide a medical certificate signed by a registered medical practitioner, health practitioner, or approved health specialist as supporting evidence. If reasonable supporting evidence is provided, absences due to medical reasons will not be calculated as absences. For other reasons for absence with supporting evidence, each case will be considered individually by the college.

5.1.1 Monitoring Student Attendance Procedure

Trainers and Assessors

All trainers and assessors are responsible for monitoring students' attendance during the training and assessment. If a student arrives late to class by more than 30 minutes or departs from the class 30

minutes or more before the scheduled end, it will be recorded as an absence. This attendance rule applies independently to each session if the class is divided into multiple sessions, such as morning and afternoon. The trainers and assessors will maintain a record of students' attendance, where the attendance of all enrolled students will be provided to the compliance officer for further actions.

Compliance Officer

After obtaining the attendance records, the compliance officer is responsible for reviewing these records. The compliance officer will follow these steps below to ensure that all students meet the attendance requirements:

- Students will be classified into three groups due to the attendance records. The first group is students who maintain SCA. The second group is students who are at risk of not meeting SCA. The third group is students who fail to meet SCA.
 - In the event that the students are classified into the second and third groups, all students will receive a reminder notification encouraging them to attend classes regularly. The officer will be encouraged to attend classes regularly by highlighting the benefits and advantages they can gain from consistent attendance.
- For students in the second and third groups, if necessary, the compliance officer can notify trainers and assessors to request a meeting with the student. So that an Intervention Strategy Plan (ISP) may be developed and implemented to address students' SCA concerns. The additional assistance can be provided¹: phone call, meeting, after-class discussion, counselling, college announcement, etc

Students

Students are expected to be responsible for their attendance. If they absent from the scheduled class, students have the chance to provide reasonable supporting evidence for their absence. In case that students receive a reminder letter, they are expected to improve their attendance.

¹The type of assistance provided by the college may not be implemented all together but rather select the appropriate assistance to the needs of students.

5.2 Monitoring Course Progress

There are three thresholds for students' course progress. First, to maintain satisfactory course progress (SCP), students are obligated to achieve a minimum or more of 70% of the total UoC's outcomes in each quarter. Second, when a student obtains less than 70% of total UoC outcomes in each quarter, students will be at risk of failing SCP. Third, when a student on less than 60% of total UoC outcomes in each quarter, student will be classified as failing to meet SCP.

For instance, if a student studies 6 units of competency in a quarter and attains competent outcomes in 4 UoC's ($4/6 = 66\%$), they will be classified as being at risk of failing SCP. On the other hand, if the same student attains competent outcomes in 3 UoCs ($3/6 = 50\%$), they will be classified as failing SCP.

The responsibility lies with the student to ensure timely submission of all required assessments. Additionally, it is the student's duty to inform and have a discussion with their trainer and assessor regarding any difficulties they are facing. If a student is identified for at risk of failing SCP, it is mandatory for the intervention strategies to be initiated.

5.2.1 Monitoring Student Course Progress Procedure

Compliance Officer

The compliance officer will review students' progress and notify to all relevant parties when a student's progress is at risk of falling the SCP threshold, is less than 70% of the total UoC's outcomes in a particular quarter. The compliance officer may facilitate an intervention strategy meeting involving trainers and assessors and the student. The aim is to collaboratively explore strategies to enhance students' study progress and results through the implementation of the intervention strategy.

The compliance officer and/or delegated staff members will first engage the student of being at the risk for falling the SCP threshold by providing the notification and invite the student to the discussion session for the development of intervention strategy via the notification².

In addition to students who are at risk of failing SCP, if the student's course progress is less than 60% of

² The notification to students can be in various forms such as letter, announcement, or phone call. This is depended on the number of students who are at risk of failing SCP and/or the situation the student is in. Additionally, as intervention strategy may be initiated by students, only verbal notification may be provided. This is because students are aware of their course progress and obligation.

the total UoC's outcomes in a particular quarter, the compliance officer and/or delegated staff members will engage the student who falls the SCP threshold by providing the Intention to Report Letter notification. This letter affords the student an opportunity to address and respond to the concerns regarding their SCP before any reporting to the DHA takes place.

Trainer and assessor

Trainers and assessors must ensure that student's assessment results are made available to the compliance officer after the completion of a UoC. Before students fail to meet SCP, the trainers and assessors can utilise various evaluation processes to monitor a student's potential progress, including but not limited to:

- Assessing class participation
- Reviewing the quality of classwork or assignment submissions
- Addressing requests for extensions or additional support to complete assignments or classwork
- Considering feedback from other trainers and assessors
- Evaluating the student's English proficiency and their ability to apply basic English skills to complete assessments.

If a student's progress is potentially at risk to meet SCP, trainers and assessors can communicate their concerns to the compliance officer earlier. This is to initiatively engage in a discussion regarding the student's progress. The trainers and assessors may request an intervention strategy with the student. An intervention strategy may be developed and implemented to enhance and rectify students' study progress, ensuring it maintain and improve SCP.

Student

Once a student is notified by a compliance officer about the risk of failing SCP, they may be informed of the schedule for engaging in intervention strategies with their trainers and assessors, and/or compliance officer. Once intervention strategies are developed, it is mandatory for the student to participate and comply with the intervention strategy. Further information regarding the intervention strategy is outlined in the section titled "Intervention Strategy Plan" to facilitate the improvement of their study progress.

In case that the student fails to achieve SCP and receive an Intention to Report Letter, a student is granted a period of 20 working days to opt for the internal and external appeal process. (Refer to the *Complaints and Appeals Policy and Procedure* for further details.)

Note: Students have the option to initiate request(s) to undergo the ISP if they have concerns about their

study progress and require consultation and/or support for improving their progress.

5.3 Notification to Students

When the student is identified of being at risk of not meeting SCP, the compliance officer will be responsible for notifying the student via several platforms such as emailing the student, calling the student, and/or having a meeting with the student³. During this process, if the compliance officer find that the student is in the difficult situation, the officer may refer students to the counsellor. In the event that the compliance officer is not able to get in contact with the student, the compliance officer will escalate and search for the emergency contact details listed in the college. The compliance may escalate into the notice of intention to report process.

When the student is identified of failing to meet satisfactory course progress, student support officer will be responsible for notifying the student with a written notification. The notification will state that the students have failed to meet satisfactory course progress, and the college intends to report students for unsatisfactory course progress. Further discussion of intention to report will be later section

5.4 Intervention Strategies

An Intervention Strategy Plan (ISP) can be formulated at any point during a student's enrolment in college. It can be initiated either by the college or the student with the aim of improving the student attendance and/or course progress levels.

1. The Rationale behind implementing the intervention strategy.
2. The Extent of Support needed such as learning support. III. Conditions imposed on the students:
 - a. Timeframe of the Plan
 - b. Scheduled review dates
 - c. Expected Outcomes of the ISP

The students who are at risk of not meeting or fail to meet SCP will be intervened with support strategies organised. The intervention strategies can include but is not limited to the following:

1. **Re-submission:** The student can re-submit their assessment(s).

³The notification channels can be in several platforms. They are not limited to the examples provided above. This is because, in some circumstance, the student may have compelling and compassionate circumstances where they need to have flexible approach for the communication (e.g., accident and hospitalised). This is also depended on the number of students who are at risk of failing SCP and/or the situation they are in.

2. **Educative support:** The student will be provided with regular counselling services, tutoring class, LLN support, review learning and assessment resources together with trainers/assessors to ensure the student understands specific information/instructions to perform the assessment. Educative support will regularly be provided to ensure that the student will be able to return to his/her satisfactory course progress.
3. **Counselling Services:** The student will be offered counselling services to address personal, academic, or emotional challenges that may be hindering their academic progress. These services aim to provide holistic support and guidance to improve overall well-being and academic performance.
4. **Customised assessment:** Performing a reasonable adjustment to the assessments, this is due to the sickness of the student, accidents, and/or any other unforeseen circumstances.
5. **Change of qualification(s):** By changing the qualification(s), it can ensure that the qualification(s) align with the student's current knowledge and skills, in which, it allows the student to maintain the course progress requirement.
6. **Re-enrolment:** In the circumstances where the student is considered as being at risk of not meeting or failing to meet satisfactory course progress, the student may be required to re-enrol the concerned UoCs. This intervention strategy can lead to the course extension.

5.4.1 Intervention strategy procedure

- The ISP process will be overseen by the compliance officer trainer/assessor and/or any college designated staff member, taking the lead in its execution.
- The compliance officer will reach out to the student, trainer and assessor, and/or other relevant college staff to coordinate and schedule a meeting. This meeting shall be dedicated to discussing the details of the intervention strategy process, ensuring everyone is informed and on board.
- During the discussion, the purpose and timeframe of the intervention strategy will be collaboratively determined, ensuring clarity and alignment among all involved parties.
- The intervention strategy formulated in consultation with the student shall be recorded in the *Intervention Strategy Plan Form* which will contain details including but not limited to

- the reason for formulating the ISP,
 - present status of the student (the extent of unsatisfactory student attendance and/or course progress, recent assessment results, UoCs left for the student to complete, the course duration as mentioned in CoE, likelihood of successfully completing their course, etc),
 - nature and extent of assistance that shall be provided,
 - any terms and conditions imposed on the student including but not limited to the commencement date of ISP, end date of ISP, etc.,
 - and declaration by student of having understood the consequences of following or not following through with the ISP.
- The signed *Intervention Strategy Plan Form* will be maintained in the records by the compliance officer.

During the implementation of intervention strategies, the student will be provided with the written notification reminding him/her to comply with the intervention strategies. For example, the student may get the reminder to punctually submit assessments as requested. In case the student does not comply with intervention strategies, the student support officer together with trainers and assessors will schedule a meeting with the student. This is to investigate if the student has encountered any difficulties during the intervention strategies. Adjustments may be made to the intervention strategies. As a result, by performing this, it will ensure that the student will be assisted in returning to his/her SCP. The student is expected to comply and progress on his or her course based on the requirements stated in the intervention strategies.

The failure to comply with the ISP will result in the issuance of a reminder notification to the student. If there is no discernible improvement following the reminder notification and the student fails to achieve SCP, an Intention to Report Letter can be issued to the student. Decision to report the student to the DHA will be made by the compliance officer based on the student's response to the intention to report letter.

5.4.2. Course extension

The student who is at risk of not meeting or fails to meet SCP may request for the course extension⁴, especially for the last quarter of the student's study period. This course extension is to provide the

⁴ The course extension is allowed due to the implementation of intervention strategies by the college (Refer to National Code 2018, Standard 8, Clause 8.16.2).

student with more timeframe to achieve required UoCs⁵. The college may also consider extending student's course duration if they have compassionate or compelling circumstances.

If the college extends a student's enrolment beyond the duration of their visa, and the student's visa expires before completing the course, they will be obligated to seek guidance from the DHA and potentially apply for a new Student Visa to continue their studies.

Note: the course extension can be requested at any time during the implementation of intervention strategies to ensure that the student can return to their satisfactory course progress. However, the course extension⁶ can be requested after the CoE's end date but must be within 31 days after the end date. The student support officer will take responsibility to update the extension details for the student's CoE via PRISMS.

5.3 Intention to Report and Notification to the Department of Home Affairs

When a student fails to meet SCP mentioned in the above section, the college will notify the student that it intends to report the student to the Department of Home Affairs for failing to meet SCP including the reason. In cases where the college has attempted to contact the student, and there is no response from the student, the college may identify the student as a flight risk and issue a notice of intention to report.

The compliance officer or assigned staff members are required to advise the students of their right to assess the college's complaints and appeal process within 20 working days after receiving the intention to report notice⁷. During the complaints and appeal process for the unsatisfactory course progress, the college may provide the student with intervention strategies to ensure that they can return to satisfactory course progress. However, if the student is not satisfied with the internal complaints and appeal outcomes, they can access the external complaints and appeal process. The college will provide the contact details of the appropriate external complaint and appeal body.

Once the internal and external complaints and appeal processes have been completed and the decision or recommendation supports the college's decision to report the student to the Department of Home Affairs. The college will report the student in PRISMS⁸. Additionally, without accessing the college's internal or external complaints and appeals within 20 working days, the college will report the student's

⁵ An additional tuition fee may be charged based on the proposed extended course duration.

⁶ In case the course extension is beyond the duration of the student's visa, and the student will be obligated to seek guidance from the Department of Home Affairs (DHA) and may apply for a new Student Visa.

⁷ Refer to Clause 8.13.3 of National Code 2018.

⁸ Refer to Section 19(2) of ESOS Act 2000.

unsatisfactory course progress to PRISMS.

Note: the student is required to maintain their obligations to the college while he or she undergoes the internal and external complaints and appeal processes. (Refer to the Complaints and Appeals Policy and Procedure for further details).

6. Appeals Process

Students are required to follow the *Complaints and Appeals Policy and Procedure* when lodging a complaint or an appeal in response to a determination made under this policy.

7. Continuous Improvement

As part of the college's continuous improvement framework, any feedback and recommendations will be documented in the continuous improvement (CI) register. The details of the continuous improvement process are mentioned in the college's Continuous Improvement Policy and Procedure, which offers a structured framework for refining and enhancing the college's practices based on valuable input from the staff members involved.

8. Version Control

Current Version	3.0
Previous Version	2.0
Next review	January 2025