

MONITORING COURSE PROGRESS AND ATTENDANCE

Definitions

- **'Unsatisfactory course progress'** is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements (units) in a compulsory study period.
- **'Compulsory study period'** is a study period in which a student must enrol unless granted a deferment or suspension. It is one terms (13 weeks) including holiday breaks for all courses at Abbey College Australia.
- **Satisfactory progress** This occurs where a student passes 50% or more of the units in which the student has been enrolled in a study period
- **Intervention strategy** This occurs where an action plan has been implemented for an at-risk student to mitigate the likelihood of the student being assessed as making unsatisfactory progress.
- **Academic monitoring** This is where a student who fails to pass 50% or more of the units attempted in a study period will have his or her subsequent academic performance monitored. This may involve the implementation of one or more intervention strategies to mitigate further failure.
- **ESOS National Code** The ESOS National Code refers to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the Education Services for Overseas Students Act 2000.
- **PRISMS** The Provider Registration and International Students Management System (PRISMS) provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.

International students must comply with visa conditions as required by the DHA. Student performance is monitored on a continuous basis to assist towards successful completion of the course/s in which they are enrolled. Students whose performance is deemed to be at risk will be identified and an intervention strategy will be activated. Indicators of students at risk of not completing their course progress may include:

- Not attending lectures, and/or
- Not performing adequately in assessment tasks

The Monitoring course progress and attendance policy have been Detailed below.

Monitoring Course Progress of Students

Purpose of the policy

This policy and associated procedures outline Abbey College Australia's approach to ensuring international students maintain satisfactory course progress throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Overview

Abbey College Australia monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

Abbey College Australia advises students before they commence their course of the requirements to achieve satisfactory course progress, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the Student Handbook and within the Orientation.

All records of course progress and monitoring will be kept.

Monitor course progress

- A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory progress.
- Abbey college Australia expects the students to attend a minimum of 80% of their scheduled classes.
- Course progress is monitored regularly during each study period as follows:
 - By reviewing satisfactory completion of assessments.
 - By reviewing trainer/ assessor feedback.
 - By reviewing the student's attendance record regularly.
 - By assessing the student's participation in class.
- Abbey college Australia will take early actions by notifying students about their results after their assessment submission. Students are notified about their results using LMS platforms. Students who fail the assessments are notified using "Not Yet competent" Notifications. This helps to take early and timely actions.
- Course progress monitoring will determine the need for a student to participate in an intervention strategy. Abbey College Australia commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for more than 50 % of the units in a study period.
- do not attend classes on a regular basis.
- do not participate in learning activities within the classroom.
- Course progress monitoring is achieved by reviewing data on the student management system.

Intervention strategy

Students who are identified at risk of not meeting course progress requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

- First warning letter: after failing one or more assessment tasks of a unit following resubmission.
- Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.
- Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit despite an intervention strategy.

Reporting

Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Abbey College Australia will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress.
- inform the student of the reasons for the intention to report.
- advise the student of their right to dispute the decision by accessing Abbey College Australia Complaints, Grievance and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Abbey College Australia will only report unsatisfactory course progress 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 the registered provider in writing.

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

Procedures

1 Assessing Course progress

- 1.1 Review data from student management system on a regular basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
- 1.2 Check and record student attendance using an Attendance Sheet, the results of which are entered into the Student Management System. Calculate the attendance rate.
- 1.3 Inform the student that their immediate attendance is required and there is a risk of having unsatisfactory course progress.
- 1.4 Review data from student management system and/or collect information from the trainer/ Assessor to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

2 Provide first warning and commence intervention strategy

- 2.1 After the study period ends and once the results are ready, send the student a First Warning Letter of Unsatisfactory Course Progress. Include the letter on the student's file. (Exceptions: If a trainer/assessor finds the student at risk at early stages and the academic manager is convinced by the trainer/assessor findings, the academic manager may take appropriate actions to start the Intervention strategy early. The academic manager is not required to wait for the end of study period to take necessary actions.)
- 2.2 Use the Intervention Form to guide the meeting with the student. Mode of intervention can be selected by mutual understanding between the Academic Manager or Delegate and the student. Preference must be given to face to face meeting.
- 2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
- 2.4 Monitor progress though regular communication and document progress on form.
- 2.5 In consultation with the student, adjust the intervention if required and update the Intervention Form

- 2.6 Sign off on form when the intervention is complete, and the student is meeting course progress requirements.

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials or 'make up' sessions.
- English language support for technical assignments and comprehension
- Additional practical workshops to hone practical skills.
- The opportunity to repeat the unit in the next term
- Assistance with academic skills such as writing essays and report writing
- If personal issues present, advise attending counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable
- Advise on the completion of all outstanding assessments according to an agreed assessment schedule
- If any assessments require reassessments, provide the opportunities for students to be reassessed
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods
- If required, course extension to allow student to repeat units.

3 Provide second warning

- 3.1 Where the student is still not meeting course progress requirements in the consecutive study period, send the student a Second Warning Letter of Unsatisfactory Course Progress.

(Exceptions: If a trainer/assessor finds the student at risk at early stages and the academic manager is convinced by the trainer/assessor findings, the academic manager may take appropriate actions to start the Intervention strategy early. The academic manager is not required to wait for the end of that study period to take necessary actions.)

- 3.2 Use the Intervention Form to guide the meeting with the student. Mode of intervention can be selected by mutual understanding between the Academic Manager or Delegate and the student. Preference must be given to face to face meeting.

- 3.3 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.
- 3.4 Document any agreed adjusted interventions on the Intervention Form and implement immediately.
- 3.5 Monitor progress through regular communication and document progress on form.
- 3.6 Sign off on form when the intervention is complete, and the student is meeting course progress.

The following intervention strategies are considered based on the identified issues

- Where appropriate, assess the suitability of the course
- Where applicable, advise attending extra tutorials or 'make up' sessions.
- English language support for technical assignments and comprehension
- Additional practical workshops to hone practical skills.
- The opportunity to repeat the unit in the next term
- Assistance with academic skills such as writing essays and report writing
- If personal issues present, advise attending counselling
- Advise additional work to be undertaken within an agreed timeframe using the customised study timetable
- Advise on the completion of all outstanding assessments according to an agreed assessment schedule
- If any assessments require reassessments, provide the opportunities for students to be reassessed
- Remind the consequences if student maintains unsatisfactory course progress in 2 consecutive study periods
- If required, course extension to allow student to repeat units.

4 Advise of Notice of Intention to Report

- 4.1 Where the student is still not meeting course progress requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress.

- 4.2 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
- 4.3 Complete all actions associated with cancellation such as removal of student's email account, access to Abbey College Australia property and so on.

Completion of course within the expected duration of the Coe:

- a) Overseas students who are enrolled in CRICOS course must complete their course within the expected duration of their Coe, and the duration of the course must not exceed the course duration registered in CRICOS.
- b) Abbey College will only extend the duration of the course where the student will not complete the course within the expected duration, as specified on the student's Coe, as result of:
 - Compassionate or compelling circumstances
 - Have implemented its intervention strategy for students who were at risk of not meeting the satisfactory course progress
 - An approved deferment or suspension having been granted by Abbey College
- c) All course variations affecting the course finish date will be reported to DHA through PRISMS and the supporting documents are kept in the student's file
 - Where necessary a new Coe will be issued to students notifying them of their new course completion date.
 - Changes to the duration of the course may affect the duration of the student's visa.

'Compassionate or compelling' circumstances:

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or

- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Responsibilities

The CEO/RTO Manager or delegate is responsible for:

- reviewing data to check course progress, attendance, and class participation.
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.
- Trainers and assessors are responsible for notifying the CEO/RTO Manager of students they consider to be having difficulties with course progress.