

SC9-I: Course Progress and Attendance Monitoring Policy & Procedures-International Students

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Purpose

The purpose of this policy is to ensure that Brighton College monitors attendance and course progress of its students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

DET means Department of Education and Training

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

Satisfactory attendance is defined as a student who achieves an attendance rate of 80% or above, in each study periods.

Unsatisfactory attendance is defined by the failure of a student to achieve an 80% attendance rate for each study periods.

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

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

Policy

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Brighton College monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.
- Students who do not meet course progress requirements are at risk of having their visas cancelled.

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2. Study Periods

- Study periods may also be known as 'terms' and are described in Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.

3. Determining if a student has met course progress requirements

- Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the course requirements in one compulsory study period.
- Unsatisfactory Course Progress is defined as not successfully competing or demonstrating competency in at least 50% of the course requirements in one (1) compulsory study period.

4. Determining at-risk students

- Students will be deemed at risk of not meeting course progression requirements if they do not:
 - Attend scheduled classes on a regular basis.
 - Submit the assessments on due dates.
 - Have received unsatisfactory assessment outcome in one or more assessment tasks.
 - Respond to Brighton College's attempts to assist them in achieving satisfactory course progress.

5. Progress Monitoring

- Brighton College systematically monitors, records and assesses students' course progress.
- Brighton College notifies students identified as being at risk of failing to meet their course progress requirements and implements appropriate intervention strategies in order to support students to meet course progress requirements and complete their course within the expected duration specified on the student's CoE.
- At the end of each study period, students will be assessed to determine satisfactory course progress. If the student is identified as not meeting satisfactory course progress, an intervention strategy will be created and implemented.
- Brighton College may choose to intervene at any point before the end of a study period if a student is deemed at risk of not achieving satisfactory course progress.

6. Intervention Strategy

- Brighton College ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - Reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - Providing extra time to complete tasks;
 - Providing access to one to one session with a trainer;

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- Providing supplementary exercises to assist understanding;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Referral to external organisations where Brighton College is unable to address the identified learning or academic issues;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - Where a student is complying with an intervention strategy implemented due to being at risk of not making satisfactory course progress or meeting attendance requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with Brighton College Deferral, Suspension and Cancellation Policy and Procedures.
 - Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family members such as parents or grandparents;
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; SEP:SEP
 - A traumatic experience which has impacted on the student and which could include involvement in/or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports;
 - Where Brighton College is unable to offer a pre-requisite unit; or
 - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- When the student can only account for the variation/s by extending his or her expected duration of the study, this will be reported to the Department of Education and Training (DET) via PRISMS.
- All variations in the student's study load, including the reasons for the variation, will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Brighton College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, Brighton College will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them

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of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.

- Students have the rights to appeal against this decision as per Brighton College *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Brighton College will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - The internal and external complaints 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 the 20 working day period; or
 - The 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.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

9. Attendance Requirements for International Students

As well as meeting course progress requirements, international students must also meet attendance requirements to meet their visa conditions. International students are required to be enrolled in a fulltime registered course to undertake study. For VET courses, maintaining enrolment in a fulltime registered course requires attending a minimum of 20 scheduled course contact hours per week for the duration of each study period, unless otherwise specified by Australian Skills Quality Authority (ASQA). International students are expected to achieve 100% attendance. This requirement is communicated to students prior to enrolment, after enrolment and throughout their course by their trainer and college staff.

- All students are subject to attendance requirements that may include (but not limited to) classroom, vocational placement and practical classes.
- If attending online classes on TEAMS student must respond to the roll call and remain with their video on for the duration of the classes. If students only join the meetings but do not reply, the camera is off, or do not send messages. Then the student won't be given attendance.
- The attendance is calculated in hours attended and not days of attendance. Hence, even if the student attends class on a particular day, they must ensure they remain in attendance for the full duration of that class. Students may be allowed to leave the class in agreement with the trainer. For example, when students have completed tasks early.
- Students are also expected to progress through their course so that they complete the course within the nominated course duration, as specified in their written agreement/offer letter.
- All student absences are marked daily on the attendance roll by the class trainer. Absence may be as a result of illness, lateness, non-attendance or leaving class early. Students must notify their trainer or the campus/student support and produce a medical certificate if they are absent due to sickness.

10. Publication

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- This policy and procedure is published in the International Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy is also be explained during orientation for international students and induction for all academic staff.

Procedure

1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Monitor student's course progress to determine if students are at risk of not meeting course progress requirements using attendance, participation, comprehension of course materials, Assessment submission status and Language, Literacy and Numeracy (LLN) issues. • Report at risk students to Student Support Services (SSS) using the nominated procedure describing problem. 	<p>Trainer/Assessors</p>
<p>B. At Risk of Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> • Student Support Officer to send an email to at risk students within 1 week and arrange meeting with student, to discuss issues and: <ul style="list-style-type: none"> • Advise student why their course progress is not satisfactory. • Inform the student of the implications of amending their CoE, if applicable. • Develop an intervention plan in agreement with the student. • Schedule regular follow up meetings with the student. • Immediately implement intervention strategy as documented in the <i>Intervention Plan</i>. • SSO meets with the student – Follow up meeting 1, then Follow up meeting 2, discuss progress, modify the plan if required, and record outcomes against intervention plan and • If after follow-up meeting 2, progress is still not satisfactory, then SSO send a <i>Warning Letter of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy. If the student does not attend the meeting, SSS issue a warning letter. • If after follow-up meeting 2, progress is <i>satisfactory in all units studied in the current block/term</i>, then advise the student via email that no further action is required provided the student continues to progress in a satisfactory manner. Remind the student that key success factors for satisfactory progress include 	<p>Enrolment Officer Student Support Officer Trainer/Assessors CEO/PEO</p>

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Procedure	Responsibility
<p>attending and participating in classes as well as submitting assessments by the due dates.</p> <ul style="list-style-type: none"> Record outcomes of the meeting in the <i>Intervention Plan</i>. <p>FOR EACH COURSE PROGRESS INTERVENTION PLAN</p> <ul style="list-style-type: none"> Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy. Remind student at each meeting that if they continue not to meet course progress requirements, they will be reported to DHA via PRISMS and that this will affect their visa. Record outcome in intervention plan. A new CoE may be issued to extend the duration of the student's study. Place all documentation on the student's file. 	
<p>C. Monitor student's progress following <i>warning letter</i></p> <ul style="list-style-type: none"> Monitor student's progress according to the Intervention Plan. In collaboration with the student, adjust the <i>Intervention Plan</i> as required. Record outcomes of meetings in the <i>Intervention Plan</i>. Include the form in the student's file. 	<p>Administration team Admissions team Trainer/Assessors CEO/PEO</p>
<p>D. Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> Within 10 working days of the completion of each study period, the respective trainer will provide the course result sheet to the administrative staff. Administrative staff to update the result in Student Management System. At Follow-up meeting 3, discuss the reasons for the <i>unsatisfactory</i> course progress with the student and advise the student that if he/she does not show satisfactory course progress in the following 5 weeks, he/she may receive an <i>Intention to Report for Unsatisfactory Course Progress</i> at the end of the study period. If after follow-up meeting 3, progress is <i>satisfactory in all units studied in the current block/term</i>, then advise-the student via email that no further action is required provided the student continues to progress in a satisfactory manner. Remind the student that key success factors for satisfactory progress include attending participating in classes as well as submitting assessments by the due dates. At Follow-up meeting 4, discuss the reasons for continuing <i>unsatisfactory</i> course progress and advise the student that an <i>Intention to Report for Unsatisfactory Course Progress</i> will be sent. If after follow-up meeting 4, progress is <i>satisfactory in all units studied in the current block/term</i>, then advise the student via email that no further action is required provided the student continues to progress in a satisfactory manner. 	<p>Administration team Admissions team Trainer/Assessors CEO/PEO</p>

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Procedure	Responsibility
Remind the student that key success factors for satisfactory progress include attending participating in classes as well as submitting assessments by the due dates	
<p>E. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. This notice must be sent by email to the student's registered email address. Inform student in the same letter of their right to access Brighton College' Complaints and Appeals process within 20 working days from the date specified on the letter. Students who choose to access this process will not be reported if they appeal within 20 working days indicating Brighton College intention to notify. Students must continue to attend classes during the appeals process as specified in Brighton College <i>Complaints and Appeals Policy and Procedure</i>. A copy of the Letter and any other relevant documentation will be placed on the student digital file in the student management system. 	Administration team Admissions team Trainer/Assessors CEO/PEO
<p>F. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements (breach of visa condition 8202). If the appeal is successful advise the student via email that no further action is required. Remind the student that key success factors for satisfactory progress include attending participating in classes as well as submitting assessments by the due dates. 	Administration team Admissions team Trainer/Assessors CEO/PEO

Note: Refer to *SC9-I - Course progress flowchart V2.0*.

2. Monitor attendance

The following is the process of how Brighton College monitors an international student's attendance and implements consequences for those students who are failing to achieve satisfactory attendance.

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor and record attendance</p> <p>Attendance will be monitored in the following ways:</p>	Trainer/Assessor Administration team

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Procedure	Responsibility
<ul style="list-style-type: none"> • Class roll will be marked by the trainers for each training sessions. • Trainer will record students' attendance and extra comments in Attendance section in the Student Management System. This data is stored electronically and used to calculate the student's attendance for every week of each study period, and to calculate the student's overall attendance per study period for the entire course. 	
<p>B. Stage 1 - Attendance reminder</p> <ul style="list-style-type: none"> • Where a student's attendance drops below 80% or has been absent for more than 3 consecutive days without approval, Trainers will contact the student by phone/ SMS/ Team Message/and email to inform student of: <ul style="list-style-type: none"> ⊖ The required attendance. ○ Strategies to improve attendance and be presented with their scheduled class times as well as; ○ Their ability to still meet attendance requirements if they continue to attend all classes for the rest of their enrolment, therefore their ability to maintain their visa condition requirements. • Records of discussions and email communication made with the student will be updated in the Student Management System. • Inform students of the implications of amending their CoE, if applicable. • Continue to monitor the student's attendance. • Trainer will provide an update to the Administration team on the student not meeting the attendance requirement. 	Trainer and Assessors Student support services Administration team
<p>C. Stage 2 - Formal warning</p> <ul style="list-style-type: none"> • Where a student's attendance drops below 70%, a <i>Warning Letter – Unsatisfactory Attendance</i> will be issued to the student via email communication. The email will remind students that <ul style="list-style-type: none"> ○ enrolment in a full-time registered course, which is a course with a minimum of 20 <i>scheduled course contact hours</i> per week, is a visa condition for international students and ○ their scheduled class times. • The letter invites the student to attend a scheduled meeting with the Student Support Officer within the next two working days. • At the meeting, discuss the reasons for continuing <i>unsatisfactory</i> attendance and discuss additional help required. Student/s will be informed that it is still possible to meet attendance requirements if they continue to attend all classes for the rest of their enrolment, which will be sufficient to maintain their visa condition requirements. • If the student fails to attend the meeting or respond to any communication made by Brighton College, this will be recorded and may go against the case for appeal if the attendance further drops below 70%. 	Student support services Administration team

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<ul style="list-style-type: none"> Records of contact and meeting discussions made with the student will be updated on the Student Management System. Inform students of the implications of amending their CoE, if applicable. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. Student/s will be closely monitored by the Student Support Officer. 	
<p>D. Stage 3 - Intervention Plan – Course Progress Policy</p> <ul style="list-style-type: none"> When a student’s attendance rate has fallen below 60%, Brighton College will arrange an intervention counselling meeting. At this meeting the Student Support Officer will discuss with the student the barriers the student has had in attending class and make an intervention plan for the student to be able to complete their missed work and assessments. The Student Support Officer will take this opportunity to advise the student of any internal or external resources or counselling services available to the student. Do not report students where the student’s attendance is 60% and the student has satisfactory course progress as defined in the Course Progress & Attendance Monitoring Policy or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student’s studies may be temporarily suspended as per Brighton College <i>Deferral, Suspension and Cancellation Policy and Procedures</i>. If the student is not meeting the expected course progress and or student’s absence falls below the required contact hours for the course, after the meeting the student will be notified in writing of Brighton College intention to report the student for not achieving satisfactory course progress and attendance. This written notice will include information on how the student can access Brighton College complaints and appeals process. The student will have 20 days to access this appeals process. Follow the “Monitor Course Progress” procedure above. Place a copy of the Intervention plan and any other relevant documentation on the student’s file. 	<p>Student support services Administration team</p>

Note: Course progress and attendance monitoring meetings may be combined for efficiency.

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Document Control

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