

## P10 Attendance and Course Progress Policy & Procedure

### International Students

### Policy Statement

The purpose of this policy is to ensure that Malvern International College Pty Ltd trading as Central Melbourne Institute (referred as "CMI" hereafter) 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 attendance or course progress 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.

To ensure that students have the best opportunity of achieving their course outcomes, CMI monitors course attendance as well as course progress. This is because best practice has found to be that low attendance records is an early indicator of unsatisfactory course progress.

CMI will continue to report students on the basis of course progress; however, students will be sent a warning letter if their attendance falls below 80% during any study period. CMI will keep attendance record in manner prescribed in this policy.

### Definitions

**Attendance** means the time spent by the student in classroom or practical sessions.

**CoE** means Confirmation of Enrolment

**Compulsory study period** means 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 provider if that period does not exceed six months.

**DET** means Department of Education and Training

**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** defined by CMI is one term of the course (Usually 10 weeks) in which the student is enrolled.

Course Name and Code	Study Period 1	Study Period 2	Study Period 3	Study Period 4
SIS30315 Certificate III in Fitness	10 Weeks	10 Weeks	10 Weeks	10 Weeks
SIS40215 Certificate IV in Fitness	15 Weeks	15 Weeks	15 Weeks	15 Weeks
HLT42015 Certificate IV in Massage Therapy	10 Weeks	10 Weeks	10 Weeks	13 Weeks
HLT52015 Diploma of Remedial Massage	22 Weeks	22 Weeks	22 Weeks	20 Weeks
BSB41515 Certificate IV in Project Management Practice	10 Weeks	10 Weeks		
BSB51415 Diploma of Project Management	10 Weeks	10 Weeks	10 Weeks	10 Weeks
BSB42015 Certificate IV in Project Management Practice	10 Weeks	10 Weeks	10 Weeks	10 Weeks
BSB51915 Diploma of Leadership and Management	10 Weeks	10 Weeks	10 Weeks	10 Weeks
BSB61015 Advanced diploma of Leadership and Management	15 Weeks	15 Weeks	15 Weeks	15 Weeks

**Unsatisfactory Attendance** is where a student fails to attend at 80% of the scheduled course hours

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

**Training Product** means AQF qualification, skill set, and unit of competency, accredited short course or module.

**PRISMS** mean Provider Registration and International Student Management System (PRISMS)

## Policy

### 1. 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.

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

### 2. Attendance monitoring

CMI will monitor course attendance on a fortnightly basis in addition to course progress as an early indicator of a student's under achievement.

Before commencement of course, through its induction program, CMI will advise the students about importance of maintaining at least 80% attendance in the scheduled hours of the study period (**20 hours per weekX1termX10 weeks**) and how attendance affects the course progress. It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress.

CMI will not report students solely on the basis of attendance; however, where attendance levels fall below 70% or below 80% with unsatisfactory course progress will result in students being reported to the Department of Education in association with Department of Home Affairs (DHA) via PRISM.

#### Attendance Monitoring Process

##### **Attendance records:**

CMI will maintain attendance records in following manner:

1. Class rolls for each unit of competency for all the courses must be kept and should contain the following information:
  - class/unit of Competency ID
  - date and time Period of the Class
  - student ID
  - full name of each student enrolled in the class
  - the signatures of each student scheduled to attend that class at the commencement and conclusion of each class; and
  - the full name and signature of trainer/assessor either training or assessing that class.

##### **Calculating attendance**

Fortnightly using all class rolls populate the spread sheet identifying each student's attendance records. Within this spread sheet calculate a running total of their percentage of "Non-Attendance Hours."

## Contacting students

If CMI identifies a student with either:

- an unauthorized absence of more than 5 days in a fortnight or
- attendance is below 80% for the fortnight

then the administrative department will contact those students to understand the reason for the absence and to identify any support measures required.

## Maintaining record of contact

CMI will maintain a contact log of calls made on an excel spread sheet or copy of correspondence sent to the students. The Intervention strategy form and meeting minutes will be completed for students coming to an intervention meeting.

In addition, CMI has drafted a list of frequently asked questions for students to understand the importance of attendance and course progress. (***Please refer Appendix 1- FAQ- Attendance and course progress***)

## Attendance warning letter

In addition to fortnightly monitoring and contact, CMI will send attendance warning letter to students falling below the 80% attendance requirements for the study period. The letter invites students to attend an intervention meeting and warns about the importance of maintaining satisfactory attendance and course progress.

***Please refer appendix 2- Attendance warning letter***

## Reporting students

Where a student has demonstrated unsatisfactory course attendance (less than 80%) within a study period despite interventions implemented, CMI will look at the student's course progress. Where this is not being met the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report

**Please refer course progress requirements below for more details.**

## 3. Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in this policy and communicated to all students before commencement and through the course through regular contact with students.
- Course progress requirements are defined in relation to study periods and may include (but are not limited to), any combination of the following.
  - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks

➤ Achieving competency(C) for certain units of competency or a certain number of units of competency scheduled in the study period.

- Students who do not meet course progress requirements are at risk of having their visas cancelled. Where requirements are not met, CMI course progress monitoring procedures will be followed. CMI will identify and contact students at risk of not meeting the course progress requirements by contacting them by email/telephone/letter as deemed fit.
- CMI uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures. All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course in the expected duration.
- CMI implement both the Department of Education & Training and Department of Human Affairs approved course progress policy, however, CMI believes that regular and sufficient attendance to classes is necessary for successful achievement of expected outcomes in VET.
- Satisfactory course progress means attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
- CMI monitors, records and assesses the course progress of each VET student for each unit of the course for which the student is enrolled in.
- CMI assesses each student's course progress at the end of each study period (Please refer study period table for each qualification)
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
- Students are informed during an orientation about their course requirements and progress review dates.
- CMI has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, for VET students, the intervention strategy is activated where the student has failed or is deemed not yet competent (NYC) in 50 per cent or more of the units attempted in any study period, CMI may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to CMI's attempts to assist the student in achieving satisfactory course progress.
- At the end of each compulsory study period, students will be assessed against the Course Progress Policy and Procedure. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.
- If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, (Failing 50% or more units in second study period), CMI will notify the student of its intention to report the student to the Department of Education for unsatisfactory progress.

## 4. Intervention Strategy

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

For students at risk of not meeting course progress requirements an Individual intervention plan will be developed based on the appropriate intervention strategy identified.

An intervention plan will include an interview with the Administrative Officer, and it may include one or more of the following strategies:

4.1 Advising students on the suitability of the course in which they are enrolled and possible alternatives;

4.2 Advising students of opportunities for reassessment; and advising students of assistance that CMI can provide including:

- receiving 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 academic skills programs;
- receiving assistance with personal issues which are influencing progress including counselling needs
- 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 of CoE.
- Any additional course requirements, including:
  - The need to repeat a Unit of Competency
  - The need to re-sit/re-submit an assessment task
  - Further additional catch up classes
  - Review of groups and teams that the student is working within
  - advice with regards to seeking external study skills support
  - agreement of a revised study plan
  - access to academic support classes, for example English language support, or seeking peer tutors
  - Referral to personal guidance counselling, internal and external counselling
  - development of a mentor/buddy system for the student

## 5. Extension to an expected course duration

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

- Compassionate or compelling circumstances apply, and demonstrable evidence is 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
- where CMI is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
- An approved deferral or suspension of studies has been granted in accordance with CMI's Deferral, Suspension and Cancellation Policy and Procedures.

When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET 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, CMI will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 6. Reporting students

Students will be reported to DET via PRISMS. where they either:

demonstrate unsatisfactory attendance (< 80% within a study period) and have failed the course progress requirements,

OR

They fail to achieve a minimum attendance of 70% of the study hours within the study period.

The student will also receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.

Students have the rights to appeal against this decision as per CMI's Complaints and Appeals Policy and Procedure. If the student chooses to access this process, the student will not be reported until this process is completed.

CMI will only report unsatisfactory course progress or unsatisfactory course 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 CMI in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.



## Procedures

### 1. Monitor Attendance National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor and record attendance</b></p> <p>Record students' attendance on an hourly basis in the Daily Attendance Sheet and submit a signed copy at the end of each week to the training manager.</p> <p>Training manager verifies the Attendance records and then adds any remarks and takes any action required</p> <p>Pass to Administration</p> <p>Calculate the total daily absent hours of each student and record it on to the student management system fortnightly.</p> <p>Produce the fortnightly Term Attendance Record</p>	<p>Trainer/Assessor</p> <p>Training Manager</p> <p>Administration</p>
<p><b>B. Unsatisfactory attendance</b></p> <p>For the purposes of Clause 8.12 of the National Code 2018, CMI's process for determining the point at which an overseas student fails to meet satisfactory course attendance is initially when the student has failed to attend 80% of the scheduled, fortnightly contact hours.</p> <p>CMI will initially telephone the student, following up where necessary with a letter or email advising of the Unsatisfactory Attendance and inviting the student to attend a meeting to develop an intervention strategy</p> <p>Discuss the reasons for the unsatisfactory attendance with the student and agree on an appropriate intervention strategy with the student</p> <p>Inform students of the implications of not attending classes and the effect on their course progress which can lead to amending their CoE, if applicable.</p> <p>Record outcomes of the meeting in the <i>Intervention Plan</i> ensuring the plan is signed by the student to stating their agreement to the intervention strategy.</p> <p>Implement the intervention strategy as documented the <i>Intervention Plan</i> /meeting minutes as soon as possible and within 5 working days of the meeting.</p> <p>Remind the student that if they continue not to attend classes, they will not be able to meet course progress requirements and that they will be reported to DET via PRISMS and that consequently affecting their Visa</p>	<p>Training Manager</p>
<p><b>C. Reporting the student on course progress</b></p> <p>Where a student's attendance record shows that even if the student attends class every day for the rest of the course that their attendance will not meet the 80% requirement then a low attendance warning letter (Appendix 2) should be despatched.</p>	<p>Training manager</p>

<p>Check students course progress (<b>Please refer monitoring course progress procedure below</b>) Please issue student warning Letter for Unsatisfactory course progress where necessary.</p> <p>If student course progress is unsatisfactory (Failing to pass 50% of units for the term) for two consecutive study periods (2 terms). send intention to report letter (<b>Please refer monitoring course progress</b>)</p>	
<p><b>D. Linking attendance with course progress</b> Before commencement of the course students will be advised of the importance of both attendance and course progress.</p>	Training manager

## 2. Monitor course progress National Code:

### Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <p>Assess and monitor students course progress, in relation to the course progress Requirements including competency in 50% of units in the study period.</p> <p>Additional methods of monitoring course progress are:</p> <ul style="list-style-type: none"> <li>o Reviewing class participation</li> <li>o Evaluating summative assessment</li> </ul> <p>Keep records of progress on student management system</p>	<p>Training manager and Trainer/Assessor</p>
<p><b>B. Unsatisfactory course progress – Stage 1</b></p> <p>Where a student’s course progress is judged unsatisfactory (below than 50% of units for study period), send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and invite the student to attend a meeting to develop an intervention strategy</p> <p>Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student and:</p> <ul style="list-style-type: none"> <li>• Inform students of the implications of amending their CoE, if applicable</li> <li>• Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>• Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> </ul> <p>Implement intervention strategy as documented in the <i>Intervention Plan</i> as soon as possible preferably within 5 working days of the meeting.</p> <p>Remind the student that if they continue not to meet course progress requirements for a second consecutive study period that they will be reported to DET via PRISMS and that this will affect their visa.</p> <p>To issue a new CoE to extend the duration of the student’s study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</p> <p>Place all documentation on the student’s file.</p>	<p>Training manager          Administration</p>
<p><b>C. Monitor student’s progress following first warning</b> Monitor student’s progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required. Review and update the <i>Intervention Plan</i> as required.</p>	Training manager

<p>Discuss revisions with the student.</p> <p>Implement any additional or revised interventions immediately.</p> <p>Record outcomes of each meeting in the <i>Intervention Plan</i>.</p> <p>Include all documentation within the student's file.</p>	
<p><b>D. Unsatisfactory course progress – Stage 2</b></p> <p>Where the student continues to fail to demonstrate satisfactory course progress as Identified through course progress monitoring, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</p> <p>At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the <i>Intervention Plan</i> as required. Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Notice of Intention to Report for Unsatisfactory Course Progress</i>.</p>	Training manager
<p><b>E. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <p>Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented and fails more than 50% of units in second consecutive study period then send the student a notice of intention to report them via PRISMS</p> <p>This notice must be sent by post to the student's registered address, as well as by email.</p> <p>Inform student in the same letter of their right to access CMI's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</p> <p>Students who choose to access this process will not be reported if they appeal within 20 working days indicating CMI's intention to notify. Students must continue to attend classes during the appeals process as specified in <i>CMI's Complaints and Appeals Policy and Procedure</i>.</p> <p>Place a copy of the Letter and any other relevant documentation on the student file</p> <p>.</p> <p><b>F. Following the Notification of Intention to Report</b></p> <p>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and/or attendance requirements within 7 working days</p> <p>If student appeals to external authority e.g. overseas student ombudsman CMI will not report the student until appeal process is concluded.</p>	<p>Training manager</p> <p>Training manager</p>