



Australian Skills Centre Pty Ltd t/as Austech Business Institute
ACN: 132 817 997 | ABN 95 132 817 997
RTO Provider Code: 91744 | CRICOS Provider Code: 03249F
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SC9: Attendance and Course Progress Policy & Procedures

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Purpose

The purpose of this policy is to ensure that Austech Business Institute (ABI) systematically monitors the attendance and course progress of students, proactively identifying and notifying students at risk of not adhering to attendance or course progress requirements so that students can complete their course within the duration specified as per their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course 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 and 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Policy

Completion within expected duration

1. All courses for international students are CRICOS-registered and expected duration of study is as recorded on the CRICOS register.



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2. International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).
3. For students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress and attendance requirements as specified in the definitions in this policy. Where requirements are not met, ABI course progress and attendance monitoring procedures will be followed.
4. Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress or meeting attendance requirements or an approved deferral or suspension of studies has been granted in accordance with ABI's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
5. 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 Dept. of Education and Training via PRISMS.
6. All variations in the student's enrolment load, including the reasons for the variation will be recorded on the student's file.

Reporting students

1. Where a student has demonstrated unsatisfactory course progress in two consecutive study periods and/or has failed to meet attendance requirements despite interventions implemented, ABI will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance.
2. Students have the right to appeal against this decision as explained through ABI Complaints and Appeals Policy and Procedure. If the student chooses to access this process, the student will not be reported until final outcome is achieved.
3. An appeal will only be considered if ABI has not recorded or calculated the student's marks attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress and/or attendance.
4. All records will be kept on the student's file including warning letters and the notice of intention to report.



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Procedure	Responsibility
<p>Monitor student's progress</p> <ul style="list-style-type: none"> ● Monitor student's progress on fortnightly basis with relevant trainers/assessors to discuss whether adjustment to intervention approach is required. ● Review and update the intervention strategy as required. ● Discuss revisions with the student. ● Implement any revised interventional strategy immediately. ● Record outcomes of each meeting in the Intervention Meetings and Strategy Form (ADM-01A-20). ● Include the form in the student's file. 	<p>DOS / Assessor</p>
<p>Send second warning letter to student</p> <ul style="list-style-type: none"> ● Where the student continues to fail to demonstrate satisfactory course progress, send a second warning letter to the student inviting them to a follow up meeting. ● At the meeting, discuss the reasons for continuing unsatisfactory course progress and advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a letter of intention to report for unsatisfactory course progress. 	<p>Administration Officer</p>
<p>Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> ● Review students' course progress within 5 days of the completion of the study period and where the student has failed 50% or more of the units in their course for two consecutive study periods and despite interventions implemented, the student will be informed of the intention to report them via PRISMS. ● Send letter of intention to report to the student notifying them of the intention to report. The letter will be sent by post or via email to the student as per details on student's file. ● Inform student in the same letter of their right to access ABI'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>CEO / PEO</p> <p>Administration Officer</p>



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Procedure	Responsibility
<ul style="list-style-type: none"> Students who choose to access this process will not be reported if they appeal within 20 working days indicating ABI intention to notify. Students must continue to attend classes during the appeals process as specified in ABI's Complaints and Appeals Policy. Attach a copy of the Letter and any other relevant documentation into the student's file. 	
<p>Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> 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 academic progress within 7 working days. DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider. Await advice from the DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not. Include a hard copy of the PRISMS entry on the student's file. 	<p>CEO/PEO</p> <p>Administration Officer</p>

2. Monitor attendance

Procedure	Responsibility
<p>Monitor and record attendance</p> <ul style="list-style-type: none"> Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administration Office Generate weekly attendance % calculations and analyse the data for course progress and attendance requirement risk 	<p>Trainer / Assessor</p> <p>Administration Officer</p>
<p>Send a First Warning Letter</p> <ul style="list-style-type: none"> For students whose attendance falls below 85% (but is still above 80%), or who miss 5 consecutive days of class without approval (e.g. a medical 	<p>Administration Officer</p>



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Procedure	Responsibility
<p>certificate or approved temporary suspension of studies), send a First Warning Letter advising them that they are in danger of breaching their student visa conditions in relation to attendance.</p> <ul style="list-style-type: none"> Send the First Warning Letter by post or via email as per student's details on file. Include in the letter a request to attend an informal interview to remind the student of their attendance requirements and to discuss the reasons for falling attendance. At the informal interview, offer students access to the appropriate support (as per the interventions listed in the Course Progress and Attendance Monitoring Policy) to assist them to meet attendance requirements. 	
<p>Send a Second Warning Letter</p> <ul style="list-style-type: none"> If the student still continues to fail to meet attendance requirements, and the student's attendance stays the same or falls, send students a Second Warning Letter. A copy of the letter will be filed in the student's file. 	Administration Officer
<p>Send a Final Warning including intention to notify DET via PRISMS</p> <ul style="list-style-type: none"> If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement, inform the student in a Final Warning Letter of ABI's intention to notify DET via PRISMS. Notify the student that he/she must continue to meet attendance requirements despite issuance of the Final Warning Letter/Notice of Intention to Report. Do not report students where the student's attendance is above 70% and the student has satisfactory course progress as defined in the Course Progress & Attendance Monitoring Policy or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be temporarily suspended as per ABI's Deferral, Suspension and Cancellation Policy. 	Administration Officer



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Procedure	Responsibility
<ul style="list-style-type: none"> ● Advise the student of the process for appealing against this decision via ABI’s Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions. ● Students who choose to access this process will not be reported until final outcome, if they appeal within 20 days of the Final Warning Letter indicating ABI’s intention to notify. Students may continue to attend classes during the appeals process as specified in ABI’s Complaints and Appeals Policy. ● Place a copy of the Final Warning Letter and any other relevant documentation on the student’s file. 	
<p>Following the Final Warning Letter</p> <ul style="list-style-type: none"> ● 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 attendance requirements. ● DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider. ● Await advice from DET as to whether the student’s visa conditions have been impacted and take the relevant action depending on changes to visa condition if any. ● Include a hard copy of the PRISMS entry in the student’s file. 	CEO/PEO



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Definitions

Compassionate and Compelling Circumstances include but are 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 ABI 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.

DET means Department of Education and Training

Study period consists of number of weeks depending upon the course enrolment on full time basis.

Unsatisfactory Course Progress is where a student:

- Is judged as NYC in 50% of units included in the course load during a study period of three months
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor as requiring intervention
- Has an attendance pattern that is placing the student at risk of not achieving satisfactory course progress
- Has been absent for 5 consecutive days or more without prior approval
- fails to participate in the course as per the course schedule or attendance requirements without prior approval
- has not accepted an intervention strategy; or
- has not met the agreed requirements of the intervention strategy.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported which may result in cancellation of the student's visa.

Satisfactory Course Progress is where students do not fall into the categories identified previously and achieves competency in 50% or more course units.



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Satisfactory attendance is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 80%. This is where the student's attendance is at least 70% and they are maintaining satisfactory academic performance.

Unsatisfactory attendance is where the student does not or cannot meet attendance requirements as specified above.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - 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;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where ABI is unable to address the identified learning or academic issues:
 - 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.

PRISMS means Provider Registration and International Student Management System (PRISMS)

NYC means not yet competent



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