# Course Progress and Attendance Policy and Associated Procedures

### *PURPOSE*

This policy and associated procedures outline AICC's approach to ensuring international students maintain satisfactory course progress and attendance 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 and associated procedures meets the requirements of Standard 2.3 of the National Vocational Educational and Training Regulator (Outcome Standards for NVR RTOs) Instrument 2025 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## Policy statements

### *OVERVIEW*

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

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

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

All records of course progress and monitoring will be kept.

### *MONITORING COURSE PROGRESS*

AICC acknowledges that the early identification and allocation of required support to students who are at risk of not making satisfactory progress provides them with the best chance of achieving course objectives. AICC provides support systems, resources and choices available to assist students who are at risk of not achieving, or who have not achieved required satisfactory academic status.

This Policy describes the management of student progress and appeals. The objectives of this Policy are to define the requirements and definitions used in determining satisfactory course progress by:

a) identifying the requirements for maintaining the required satisfactory course progress.

b) describing how early identification and intervention will be achieved for students at- risk of not achieving and maintaining satisfactory course progress.

c) describing the circumstances which will result in a student having an academic status of unsatisfactory course progress and the requirements to be fulfilled to return to satisfactory course progress level.

d) identifying the consequences for a student of not returning to satisfactory course progress level.

e) identifying the criteria for a student to appeal against conditions imposed on their enrolment, or having their enrolment cancelled.

AICC will systematically monitor students' course progress. This means that AICC will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements, implementing appropriate intervention strategies to support students to meet satisfactory course requirements and complete their course within the expected duration mentioned on student's CoE. In addition, AICC will report students who have breached the course progress requirements as outlined in ESOS National Code 2018.

## *UNSATISFACTORY COURSE PROGRESS*

AICC, unsatisfactory course progress is defined as when a student fails to successfully complete and achieve competency in at least 50% of their course requirements in a study period (10-week term).

## *1. MONITORING COURSE PROGRESS*

1.1 AICC has implemented DHA's course progress principles for all of its vocational education and training (VET) students. AICC records and assesses the progress of each student for each unit of competency at 14 day after the assessment due date of each unit and cumulatively at the end of each study period.

1.2 A 'study period' is laid out in a student's course timetable. Student is informed of their course progress requirements and progress review dates upon completion of the enrolment process as well as during the orientation process.

1.3 As a minimum, the Academic Manager will assess each student's progress at the mid term and at the end of each study period. However, AICC believes that it is more important to assist students throughout their period of study so that students are in the best position to achieve their academic goals within their enrolment period.

1.4 AICC's Trainers & Assessors will regularly assess their students' progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment.

1.5 Whilst unsatisfactory course progress is often defined as not demonstrating competency in 50% or more of the course requirements in a study period, AICC intends to continuously evaluate students' performance during and throughout each study period. On this basis, where necessary, AICC will evoke its intervention strategy that will be specifically designed to assist students in achieving their academic goals.

1.6 AICC's intervention strategy for any student who is not making satisfactory course progress will be made available to all relevant staff and students, and will specify:

a) the procedures for contacting and counselling students.

b) the strategies to assist students in achieving satisfactory course progress.

c) the processes by which the intervention strategy will be activated.

AICC's intervention strategies may include, but are not limited to:

- attending academic skills sessions.
- requirement to submit all subsequent assessments by the identified submission due date.
- Additional LLN Support including access to Reading Writing Hotline
- attending additional tutorials or study groups.
- receiving individual case management.
- attending academic counselling.
- receiving assistance with personal issues which might be influencing course progress.
- a combination of the above.

An intervention meeting will be held between the students concerned and the Academic Manager, a student found not maintaining satisfactory course progress.

1.6.1 To achieve satisfactory course progress student is expected to participate (attend) a minimum of 80% of all classes. AICC monitors academic progress under the following course framework:

Study Period = 1 term of 10 study weeks and up to 3 weeks of holidays Each study week has 20 hours of study time (classroom based+ practical workshop based + supervised formative activities where applicable) per week.

1.6.2 Satisfactory course progress is achieved when a student has successfully completed the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of failing or not making satisfactory course progress, AICC will contact the concerned student and arrange academic/course progress counselling for that student with the Academic Manager to implement the AICC's 'intervention strategies.

## 2. COURSE PROGRESS MONITORING PROCEDURE

2.1 AICC, the student's work is assessed by their Trainers/ Assessors. After completing each assessment of student's work in Moodle, the Student Services Officer will create a summary of the outcomes of the student's work and forward it to the Academic Manager.

2.2 After creating student course progress report from Moodle, Student Services Officer create another internal google sheet report and manually check each student results to avoid any system glitch or errors. This report is shared with the Academic Manager.

2.3 Result sheets will be double checked by Academic Manager and upon the confirmation, the Student Services Officer or academic team update all these results on RTO Manager System.

2.4 For monitoring course progress, the AICC uses all these results and reports to find the students who are lacking in course progress.

2.5 The Academic Manager will discuss concerned student's course progress report with their Trainer and the student in the first instance to identify whether the student is in risk of not achieving satisfactory progress.

2.6 Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called in for a counselling session. At the counselling session, the Academic

Manager will, in consultation with the student and Trainer, establish a support/ intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will consider the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

The intervention strategies may include any of the following:

a. English language support for technical assignments and comprehension.

b. Assistance with academic skills such as writing essays and report writing.

c. Assistance in attending a 'make up' session for the identified concerned unit.

d. Developing mutually agreed study plans for the student at risk.

e. Referral to external agencies.

f. Referral to CEO/PEO.

2.7 The implementation of the support/ intervention strategies may be requested by the Trainer or the student at any time throughout the course if concerns are held about progress. The Academic manager will consider any such request.

2.8 A summary of the support/ intervention action to be implemented will be recorded on the support intervention record and will be placed in the Intervention register. Notes on any meetings that occur which is special circumstances, will also be noted in the intervention form.

2.9 A student will not be reported to authorities for unsatisfactory course progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

## *3. COURSE PROGRESS WARNINGS*

3.1 As a matter of principle at the AICC, unsatisfactory course progress will result in concerned student being sent Academic Warning Letters. If the student concerned fails to respond to Academic Warning Letters, the AICC will send to the concerned student a Notice of Intention to Report letter. Failing to respond to the Notice of Intention to Report letter to the AICC's satisfaction, the AICC may report the student concerned to relevant authorities including DHA.

3.2 The course progress warning letters will be issued in the following methods:

**First Academic Warning Letter:**

A student will be issued with a 1st Academic Warning Letter if his/her academic records show that current progress may be at risk of falling below the minimum 50% academic progress within a study period or/and consecutive fails 3 units of competencies.

The First Written Warning will include:

a) informing the student of the reason for the First Written Warning being issued

b) reminder to student of their obligations towards the AICC and failing to meet the satisfactory course progress may result in student being reported to the Department of Home Affairs which could result in cancellation of their student visa (depending on outcome of the appeals process);

c) reminder to students of their obligations towards their visa status.

d) instruction to contact the AICC and come for an intervention on given time and date within 5 working days to arrange a Risk Intervention Meeting.

**If the student makes, contact with the AICC**

If a student responds to the First Written Warning issued to them:

a) the student is given an appointment to attend an intervention meeting.

b) the student's details are entered in a schedule of appointments in order to follow up with at a later stage.

c) The Academic Manager is notified of the student's appointment.

**If student does not contact the AICC**

If a student does not contact AICC within the specified 5 working days:

**Second Academic Warning Letter:**

a) student will be sent a reminder E-mail that student is required to contact the AICC within 5 working days to prevent further action(s) being taken, including the issuing of an Intention to Report the student via PRISMS.

If the student attends the Risk Intervention Meeting:

a) the outcomes of this intervention meeting will be recorded and placed on the AICC's Intervention register and file with a copy provided to the student.

b) following the intervention meeting, the Trainer & Assessor will monitor the implementation of the strategy and during this monitoring process. If the Trainer & Assessor believes that the student has not, in good faith, implemented the agreed strategy(s), the Trainer & Assessor will deem the student has breached the Intervention Agreement and, therefore, has failed to make satisfactory course progress.

c) if the agreed intervention strategy(s) is breached by the student and, at that time the Trainer & Assessor also assesses them as not being able to complete their study within their period of enrolment, the Trainer & Assessor will bring this to the notice of the Academic Manager. The Academic Manager will send a final reminder E-mail to the student, copied to the CEO/PEO that includes:

    1) informing the student of the reason for the final reminder informing the student of the reason for the final reminder being sent as they are identified at the risk of not making satisfactory course progress.

    2) informing the student of the reason for the final reminder being sent as they are identified at the risk of not making satisfactory course progress.

    3) reminder to students of their obligations towards the AICC.

    4) reminder to students of their obligations towards their visa status.

    5) urging of the student to return to satisfactory course progress as agreed in the Intervention Agreement.

    6) provision for student to adjust or amend the intervention strategy(s) agreed to;

    7) informing the student that in the case of no action is taken by the student within 5 working days, to demonstrate that the student is complying with the Intervention Agreement, the student will be at risk of a Notice of Intention to Report Letter being issued to them.

    8) instructions for seeking further information or clarification.

    9) instructions for appeals.

d) if, however, the student returns to satisfactory course progress status as a result of the intervention strategy(s), the Trainer & Assessor is to closely monitor the student to ensure student remains at satisfactory course progress status and no further actions will be required.

At the end of the 5 working days period, if student has not responded to the Second Written Warning final reminder email, the Academic Manager, will seek approval from the CEO/PEO to issue the student with a **Notice of Intention to Report Letter** via email. The Notice of Intention to report Letter will include:

a) informing the student of the reason for the Notice of Intention to Report being issued.

b) reminder to student of their obligations towards the AICC.

c) reminder to students of their obligations towards their visa status.

d) informing the student that they are required to contact the AICC within 20 working days to prevent further action being taken, including reporting student to the Department of Home Affairs.

e) instructions for seeking further information or clarification.

f) instructions for appeals.

**Issuing of an Intention to Report (ITR)**

AICC is obliged by Standard 8 of the National Code to notify the student about intention to report for not achieving satisfactory course progress. The Academic Manager will issue students with an Intention to Report (ITR) in the following circumstances:

The Intention to Report (ITR) E-mail will include:

a) informing the student of the reason for the ITR being issued.

b) reminder to student of their obligations towards the AICC.

c) reminder to students of their obligations towards their visa status.

d) instructions for seeking further information or clarification.

e) instructions for internal and external appeal process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days of receipt of the Intention to Report letter, otherwise they may be at risk of having their enrolment reported and cancelled.

The decision to report and cancel student's enrolment will be actioned, if:

a) the internal and external complaints processes have been completed, and the breach has been upheld.

b) the student chooses not to access the internal complaints and appeals process within the 20-working day period.

c) the student chooses not to access the external complaints and appeals process.

d) the student withdraws, in writing, from the internal or external complaints and appeals process.

## *11. CONFIDENTIALITY*

All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the AICC 's Privacy and Data Protection Policy and Procedures.

## 12. APPEALS

I. Before making the unsatisfactory course report to the Department of Education, the AICC will notify the student in writing of the intention to report and advise the student that they have 20 working days to access AICC's appeals process prior to being reported. During that period, the students' enrolment is kept current, and cancellation will be withheld by the AICC.

II. A student will not be reported until the outcome of student appeal has been finalised, and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

III. The student may appeal the decision to report them to the Department of Education on the following grounds:

   i) A competency decision has been inaccurately recorded or calculated.

   ii) Compassionate or compelling circumstances.

   iii) The intervention strategy has not been implemented according to AICC's own documented policy and procedure.

## RESPONSIBILITIES

The Student Services Officer is responsible for:

- reviewing and preparing data to check course progress and attendance

The Academic Manager is responsible for:

- reviewing data to check course progress and attendance
- issuing warning letters and notices of intention to report.
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

Trainers and assessors are responsible for:

- notifying the Academic Manager of students, they consider to be having difficulties with course progress and/or attendance.

## DOCUMENT CONTROL

| | | | |
|---|---|---|---|
| Version number: | V1.4 | Approved by: | CEO/PEO |
| Approval date: | 01 July 2025 | Review date: | 01 July 2026 |