

## Progress Completion and Attendance Policy

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of ESOS legislative framework 'the National Code 2018' Standard 8 - Overseas student visa requirements.

The policy sets out 2 policies and procedures within one document under this standard:

1. Student Completion of Studies in the Duration of their COE & Online / Distance Study
2. Monitoring of Course Progress

This policy applies to all overseas students current and prospective students as well as those continuing study

This policy is relevant to Bandicoot Group Pty Ltd T/A Salford College as a registered training organisation required by the regulators and Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. Within this policy are policy items (Attendance Monitoring) for attendance monitoring requirements should Bandicoot Group Pty Ltd T/A Salford College be required by ASQA to use attendance-based monitoring now or in the future.

The attendance of each client enrolled with the RTO will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, the Progress Completion and Attendance Policy does not require the RTO to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.

### 1 DEFINITIONS

Academic performance	Assessment of competency as a student progresses through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action (mentoring plan) consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
Learning Contract	Intervention strategy
Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
SSO	Student Support Officer(s)

Unit	Unit of Competency
TC	Training Coordinator
Unsatisfactory course progress	Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period
VET	Vocational Education and Training
ELICOS	English Language Intensive Courses for Overseas students
SMS	Student Management System - Wisenet
Study Period	one semester or two consecutive terms that is (20 weeks) of scheduled classes (VET) One Terms of 10 weeks in ELICOS
Compassionate or compelling circumstances	are generally those circumstances beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course. These circumstances could include: <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the student was unable to attend classes or bereavement involving close family members such as parents or grandparents (evidence may be required);</li> <li>• Emergency situation that has impacted on his/her studies such as a major political upheaval or natural disaster in the student's home country requiring the student to urgently travel home; or</li> <li>• A traumatic experience which could include, but is not limited to, involvement in or witnessing of an accident or a crime committed against the student or the student has been a witness to a crime and this has had an impact on the student. These cases should be supported by police or psychologists' reports.</li> </ul>

## 1 COMPLETION OF STUDIES IN THE EXPECTED DURATION OF THE CONFIRMATION OF ENROLMENT and ONLINE DISTANCE STUDY

Bandicoot Pty Ltd T/A Salford College staff will constantly monitor student assessments and workloads and record any changes /variations on the student file.

Bandicoot Pty Ltd T/A Salford College will monitor every student's enrolment load a minimum of once per study period (**2 Terms of 3 months each**) to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE).

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

Trainers will discuss any concerns with students and offer assistance as situations arise to help prevent students falling behind in their course progress. Trainers will constantly monitor the progress of students and report any concerns to the TC as soon as identified.

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Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies can be commenced at any point, if approved by the TC, at the discretion of the TC and SSO.

As part of an intervention strategy, students may take a normal, reduced or increased study load in a study period, if the workload is monitored to ensure the student completes the course within the duration specified on the CoE, and, that it does not have a detrimental effect on the principal course of study.

Salford College will ensure students do not exceed the 1/3 of the total course by online /distance mode. In each compulsory study period students must complete at least one unit face to face unless it is the last unit of the course. Details of online/distance modes are also to be kept on the student file and listed on the Student Letter of Offer / Agreement. Online / Distance delivery cannot be implemented without prior approval from the Regulator.

Salford College will only extend the duration of a COE -

- Under **compassionate or compelling circumstances**, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- where there is an approved deferment or suspension of study

Student progress is assessed and recorded at the minimum on completion of each unit of competency / or once each study period.

Any intervention required is acted upon and discussed with students as needed.

Students are encouraged to increase their workloads to 'catch up' on any missed units. The College is open working days per week to further assist students.

*Compassionate or compelling circumstances may be deemed as serious illness; bereavement of a closely related family member (evidence will be required); natural disasters; traumatic experience or political upheaval in home county. Any circumstances which are generally beyond the control of the overseas student and can impact on the students well being or course progress.*

Should students refuse to maintain an agreed/approved workload; the student will be firstly counselled and then warned of impending visa implications.

If there are compelling or compassionate reasons, Salford College may grant the student a less than 'full time' workload. This would be monitored as part of the student's intervention strategy.

Salford College will issue a new COE should the student need to extend the duration of their course.

A student who deliberately under-enrols (therefore deemed as a non-genuine student) may represent a risk for Salford College's compliance of Standard 8.

In this instance Salford College would implement one of two options -

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- Cancel the student's enrolment when the student refuses to enrol in an appropriate load; *or*
- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending academic skills programs
- attending tutorial or study groups
- receiving English language support
- receiving individual assistance / mentoring
- attending study groups
- attending counselling
- receiving assistance with personal issues which are influencing progress
- being placed in a suitable alternative subject within a course or a suitable alternative course;  
*or*
- a combination of the above and a reduction/increase in course load.

NOTE: A student is expected to complete their course within the duration of their COE **unless** compassionate and compelling circumstances are approved where the student was unable to attend classes e.g. due to illness or Salford College was unable to offer a pre-requisite unit; the student is under an intervention strategy identified as at risk of not meeting course progress or the student has an approved deferment or suspension of studies granted refer *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure*, Standard

## PROCEDURE

The progress of each student is monitored, recorded and assessed for each unit of competency in which they are enrolled.

Student progress must be monitored to ensure they are on track to complete within the duration of their COE. This is recorded via Cloudassess (Learning Management System) and relevant notes etc kept on student files in Wisenet (Student Management System).

All students get an automatic Message from Cloudassess informing them of their current results. The message from Wisenet also prompts student to update their details. All students can see their results on Cloudassess.

SSO to send course progress warning letters to students upon the failure in any 2 units offered as per the instruction from trainers.

**Any change to the course's approved delivery mode, must first be sought by the regulator before implementation.**

Salford College teaching staff will monitor every student's enrolment load a minimum of once per study period and on completion of each unit of competency to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE) and add notes/records to the student file.

After all results are available, Trainers must request to the TC to authorise the addition of units that have been failed in the previous term to be added to the student's current term timetable to enable the student to

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complete units within the expected duration and fulfil pre-requisite requirements. Every case is to be assessed individually. Support /intervention would be offered to the student at this time.

Salford College will only extend the duration of a COE -

- Under **compassionate or compelling circumstances**, when it is clear the student will not be able to complete by the end date of the COE.
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress
- as approved deferment or suspension of study

Staff are to firstly encourage students to increase their workloads to 'catch up' on any missed units. The College is open all working days per week to further assist students. Trainers must consult with the TC before increasing or decreasing student workloads.

Where Salford College decides to extend the duration of the student's study due to any of the conditions above, Salford College will report via PRISMS and/or issue a new CoE if required. PRISMS will indicate to the user if a new CoE is required. This reporting must be done within 31 days of the determination that the student will need to change/extend the duration of their COE.

#### CoE changes performed by Admission staff

- When the student is required to repeat units in a term or study period, Admissions staff will be notified by the TC/SSO in writing, whether a change to the student COE and/or an update in PRISMS is required.
- Any record of variations to student enrolment must be kept on the student's file and updated in PRISMS as applicable.
- Any record of online and distance education study must be kept on students' files.

A student CAN enrol in less than a 'full-time' load in any study period if:

- there are compassionate or compelling reasons for reducing the load
- the reduced load is part of the provider's intervention strategy
- the student has studied, or plans to study, extra units in another study period
- the student has only a few units left to complete, and these do not constitute a full-time load
- Pre-requisite units are not available in that study period.

By studying less than what used to be considered a 'full-time' load, a student is at risk of not completing the course within the expected duration as specified on the student's CoE. Therefore, the student may need to catch up by studying subjects during a non-compulsory study period or by overloading in some compulsory study periods to compensate for those study periods in which the student was studying a reduced load.

A student who deliberately under-enrols may represent a risk for Salford College's compliance of Standard 9 (*refer Student Rules/Code of Behaviour*). In this instance Salford College would implement one of two options -

- Cancel the student's enrolment when the student refuses to enrol in an appropriate load as outlined in Salford College's *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure, Standard 9 and stated on the Written agreement Std 2 & 3.*

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Or

- Document the student's behaviour and, if the student requests an extension of duration of study, refuse to extend the CoE as outlined in Salford College's *Deferring, Suspending or Cancelling a Student's Enrolment Policy and Procedure, Standard 9*

Salford College must inform the student of its intention to cancel the student's enrolment and notify the student that he or she has 20 working days to access the Complaints and Appeals process.

If the second option is chosen Salford College must make the reasons for not granting a further CoE clear to the student.

Regardless of the option chosen, Salford College must be able to demonstrate that it has monitored the student's load and taken action to keep the student on track to finish within the duration.

## 2 MONITORING COURSE PROGRESS POLICY & PROCEDURE

Bandicoot Pty Ltd T/A Salford College will assess, monitor and record student results on completion of *each unit of competency* or at the *end point of each study period*, at the minimum.

The ESOS framework and DHA visa conditions require that students maintain satisfactory academic progress in their course.

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

**Unsatisfactory progress is defined by the College as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period.**

Salford College advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise, to help prevent students falling behind in their course progress. Trainers will constantly monitor the progress of students and report any concerns to the TC as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the TC. This is at the discretion of the TC/SSO.

For the purpose of course, progress Salford College defines a study period as 2 term (6 months).

The College will at the minimum monitor and record student's course progress on completion of each unit of competency or a minimum of once per study period (study period = 2 terms). Students are notified in writing as soon as it is identified they are **'at risk'** to not achieve satisfactory course progress (70% course progress or less) (Warning Letter 1) during a study period. Students will be required to meet with a trainer to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented as soon as a student is identified as at risk.

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Intervention Strategies could include:

- attending tutorials/study groups/additional English
- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- 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.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they **are 'at high risk'** to not achieve satisfactory course progress (70% course progress or less) (Warning Letter 2). Students will be required to meet with a trainer to discuss further intervention strategies to be taken.

Students who are identified as having unsatisfactory course progress (less than 50% course progress) over two consecutive study terms/ 1 study period will be reported to DHA for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the College's complaints and appeals process. All records will be kept on student files.

**BASIC PROCESS:**

1. Students who fail 30% of their units (2 consecutive units which one is lower) in any given term will be deemed as 'at risk', receive a warning letter and offered counselling/intervention strategies.
2. Students who continue to fail 30% of their units in any given term will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% of a unit of competency over two consecutive study terms/one Semester will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process. *Refer Complaints and Appeals Policy and Procedure NC Standard 10.*

**PROCEDURE AND INTERVENTION STRATEGY.**

The trainer **MUST** monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file and recorded in Wisenet.

At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the TC of these concerns.

At any time during the study period if student is identified by their trainer/facilitator as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the TC/SSO.

If the student fails more than 30% of their units of competency in a study term, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the TC/SSO to discuss / action intervention strategies. Students may take a support person to this meeting.

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If the student fails more than 50% of their units of competency in a study term, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and required to meet with the TC/SSO to discuss further action / intervention strategies. Students may take a support person to this meeting.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study terms/one study period), may lead to them being reported to DHA and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.
- All records MUST be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, the College **does not** report the student for unsatisfactory course progress.

When a student fails to achieve 50% competency over two consecutive compulsory study terms/one study period this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DHA, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

Student is not reported or cancelled if the units are offered over the last part of the course and the marking will not be finalised before the end of the course duration/CoE duration. Any NYC identified post the course finish will be offered as a resit to the student.

A student may appeal on the following grounds:

- i. The College's failure to record or calculate the student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. The College's documented policies and procedures that have been made available to the student were not followed.

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If a student chooses to access the provider's complaints and appeals process, the College must maintain the student's enrolment while the complaints and appeals process is ongoing as per our *Complaints and Appeals Policy and Procedure*.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) the College does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Salford College's intervention strategy, and the College does not report the student.

*NOTE: Salford College will only await the outcome of our internal and external appeals process before reporting a student for unsatisfactory course progress (if found in favour of the College).*

If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

#### **Erratic course progress as a potential indication of non-bona fide students**

If Salford College suspects a student is not a genuine/bona fide student, the College may cancel the student's enrolment, as allowed under Standard 9 and as stated in our Standard 9 policy.

*Refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment*

**A non-genuine/non-bona fide student is defined by Salford College as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.** The College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

**NOTE: To report a student for not making satisfactory progress, College staff must go into the PRISMS Student Course Variation screen, from the drop-down list under 'Reason for Course Variation', and choose *Unsatisfactory Course Progress***

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**FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE (Wisenet)**

*Course Progress Warning Letter 1*

*Course Progress Warning Letter 2*

*Course Progress Notice of Intention to Report*

***ELICOS STUDENTS***

*Attendance Warning Letter 1*

*Attendance Warning Letter 2*

*Attendance Notice of Intention to Report*

National Code Standard 8 must be adhered to at all times.

Standard 8: Overseas student visa requirements

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