



Monitoring Student Attendance and Course Progress Policy and Procedure

1. Purpose

The purpose of this policy and procedure is to outline the College policy and procedure for monitoring course attendance and progress of overseas students (hereafter referred to as ‘students’), to ensure these students can complete their course within the expected duration specified in the CoE, in compliance with Standard 8 of the National Code of Practice for Providers of Education and Training for Overseas Students 2018 (**National Code 2018**).

2. Policy statement

In accordance with the National Code 2018, the College as a registered provider is required to monitor the attendance and course progress of its students, to promote and uphold the academic integrity of the individual registered provider, and to meet the ASQA requirements for training packages and accredited courses.

3. Definitions

Term	Meaning
College	Refers to Australia Institute of Business and Technology (AIBT)
Attendance progress	Student attendance at the scheduled contact hours of their course or unit of competency.
Course progress	Successful completion of units of the course or course increments of the course the student is enrolled in within the time frame specified in the CoE.
A Reminder Letter of Course Attendance	Letters that are sent to students due to non-compliance with their course attendance requirements.
Appeal	A formal request in writing by a student to have a decision made in relation to that student to be reviewed or reconsidered in relation to non-compliance with course attendance and progress requirements.
CoE	Is the Confirmation of Enrolment, which includes the course of study and timeframe in which the course is to be completed.
Compassionate and compelling circumstances	Refers to circumstances, but not limited to: <ol style="list-style-type: none"> 1. serious illness or injury, where a medical certificate states that the student was unable to attend classes, 2. bereavement of a close family member such as parent or grandparent, 3. Act of God, major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies,

Term	Meaning
	<p>4. a traumatic experience such as involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime (should be supported by police or psychologist report),</p> <p>5. where the College is unable to offer a student a prerequisite unit, or where a student has failed a prerequisite unit and faces a shortage of relevant units for which they are eligible to enrol,</p> <p>6. any other circumstance that is beyond a student’s control causing significant stress to students or impact their capacity to progress with his or her planned course of study (e.g., such as COVID-19 outbreak or the delay of Student Visa process). The circumstance can impact a student financially, mentally, or physically and prevent a student to commence or continue his or her course.</p> <p>The circumstances are required to have supporting evidence to support their claim unless any special circumstance. (See Appendix A for more details)</p>
Complaints and Appeals Policy and procedure	This is the College complaints and appeals procedure that students are required to follow when making complaints, appealing decisions of the College either internally or externally.
A Reminder Letter of Course Progress	Is the letter issued to remind a student of his or her course progress and how important to maintain satisfactory course progress.
A Warning Letter of Course Progress	Is the letter issued to a student where a student has been identified as making unsatisfactory course progress.
Term	Meaning
ESOS Act	<i>Education Services for Overseas Students Act 2000</i> in conjunction with the National Code 2018 determines the requirements for monitoring course attendance and progress of international students.
Intervention Strategy	<p>All actions and activities that the College has taken to assist a student in maintaining his or her satisfactory level of course attendance and progress.</p> <p>The actions and activities are required to be documented. Examples of Intervention Strategy actions and activities can include, but not limited to Phone notification, Reminder Letter of Course Attendance/Progress, Warning Letter of Course Progress, Intervention Strategy Plan and any email communication between a student and the College staff for the improvement of a student’s course attendance/progress.</p>

Term	Meaning
Intervention Strategy Plan (ISP)	A documented process agreed upon between the School Manager and the student, which outlines the academic support and/or assistance to a student to achieve satisfactory course progress in any study period. The strategies outlined in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student's workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting the student.
Medical Certificate	A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period of time 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.
Notice of intention to report	A written notice issued to the student advising of the College's intention to report their unsatisfactory course attendance and/or progress to the Department of Home Affairs and the 20-working day period for lodging internal appeal.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018.
School Manager (SM)	Refers to School Manager, and Lead Trainer.
Student	Is a person (whether onshore or overseas at the time of enrolment) who holds a student visa to study in Australia.
Study period	Study periods are scheduled by the College. The first period is between January and June and the second is between July to December.

Term	Meaning
RTO standards 2015	Refers to Standards for Registered Training Organisations (RTOs) 2015.

Flight risk	Indicates someone who may leave their qualification prematurely without informing the College or proceeding with the proper procedures.
Course Coordinator (CCO)	Refers to Unit Coordinator, Course Coordinator, and any other personnel assigned by School Manager to work on students' course progress and attendance.
School Compliance Manager/Officer	Refers to the College staff who is responsible for the compliance of regulatory requirements (e.g., National Code 2018 and RTO standards 2015) in schools.
Learning Support	Refers to services such as be Language, Literacy and Numeracy and/or library.

4. Satisfactory Attendance and Monitoring Attendance

5.1 Policy – Monitoring Course Attendance

1. The intervention strategy for a student with unsatisfactory course progress can include, but not limited to, Phone notification, Reminder Letter of Course Attendance, and any email communication between a student and the College staff for the improvement of a student's course attendance.
2. It is a students' responsibility to ensure they have access to his or her College's email address (e.g., 00000012345@aibtglobal.edu.au: [Student number]@aibtglobal.edu.au) for the purpose of direct communication with the College staff and School.
3. It is a students' responsibility to ensure they attend all classes. It is also a student's responsibility to notify and discuss any absences with their teacher/trainer (e.g., a student may inform trainers/teachers of any difficulties that prevent him or her to attend classes).
4. The course coordinator or any other suitable college staff members can follow up with a student who is absent from the scheduled classes. Approaches for following up with student include but not limited to:
 - a Phone call and/or;
 - b Text message and/or;
 - c Reminder via email and/or;
 - d Reminder/warning letters (i.e. attendance reminders/warnings, Notice of Intention to Report)

Phone call(s) and/or text message(s) and/or reminder(s) are preferable at the early stage of intervening a student's attendance issues.

- ¹To achieve satisfactory attendance, a student must attend his or her classes for at least 80% of the scheduled contact hours for each unit of competency². The table below displays the calculation of satisfactory course attendance for each unit of competency.

Table 1: The calculation of satisfactory course attendance for units of competency

Delivery for 4 weeks:		
Total Delivered classes:	Absence	Percentage (%)
8	A half-day	94
8	One day	88
8	One and a half day	81
8	Two days	75
Delivery for 3 weeks:		
6	A half-day	92
6	One day	83
6	One and a half day	75
6	Two days	67
Delivery for 2 weeks:		
4	A half-day	88
4	One day	75
4	One and a half day	63
4	Two days	50

- ³Where a student's attendance falls below 80% of the total scheduled contact hours for any individual unit of competency, without reasonable and supporting evidence such as medical evidence to justify the absences, a Reminder Letter of Course Attendance can be issued to a student.
- The number of Reminder Letter of Course Attendance can be subject to the duration of the course/qualification.
- The procedures can be partially or fully modified to assist a student in the improvement of his or her course attendance. The modifications are performed for a students' best interest.

Absences –flight risk

- Where a student fails to attend all classes of UoCs for an entire study period despite reasonable attempts by a SM, CCO and/or trainers/trainers to contact a student and there is no response from a student, a student may be deemed a flight risk and be issued with a notice of intention to report.

¹ The student attendance monitoring is subject to change at any time due to Covid-19 situations/restriction. The change is at discretion of senior staff members or quality assurance senior members.

² The dates and time for the scheduled contact hours for each unit of competency can be different due to the availability College's resources (e.g., trainers, classrooms, and/or equipment).

³ The student attendance monitoring is subject to change at any time due to Covid-19 situations/restriction. The change is at discretion of senior staff members or quality assurance senior members.

Absences due to medical and other reasons

10. A student who is absent from class due to medical reasons is required to provide a medical certificate to explain the absence. Absences relating to medical reasons that have a medical certificate as supporting evidence will not be taken into consideration when calculating an attendance percentage.
11. Medical certificates will only be accepted where they have been signed by registered medical practitioners, health practitioners or approved health specialists.

5.2 Procedure – Monitoring of Course Attendance

Trainer/Teacher

1. Where a student is found to be absent from the class session, the teacher/trainer is to note the absence of the student.
2. A teacher/trainer is required to finalise and report to a CCO.
 - 2.1. If there is any special circumstance, a teacher/trainer can postpone the submission of the attendance sheet. In this scenario, a teacher/trainer is required to inform a SM and CCO in writing.

Course coordinator or any suitable College staff may perform the actions below once the attendance is below 80%⁴

Phone notification

- 2.2. A CCO or suitable College staff notifies a student by phone call for UoCs that he or she has recorded below 80% of the total scheduled contact hours.

Reminder Letter

- 2.3. A CCO proceeds to email the student with a Reminder Letter for Course Attendance.

The procedures can be partially or fully modified to assist a student in the improvement of his or her course attendance. The modifications are performed for a students' best interest.

⁴ This subject to change due to the covid-19 restriction and circumstance. The change can be at the discretion of at discretion of senior staff members or quality assurance senior members.

School Manager – Intervention strategy Plan

3. If necessary, a SM and/or those who are responsible for the creation of the Intervention Strategy Plan (ISP) can request a student to visit the College to create the ISP to address unsatisfactory course attendance⁵.
4. It is not compulsory for the College to develop an ISP to a student who fails to maintain satisfactory course attendance.

Notice of Intention to Report

5. The notice of intention to report letter is a formal notification to a student that the College intends to report their non-compliance with the College's requirements (e.g., fail to comply with ISP) to the Department of Home Affairs (DHA).
6. A SM or those who are assigned by a SM are responsible for the issuance of a notice of intention to report letter regarding unsatisfactory course attendance.
7. If a student becomes a flight risk, a SM is responsible for issuing a Notice of Intention to Report Letter to the student.

5. Satisfactory Course Progress and Monitoring of Course Progress

6.1 Policy – Monitoring Course Progress

1. The intervention strategy for a student with unsatisfactory course progress can include, but not limited to, Phone notification, Reminder Letter of Course Progress, and any email communication between a student and the College staff for the improvement of a student's course progress.
2. It is a students' responsibility to ensure they have access to his or her College's email address (e.g., 00000012345@aibtglobal.edu.au: [Student number]@aibtglobal.edu.au) for the purpose of direct communication with the College staff and School.
3. It is a students' responsibility to ensure they submit all required assessments. It is also a student's responsibility to notify and discuss any extension request with their teacher/trainer (e.g., a student may inform trainers/teachers of any difficulties that prevent him or her to submit assessments on time).

⁵ This section may not be applicable due to Covid-19 restrictions (lockdown) and circumstances (e.g., sick/feeling unwell)

4. The course coordinator or any suitable college staff members can follow up with the student who fails to submit/achieve competency of required assessment. Approaches for following up with student include but not limited to:
 - a. Phone call and/or;
 - b. Text message and/or;
 - c. Email and/or;
 - d. Reminder/warning letters (i.e. course progress reminders/warnings, Notice of Intention to Report)

Phone call(s) and/or text message(s) and/or reminder(s) are preferable at early stage of intervening a student's course progress issues.

5. Reminder and Warning Letters of Course Progress will be issued when unsatisfactory course progress is deemed as described in the procedures below. A student who maintains unsatisfactory progress in a study period, will receive an Intention to Report Letter⁶.
6. Appropriate intervention strategies are implemented as soon as issues emerge in relation to an individual student's course progress at risk of not making satisfactory course progress.
7. The procedures can be partially or fully modified to assist a student in the improvement of his or her course progress. The modifications are performed for a students' best interest.

Poor Progress –flight risk

8. Where a student fails to submit all assessments in all UoCs for an entire study period despite reasonable attempts by a SM, CCO and/or trainers/teachers to contact a student and there is no response from a student, a student may be deemed a flight risk and be issued with a notice of intention to report.

Poor Progress due to medical and other reasons

9. A student who has unsatisfactory course progress due to medical reasons is required to provide a medical certificate to explain their circumstance. If a reason for unsatisfactory course progress relates to medical reasons that have a medical certificate as supporting evidence, no penalties will apply.
10. Medical certificates will only be accepted where they have been signed by registered medical practitioners, health practitioners or approved health specialists.

⁶ The period can be impacted due to Covid-19 and the college staff members may adjust the arrangement due to compelling and compassionate reasons.

6.2 Procedures – Monitoring Course Progress

Trainer/Teacher

1. A teacher/trainer of the student has the responsibility of identifying individual students who may be at risk of not meeting satisfactory course progress of the unit of competency.
 - 1.1 Teaching/training staff can employ a variety of evaluation processes to monitor the course progress of a student. These processes may include but are not limited to:
 - a) the review of class participation,
 - b) the review of classwork or assignment submission, including quality or work submitted, etc,
 - c) requests for extension of classwork or assignments, or additional help required to complete assignments or classwork,
 - d) feedback from co-teacher(s)/trainer(s),
 - e) not yet competent or failed grades on assignments,
 - f) English ability or ability to apply basic English to complete an assessment.
2. A trainer or teacher, after completing the delivery of a UoC, will submit a student's academic result to the school through CCOs.

Course coordinator or any suitable College staff may perform the following actions below once students maintain poor academic progress⁷

Phone notification

3. When a student obtains 'Not Competent' results for any UoC, a CCO or suitable College staff member notifies a student of the 'Not Competent' result by phone call.
 - a. A CCO or suitable College staff is to inform a student of the importance of Satisfactory Course Progress.

Reminder Letter

4. a CCO or suitable College staff member will notify a student of the result by email with a Reminder Letter of Course Progress.

⁷ This subject to change due to the covid-19 restriction and circumstance. The change can be at the discretion of at discretion of senior staff members or quality assurance senior members.

Warning letter

5. A student still maintains unsatisfactory course progress without improvement, a CCO or College staff will notify a student of the result by email with a Warning Letter of Course Progress.

Notice of Intention to Report

6. The notice of intention to report letter is a formal notification to a student that the College intends to report their non-compliance with the College's requirements (e.g., unsatisfactory course progress) to the DHA.
7. A SM or those who are assigned by a SM are responsible for the issuance of a notice of intention to report letter regarding unsatisfactory course progress.

School Manager

Intervention Strategy Plan

8. A SM and/or suitable parties who are responsible for the creation of an ISP can request a student to visit the College in order to create the ISP to address unsatisfactory course progress.
 - 8.1 In the event that a student adheres to the conditions/requirements specified in ISP to the best of his or her ability but fails to achieve the stated outcomes of the ISP, a SM is required to develop a new ISP with a student.
 - 8.2 In the event that a student fails to meet all conditions/requirements from the ISP without any appropriate justification (e.g., compelling and compassionate circumstances), a Notice of Intention to Report Letter will be issued to a student due to unsatisfactory course progress.
9. It is not compulsory for the College to develop an ISP to a student who fails to maintain satisfactory course attendance.

6. Intervention Strategy and Intervention Strategy Plan (ISP)

6.1 Policy

1. Intervention Strategy refers to all actions that are taken to intervene a student's student course attendance and progress. The Intervention Strategy can be performed in in any form such as phone notification, reminder letter, warning letter, and intervention strategy plan. The intervention strategy activities must be documented.

2. An intervention strategy plan (ISP) can be developed at any time while a student studies with the College. The request for the creation of an Intervention strategy plan can either be initiated by the College or student.
3. Where necessary, the SM or those who are responsible for the implementation of an ISP will develop an ISP in consultation with a student. An ISP will outline the strategies to be adopted and the support services that a student can access to assist in improving his or her course attendance and/or progress.
4. It is a student's responsibility to fulfil the conditions, and requirements outlined in the ISP. A student must maintain contact with the nominated staff member/s identified in the ISP.
5. The ISP must outline, but is not limited to:
 - a. **The reason and background** of why the student is at risk or failed to maintain satisfactory course progress or satisfactory course attendance. This may also include requests for assistance associated with any learning or personal difficulties.
 - b. **The current course/course progress** including the identified problems (i.e., course attendance and/or course progress)
 - c. **The required/requested support** (e.g., learning support – library, or LLN).
 - d. **The conditions imposed on the student:**
 1. The scheduled review dates
 2. The timeframe of the plan
 3. The potential outcomes of the ISP
6. Any ISP must be agreed to in writing and signed by (i) the SM, (ii) those who are responsible for the implementation of the ISP, and (iii) the student.
7. A student may receive an Intention to Report Letter if they fail to comply with the requirements and any necessary contact described in the ISP.
8. The SM, CCO, and trainer/teacher of the school where the student is enrolled is required to monitor a student's progress in accordance with the strategies, requirements or conditions specified in the ISP.
9. The SM and/or those who are responsible for the implementation of the ISP will modify ISP or issue an Intention to Report Letter, if a student, who is the subject of an ISP fails to follow the existing ISP. When a student fails to comply with the requirements stated in the ISP, the College reserves the right to modify the ISP.
10. The SM of the school where the student is enrolled, Compliance Managers, Learning Support, and/or the Head of Quality Assurance will then decide if it is necessary to report the student to the DHA or depending on the student's response to the Intention to Report Letter, may consider other options.

7. Notification to the Department of Home Affairs

7.1 Policy

1. The Notice of Intention to Report Letter is a formal notification to a student that the College intends to report his or her non-compliance with the requirements of the course attendance and/or course progress, to the DHA.
2. Students who are identified as maintaining unsatisfactory course attendance level and/or progress will be notified by a SM in writing via a Notice of Intention to Report Letter.
3. Where the student does not lodge an appeal within twenty (20) working days of the date of the Intention to Report Letter or where their appeal is rejected, the student will be reported to the DHA for their non-compliance with their course attendance requirements and/or their unsatisfactory course progress, within fourteen (14) days.
4. In deciding to report or not report a student to the DHA, the College will take into account all evidence provided by a student in the response to a Notice of Intention to Report Letter via his or her appeal, in particular, where a student provides evidence of compassionate or compelling circumstances that have impacted on a student's ability to attend class or undertake the study.
5. It is a responsibility of H.E.A.R.T services: Student Support team to notify the DHA of a student's unsatisfactory course attendance and/or course progress.

8. Extending course duration

1. The College will only extend a student's enrolment where, the College:
 - a. has assessed that the student has compassionate or compelling circumstances and there is evidence provided by the student that is satisfactory to the College, to support this assessment
 - b. has implemented, or is in the process of implementing, an ISP for the student, additional tuition fee will be charged based on the proposed extending course duration
 - c. has received an approved deferral or suspension of the student's enrolment
2. In the event that the College extends the duration of the student's enrolment and the student's visa is expired prior to the completion of the course, a student will be required to seek advice from DHA and/or to apply for a new Student Visa to complete the study.

9. Compassionate or Compelling Circumstances

1. Compassionate or compelling circumstances will not mitigate, Reminder, Warning Letter of Course Attendance and Progress (See Appendix A for explanation and examples of Compelling and Compassionate Circumstances).

2. When compassionate or compelling circumstances occur, a student must inform the College with supporting evidence. Therefore, the College and school can generate the ISP to ensure that a student is in a position to complete the course within the expected duration specified on the student's CoE.
3. In the event that the student requires to extend CoE, the evidence of compassionate or compelling circumstances and Intervention Strategy Plan will be used as a justification of CoE extension in accordance with National Code 2018, Standard 8, Clause 8.16.

3.1. In order to avoid the late notification in PRISMS, the College staff can proceed with the extension of CoE(s) when the school is in the process of implementing an ISP with a student.

10. Appeals process:

Students who wish to lodge a complaint or an appeal regarding a decision made under this policy and procedure are to follow the Complaints and Appeals Policy and Procedure which can be found at <https://aibtglobal.edu.au/support/complaint/>.

11. Appendices

Appendix A: Compelling and Compassionate Circumstances

Compelling and Compassionate Circumstances can occur when the due course of a student's attendance and course progress is negatively affected or compromised. A student's application for compassionate circumstances will be assessed by the relevant SM. The student will be required to provide the appropriate documentation prior to supplement their application for compassionate grounds.

There are various applicable grounds for which a student is eligible to be awarded compassionate circumstances including but not limited to;

Application Grounds	Example of Supporting Documents
Serious medical illness directly affecting the student or a member of their family.	Medical Certificate. A statement from a counsellor, psychologist or psychiatrist.
Death in the student's family.	Death certificate, funeral notice, or statutory declaration.
Medical condition affecting the student whilst undertaking their studies (including pregnancy).	Medical Certificate. A statement from a counsellor, psychologist or psychiatrist. Pregnancy Verification Form.
Natural disaster directly affecting the student or their family.	Statutory Declaration
The occurrence of an accident or unforeseen event of misfortune.	Statutory Declaration
Elite sporting, performance or cultural commitment at state, national or international representative level.	Letter of confirmation from relevant organisation/body.
Jury duty. (Domestic students)	A copy of the jury summons.
Defence forces or emergency services. (Domestic students)	Letter of confirmation from an authorised officer or relevant organisation.
Other compassionate and Compelling grounds.	Traffic incidence, or Act of God.