



AFWE

Australian Future Wellbeing Education
RTO 45553 CRICOS PROVIDER 03811G

Policy 17A: COURSE PROGRESS AND ATTENDANCE POLICY & PROCEDURES INTERNATIONAL STUDENTS

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.
- AFWE monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Course progress requirements

- A study period at AFWE comprises of a number of subjects totaling a minimum and no more than 20 hours per week and delivered over a ten-week (10) week period. Unsatisfactory progress is defined as not successfully completing or demonstrating competency for at least 50% of the course requirements in that study period. **If some units are delivered throughout 2 consecutive terms, the consecutive 2 terms are seen as one study period.**
- Where a student does not meet course requirements for two(2) consecutive study periods they may be reported DHA that may result in the cancellation of the Student Visa. Note: If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, AFWE is not required to report the student to DHA and the Intervention Strategy process will begin.
- Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
 - Satisfactory completion of summative and formative assessment tasks.
 - Attendance requirements of at least 80% for International students.
- Requirements are designed to uphold the academic integrity of the registered course with consideration to the length of the study period and number of units/subjects and assessment requirements of the course.
- Students are advised of course progress requirements in each *Course Outline* and in their course orientation.
- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- AFWE uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities, and other measures of academic progress as defined in the procedures.
- All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.
- AFWE is not required to monitor international students' attendance for all of our registered VET courses.



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3. Intervention Strategy

- AFWE ensures that it identifies, notifies and assist 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, or Individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that AFWE can provide such as:
 - 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 tutorial or study groups;
 - receiving individual case management;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where AFWE is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative course; or
 - a combination of the above and a reduction in course load.

4. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - 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;
 - 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); or
 - where AFWE is unable to offer a pre-requisite unit.



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- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or
- An approved deferral or suspension of studies has been granted in accordance with AFWE's *Deferral, Suspension and Cancellation Policy and Procedure*.
- 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 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, AFWE 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.

5. 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, AFWE will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per AFWE's *Complaints and Appeals Policy and Procedures* If the student chooses to access this process, the student will not be reported until this process is complete.
- AFWE 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.



6. Publication

- This policy and procedure will be published on AFWE's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students in the Course Outline and at their orientation.
- AFWE's administration officer, student support, trainer, assessor, manager and CEO will be informed with any updates made.

Procedure

Monitor course progress

National Code: Standard 8

A. Monitor course progress

- Assess and monitor students course progress, in relation to the course progress requirements set out in the course curriculum through:
 - Reviewing class participation
 - Evaluating assessments
- AFWE's student support monitor, record the course progress of each student.
- To demonstrate satisfactory course progress, students need to achieve competency in at least 50% of the units required to be undertaken in one study period.
- The student support advises the RTO Manager in writing within 10 working days of the end of each study period if a student has failed to achieve satisfactory course progress.
- In addition, all student results are entered into RTO Cloud Data student management system by administration officer within 10 working days of the end of each study period which also alerts the College of any unsatisfactory course progress.
- The course progress of these students is reviewed and assessed within 15 working days of the end of each study period by the RTO Manager.
- Students who have begun a new study period or part way through a study period will be assessed after one full study period.
- The RTO manager begins and manages the Unsatisfactory Course Progress Intervention Strategy outlined below.
- Keep records of progress on each student's file or in general document such as course progress file.
- Keep records of any communication with students regarding to course progress in student's file as Diary Notes.



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B. Unsatisfactory course progress – Stage 1

- The student support advises the RTO Manager in writing within 10 working days of the end of each study period if a student has failed to achieve satisfactory course progress.
- In addition, all student results are entered into RTO Data Cloud student management system by administration within 10 working days of the end of each study period which also alerts the College of any unsatisfactory course progress.
- Students who fail to achieve competency in 50% of units in one study period will receive an Unsatisfactory Course Progress Warning letter, initiated by the RTO Manager within 10 working days of completion of the study period and inviting the student to attend a meeting with RTO Manager to develop an intervention strategy, face-to-face or by discussing the issue over the phone.
- This letter informs the student that failure to gain academic success in two (2) consecutive compulsory study periods will lead to Spencer College reporting the student to DHA for unsatisfactory course progress.
- During the meeting, RTO manager discusses the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student.
- RTO manager informs students of the implications of amending their CoE, if applicable.
- RTO manager records outcomes of the meeting in the *Intervention Strategy Form*.
- Ensure *Intervention Strategy Form* is signed by the student to state that they agree to the intervention strategy.
- Implement intervention strategy as documented in the *Intervention Strategy Form* as soon as possible and within 5 working days of the meeting. The intervention strategy must be activated within the first four weeks of the following study period.
- 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.
- To issue a new CoE to extend the duration of the student's study, the RTO manager finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.
- The student's individual strategy for academic improvement will be monitored over the following study period by the student support.
- Place all documentation on the student's file.

If the student does not sufficiently improve academically and fails to achieve satisfactory course progress by the end of the next consecutive study period, Spencer College will forward an Intention to Report Course Progress letter advising the student of its intention to report the student for breach of their visa conditions and that he/she has 20 working days from expected receipt of such letter in which to access the College's Complaints and Appeals process.

C. Inform student of intention to report following continuing unsatisfactory course progress

- 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.



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- Inform student in the same letter of their right to access AFWE 's Complaints and Appeals process and that they have 20 working 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 working days indicating AFWE 's intention to notify. Students must continue to attend classes during the appeals process as specified in AFWE 's *Complaints and Appeals Policy and Procedure*.

- This notice must be sent by post to the student's registered address, as well as by email.
- Place a copy of the Letter and any other relevant documentation will be placed on the student file.

D. Following the Notification of Intention to Report

- 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 and requirements with 7 working days.