



TRAINING &  
EDUCATION

## CRICOS Attendance and Progress Policy and Procedure

| Document Name and Number:                           | Version and Date: | Responsible Person:               | Purpose and Comments:   |
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| CRICOS Attendance and Progress Policy and Procedure | March 2020/V1.0   | PEO and/or the CEO and/or nominee | Ensure compliance with National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Education Services for Overseas Students Act 2000 (ESOS Act) |

RTO No 0137|CRICOS Code 01774A |

### Policy scope

Maintaining satisfactory attendance and academic progress for international students on a visa and monitoring the risk of student incompleteness within required time frame.

### Policy purpose

This policy relates to the mandatory requirements for the provider and for students holding international student visas with regard to attendance and academic progress and of the provider to identify, notify and assist an overseas student identified as at risk of not meeting those requirements.

### Policy and procedure statement

The organization advises the international students of study requirements to achieve satisfactory course attendance and progress in each study period prior to course commencement.

It is a condition of enrolment that students attend and make satisfactory academic progress.

The student support officer will be responsible for monitoring and managing student's attendance and academic progress.

#### Attendance

International students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week including scheduled classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, and examinations, unless otherwise specified by ASQA.

Overseas students are required to maintain a minimum of 80% attendance rate for each study period to meet visa conditions and those of the program noting that:

- students arriving at and leaving classes at the timetabled times and returning from breaks at the required time is a requirement of the organisation
- students paid work commitments are not considered to be acceptable proof of absence
- students need to provide medical evidence of any absence from class unless prearranged with teachers
- students must attend any scheduled appointments with the support staff, trainers and assessors and others that support the student

Students will need to show a consistent study attitude during the duration of their course. This will be demonstrated by maintaining the required class attendance, required tutorial attendance, attendance at all appointments involving organisational staff or those relating to their course, participate in class activities, asking for assistance when needed, submitting assessments by the required due dates and attending all required assessment times including but not limited to work placements where applicable.

Students' attendance are recorded by the trainers and/or the administration officer at reception using the student attendance recording system for every scheduled training session. Each student's attendance is recorded and calculated recorded over a study period.

Trainers and student support officer, to liaise with each other, will constantly monitor the attendance of students and report any concerns to the PEO and/or nominee as soon as identified.

The attendance records exported from the student management system will be reviewed monthly and a report with calculated attendance rate will be generated to identify students at risk of not satisfying attendance requirements.

➤ **Intervention Strategies**

1. In cases where the student is:
  - absent for four consecutive days without prior approval, or
  - attending 85% of course contact hours or less during monthly attendance review

the student may be identified at risk of not satisfying attendance requirements and notified in writing of the following:

- their current attendance rate
  - their visa condition to maintain enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours
  - a request that the student contact student support officer for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
  - a statement explaining that the organization is obligated to monitor attendance and notify the Department of Home Affairs of students with attendance below 80% in a study period, which may ultimately result in the cancellation of the student's visa.
2. In cases where the student:
- is absent for more than five consecutive days without prior approval, or
  - attending less than 80% of course contact hours during monthly attendance review

the student will be identified at risk of not meeting attendance requirements and issued the First Warning Letter requesting an intervention meeting with student support officer to discuss what actions /intervention strategies to be taken. Students may take a support person to this meeting.

3. In cases where the student:
- continue to attend less than 80% course contact hours or less during the following monthly attendance review

the student will be identified at 'high risk' of not meeting attendance requirements and issued the Second Warning Letter requesting an immediate intervention meeting with student support officer and PEO and/or nominee to discuss further intervention strategies to be taken. Students may take a support person to this meeting.

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

- Identify what support strategies would best suit the situation and planning implementation
- Tutorial support/individual academic assistance and mentoring
- Personal support/counselling offered to the student internally or externally as appropriate

- Planned regular follow up and feedback from the teaching and/or student support staff to track attendance and keep communication open
- Resitting units
- Increase in study load
- Any other support appropriate to the individual circumstances

All records MUST be kept on the student file.

➤ **Reporting to Department of Home Affairs for Unsatisfactory Attendance**

Students who are identified as having unsatisfactory attendance (less than 80% course attendance) over one study term will be reported to Department of Home Affairs for unsatisfactory course attendance. Students in this instance will be issued an Intention to Report Letter for unsatisfactory attendance advising their right to access the appeals and complaints process in accordance with Standard 10 within 20 working days. All records will be kept on student files. Student enrolment will be maintained during complaints and appeals process.

The organization may decide not to report the overseas student for breaching the attendance requirements if the overseas student maintains at least 70 per cent attendance of the scheduled course contact hours and is maintaining satisfactory course progress.

The organization will only report unsatisfactory attendance in PRISMS and advise Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:

- All internal and external complaints/appeals 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 20 working days, or
- the overseas 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.

**Extension of Course Duration**

The organization will only extend the duration of the student's enrolment where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, for the following reasons:

- compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or

- where an intervention strategy has been implemented or being in the process of implementing, an Intervention Strategy for the student who is at risk of not meeting course progress requirements, or
- approved deferment or suspension of study has been granted in accordance with Standard 9.

The organization will advise the student in writing of this decision and of the need for the student to contact Department of Home Affairs for advice on potential impacts on their visa, including the need to obtain a new visa.

All Intervention strategies or extensions will be assessed individually, taking into account the circumstances of the student.

Any changes /variations to course duration will be reported to Department of Home Affairs via PRISMS and recorded on the student file.

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

#### **Course Duration Reassessment**

In cases where an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, the organization will reassess the course duration set for that student as it indicates that they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

The organisation may need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

Any changes /variations to course duration will be reported to Department of Home Affairs via PRISMS and recorded on the student file.

#### **Academic progress**

International students are required to maintain satisfactory course progress requirement in each study period. Satisfactory progress means being competent in a minimum of 50% of the units in a semester (two consecutive terms) as determined by the relevant teaching team noting that the student must still satisfactorily complete all units to finish the qualification.

The organisation will assess, monitor and record student results on completion of each unit of competency or at the end point of each term at the minimum.

The academic progress of international students is monitored monthly by the student support officer. Interviews will be held regarding satisfactory progress with students when required. The record of interview will be recorded in the student file.

➤ **Intervention Strategies**

At any time during the study period if a student is identified by their trainer 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 student support officer.

Any student that fails to achieve 60% or more course progress during monthly progress review may be considered 'at risk' of not meeting course progress requirements and are notified in writing of the following:

- their current progress rate
- their visa condition to maintain satisfactory progress requirement in a study period
- a request that the student contact student support officer for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
- a statement explaining that the organization is obligated to monitor academic progress and notify the Department of Home Affairs of students with below 50% course progress in a study period, which may ultimately result in the cancellation of the student's visa.

Any student that fails to achieve 60% or more course progress at the end of a study term will be considered 'at risk' of not meeting course progress requirements and issued the First Warning Letter. Students will be required to meet with the student support officer and/or the trainer to discuss what action/intervention strategies are to be taken. Students may take a support person to this meeting.

Should students continue to maintain 60% course progress or less in the following monthly review, it is identified they are 'at high risk' of not meeting course progress requirements and will be issued the Second Warning Letter. Students will be required to meet with the student support officer and PEO and/or nominee to discuss further intervention strategies to be taken. Students may take a support person to this meeting.

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

- Identify what support strategies would best suit the situation and planning implementation
- Tutorial support/individual academic assistance and mentoring
- Personal support/counselling offered to the student internally or externally as appropriate
- English language support
- Planned regular follow up and feedback from the teaching and/or student support staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Reduction/increase in study load
- Any other support appropriate to the individual circumstances

All records MUST be kept on the student file.

➤ **Reporting to Department of Home Affairs for Unsatisfactory Course Progress**

Students who are identified as having unsatisfactory course progress (less than 50% course progress) over two consecutive study terms/ one study period will be reported to Department of Home Affairs for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for unsatisfactory progress advising their right to access the appeals and complaints process in accordance with Standard 10 within 20 working days. All records will be kept on student files. Student enrolment will be maintained during complaints and appeals process.

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 terms.

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

The organization will only report unsatisfactory course progress in PRISMS and advise Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports the registered provider, or

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- the overseas student has chosen not to access the internal complaints and appeals process within 20 working days, or
  - the overseas 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.
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**Legislative/statutory requirements**

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)
  - Education Services for Overseas Students Act 2000 (ESOS Act)
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**Associated documents**

National Code 2018 Factsheets

[General Factsheet](#)

[Standard 1: Marketing information and practices](#)

[Standard 2: Recruitment of an overseas student](#)

[Standard 3: Formalisation of enrolment and written agreements](#)

[Standard 4: Education Agents](#)

[Standard 5: Younger overseas students](#)

[Standard 6: Overseas student support services](#)

[Standard 7: Overseas student transfers](#)

[Standard 8: Overseas student visa requirements](#)

[Standard 9: Deferring, suspending or cancelling the overseas student's enrolment](#)

[Standard 10: Complaints and appeals](#)

[Standard 11: Additional requirements](#)

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**Requirements**

Students attendance and academic progression will be monitored as described above with attendance and progress reporting to occur via the RTO ESOS meetings.

Students identified as being at risk of not meeting the attendance and academic progression requirements will be supported with intervention strategies appropriate to their individual circumstances.

As part of an intervention strategy when identified at risk not meeting course progress requirements, students may take a normal, reduced or increased study load in a study period, if the workload is monitored to ensure the student

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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.

Where study load are reduced, the student is at risk of not completing the course within the expected duration as specified on the student's CoE by studying less than what used to be considered a 'full-time' load. 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.

When results are available, the student support officer may request to the training manager to authorise the addition of units that have been failed previously to be added to the student's current term timetable to enable the student to complete units within the expected duration and fulfil pre-requisite requirements.

Students are encouraged to increase their workloads to 'catch up' on any missed units and they will be provided with sufficient support to achieve satisfactory progress. The student support officer must consult with the PEO and/or nominee before increasing or decreasing student study loads.

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

Students who fail to meet all of the above conditions may result in the cancellation of a student's enrolment. Impacted students will be notified in writing and given no more than two formal written warnings to advise that failure to meet attendance and progress requirements may lead to them being report to the Department of Home Affairs.

Students who are to be reported to Department of Home Affairs will be advised in writing prior to the reporting.

If it is identified that a Students failure to attend or progress is due matters effecting their welfare, they may be eligible to apply for a suspension under the Compassionate and Compelling circumstances policy.

No refunds will be provided for failure to attend or progress.

Study Period: one semester or two consecutive terms (26 weeks/semester).

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This policy and procedure is to read in conjunction with the requirements of the signed letter of letter.

**Associated Documents and Materials**

- First Warning Letter - Unsatisfactory Course Attendance
  - Second Warning Letter - Unsatisfactory Course Attendance
  - First Warning Letter - Unsatisfactory Course Progress
  - Second Warning Letter - Unsatisfactory Course Progress
  - Intention to Report Letter – Unsatisfactory Course Attendance
  - Intention to Report Letter – Unsatisfactory Course Progress
  - CRICOS Defer, Suspend and Cancel Policy
  - CRICOS International Student Fee Refund Policy
  - Complaints and Appeals Policy and Procedure
  - RTO ESOS meeting minutes
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