

SC9-I: Course Progress and Attendance Policy and Procedures

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Purpose

The purpose of this policy is to ensure that Trinity Institute (Australia) monitors international 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

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students

DESE means Department of Education Skills and Employment

DHA mean Department of Home Affairs

ESOS Act means the *Education Services for Overseas Students Act 2000* and Regulations

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

PRISMS means the Provider Registration and International Student Management System

Study Period is defined at Trinity Institute (Australia) as a Trimester or a Semester. Trimesters usually consist of two to three terms plus holidays, and Semesters usually consist of four terms plus holidays (depending on course structure)

Term means a timetabled 4-6 week learning period within a Semester or Trimester.

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Policy

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their CoE. The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Trinity Institute (Australia) monitors student progress, including attendance, to ensure that students complete their studies within the expected duration specified on their CoE.
- The steps outlined within this policy and associated procedures do not impede early interventions where Trinity Institute (Australia) deems necessary. Early interventions may be triggered via, for example: student disengagement; low participation; if the student has not attended intervention meetings; where vocational placements are not being attended; misbehaviour as per Code of Conduct.
- Any student who may be at risk of not completing their course within its expected duration, or not attending regular sessions, are termed 'At Risk' students.
 - Trinity Institute (Australia) considers a student to be 'At Risk' for academic progress where they have one or more Not Yet Competent or Withdrawn results for unit/s of competency within a Study Period (Semester or Trimester); or
 - Trinity Institute (Australia) considers a student to be 'At Risk' for attendance where they have missed greater than 10% of sessions in a Study Period (Semester or Trimester), or if they have been absent for four consecutive days in which sessions are scheduled without approval.
- Any student will be considered by Trinity Institute (Australia) to have unsatisfactory progress if:
 - they have previously been identified as 'At Risk' and have not met the requirements of their Intervention Plan or not accepted an Intervention Plan; or
 - they have one or more Not Yet Competent or Withdrawn results for of unit/s of competency within two consecutive Study Periods (Semester or Trimester); or
 - they have not attended at least 80% all sessions in a Study Period, or they have been absent for more than five consecutive days in which sessions are scheduled without approval.

2. Study Periods and Monitoring Points

- Study Periods are known as Semesters and Trimesters at Trinity Institute (Australia). They comprise two or more Terms plus holidays. They are designed to ensure the academic integrity of the course is upheld.
- Each Study Period has one Formal Monitoring Point in its final week, allowing for assessment submission, marking and feedback to have occurred, and after unit of competency outcomes have been finalised and released.
- Informal monitoring of attendance and progression occurs at periodic intervals throughout Study Periods, including after marking of each Term's assessments.

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3. Progress Monitoring

- All students' academic progress for a Study Period will be monitored at the Formal Monitoring Point:
 - The monitoring report is reviewed and updated by the RTO Manager including a status of 'progressing', 'at risk' or 'not progressing' for all students. This is based on current evidence located in student files and other academic records.
 - The RTO Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's academic progress status.
 - The monitoring report will also record commencement and review dates for all Intervention Strategies.
- Trinity Institute (Australia) ensures that it identifies, notifies and assists students where there is evidence that the student is 'At Risk' of not meeting course progress requirements or has been determined to be 'not progressing'.

4. Intervention Strategy

- For students determined to be 'At Risk' or 'not progressing', an individual intervention plan will be developed by Trinity Institute (Australia) 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 supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending extra tutorial or study groups;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where Trinity Institute (Australia) 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.

5. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy, or
 - An approved deferral or suspension of studies has been granted in accordance with Trinity Institute (Australia)'s Deferral, Suspension and Cancellation Policy and Procedures, or
 - 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 sessions

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- 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
 - 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 Trinity Institute (Australia) 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 study, this will be reported to the Department of Education Skills and Employment (DESE) via PRISMS.
 - All variations, including the reasons for the variation will be recorded on the student's file.
 - Where the duration of the student's enrolment is extended, Trinity Institute (Australia) 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.

6. Reporting students

- Where a student has demonstrated unsatisfactory course progress and/or attendance despite interventions implemented, Trinity Institute (Australia) will report the student to DESE and DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress or attendance, and the reasons for the intention to report.
- Students have the right to appeal against this decision as per Trinity Institute (Australia)'s Complaints and Appeals Policy and Procedures. If the student chooses to appeal, the student will not be reported until the appeal process is complete.
- Trinity Institute (Australia) will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - the internal and external complaints and appeals processes have been completed and the decision to report the student stands, or
 - the 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 student withdraws from the internal or external appeals processes by notifying Trinity Institute (Australia) in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

7. Publication

- This policy and procedure will be summarised in the International Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.

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- This policy and procedure will be published on Trinity Institute (Australia)'s website.
- This policy will also be covered during orientation for international students and induction for all academic staff.

Procedures

1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Conducted in the final week of the Study Period – after unit of competency outcomes have been finalised and released. • Monitor student's course progress to determine if students are at risk of not meeting course progress requirements. • Record determinations in accordance with the policy. 	<p>Academic Coordinator, in consultation with Trainer/Assessor</p>
<p>B. Unsatisfactory course progress – At Risk – Stage 1</p> <ul style="list-style-type: none"> • Where a student's course progress is 'At Risk', send a First Warning Letter for Course Progress and requiring the student to attend a meeting to develop an intervention strategy. • Intervention meetings are held in the first week of the new Study Period. • Discuss the reasons for the 'At Risk' status with the student and agree on appropriate intervention strategy with the student. • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the Intervention Plan. Intervention Plan actions are to be measurable and achievable within the Study Period. • Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. • Immediately implement intervention strategy as documented in the Intervention Plan. • The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DESA and DHA via PRISMS and that this will affect their visa. 	<p>RTO Manager Academic Coordinator Trainer/Assessor</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. Place all documentation on the student's file. 	
<p>C. Monitor student's progress following first warning</p> <ul style="list-style-type: none"> Conducted in the final week of the Study Period – after unit of competency outcomes have been finalised and released. Monitor student's progress according to the Intervention Plan. In collaboration with the student, adjust the Intervention Plan as required. Record outcomes of meetings in the Intervention Plan. Include the form in the student's file. 	<p>Academic Coordinator Trainer/Assessor</p>
<p>D. Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> Where the student continues to fail to demonstrate satisfactory course progress as evidenced through course progress monitoring, send Second Warning Letter of Course Progress to the student requiring them to attend a meeting. Intervention meetings are held in the first week of the new Study Period. At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required. Intervention Plan actions are to be measurable and achievable within the Study Period. Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. Immediately implement intervention strategy as documented in the Intervention Plan. Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress. To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. 	<p>RTO Manager Trainer/Assessor</p>
<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 as above. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a Notice of Intention to Report them. 	<p>RTO Manager</p>

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<ul style="list-style-type: none"> This notice must be sent by post to the student's registered address, as well as by email. Inform student in the same letter of their right to access Trinity Institute (Australia) Complaints and Appeals process and that they have 20 business days in which to do this from the date specified on the letter. Students who choose to access this process will not be reported if they appeal within 20 business days indicating Trinity Institute (Australia) intention to notify. Students must continue to attend sessions during the appeals process as specified in Trinity Institute (Australia) Complaints and Appeals Policy and Procedure. Place a copy of the Letter and any other relevant documentation on the student file. 	
<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 to DESE and DHA via PRISMS for breach of course progress requirements. 	RTO Manager

2. Monitor attendance

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor and record attendance</p> <ul style="list-style-type: none"> Record students' attendance and submit at the end of each week to Administrator. Administrator records attendance in the student management system. Generate and analyse attendance reports at informal and formal monitoring points to check if attendance is satisfactory against the requirements of this policy. 	Trainer/Assessor Administrator
<p>B. Risk of Unsatisfactory attendance – Stage 1</p> <ul style="list-style-type: none"> Where a student's attendance in a given Study Period drops below 90% but is above 80% or has been absent for 3-4 consecutive days in which sessions are scheduled without approval, send a First Warning Letter of Low Attendance inviting the student to attend a meeting to develop an intervention strategy. 	RTO Manager Trainer/Assessor Administrator

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Procedure	Responsibility
<ul style="list-style-type: none"> ○ To calculate % attendance: FORMULA: # of sessions attended/# of total scheduled sessions for course (<i>BSB Study Period example:</i> # of sessions attended/# of total scheduled sessions for study period 20 sessions attended/(2 sessions per week for 12 weeks) 24 = 83% <i>CPC Study Period example:</i> 42 sessions attended/(3 sessions per week for 16 weeks) 48 = 87% <i>AUR Study Period example:</i> 60 sessions attended/(3 sessions per week for 22 weeks) 66 = 90%) ● Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student. ● Inform students of the implications of amending their CoE, if applicable. ● Record outcomes of the meeting in the Intervention Plan. ● Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. ● Immediately implement intervention strategy as documented in the Intervention Plan. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DESE and DHA via PRISMS and that this will affect their visa. ● Place a summary of this discussion, as well as a copy of this letter on the student's file. ● Continue to monitor the student's attendance. 	
<p>C. Risk of Unsatisfactory attendance – Stage 2</p> <ul style="list-style-type: none"> ● Where a student's attendance in a given Study Period drops below 85% but is above 80% or has been absent for 5 consecutive days in which sessions are scheduled without approval, or has not fulfilled the requirements of their Intervention Plan, send a Second Warning Letter for Low Attendance inviting the student to attend a meeting to develop an intervention strategy. ● To calculate % attendance for Study Period: FORMULA: # of sessions attended/# of total scheduled sessions for study period (<i>BSB Study Period example:</i> 20 sessions attended/(2 sessions per week for 12 weeks) 24 = 83% <i>CPC Study Period example:</i> 42 sessions attended/(3 sessions per week for 16 weeks) 48 = 87% 	<p>RTO Manager Administrator</p>

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Procedure	Responsibility
<p><i>AUR Study Period example:</i> 60 sessions attended/(3 sessions per week for 22 weeks) 66 = 90%)</p> <ul style="list-style-type: none"> At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required. Advise the student that if their attendance in a given Study Period drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress. 	
<ul style="list-style-type: none"> Send a Final Warning including intention to notify DHA If a review of a student's attendance record show that even if the student attends every scheduled session for the rest of the course, their attendance will not meet the 80% requirement, then follow the steps below. <ul style="list-style-type: none"> <i>To calculate projected total % attendance:</i> FORMULA: <i># of sessions attended+# of remaining sessions/# of total scheduled sessions for course</i> <i>total course example:</i> <i>36 sessions attended+36 remaining sessions/(3 sessions per week for 36 weeks) 108 = 66%</i> Issue a Notice of Intention to Report for Unsatisfactory Attendance of Trinity Institute (Australia)'s intention to notify DHA. Do not report students where 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 Trinity Institute (Australia)'s Deferral, Suspension and Cancellation Policy and Procedure. Advise the student of the process for appealing against this decision via Trinity Institute (Australia)'s Complaints and Appeals process and that they have 20 business days to decide if they wish to appeal the decisions. Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Trinity Institute (Australia)'s intention to notify. Students may continue to attend sessions during the appeals process as specified in Trinity Institute (Australia)'s Complaints and Appeals Policy and Procedure. Place a copy of the Notice of Intention to Report any other relevant documentation on the student's file. 	<p>RTO Manager Administrator</p>

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Procedure	Responsibility
<p>D. Following the Notice 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, report the student via PRISMS by the Administrator for breach of attendance requirements. 	<p>RTO Manager Administrator</p>

Document Control

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