

# Academic Progress, Completion and Attendance Policy

## 1. Purpose and Legislative Background

This policy provides a documented process for monitoring students’ academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students’ unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 8 - Overseas student visa requirements.

## 2. Scope

This policy applies to all overseas students current and prospective as well as those continuing study. This policy is relevant to Omni College as a registered training organisation, required by the regulators and Australian Department of Home Affairs to report upon students’ academic progress, rather than attendance. *Within this policy are policy items (Section 4.5 Attendance Monitoring) for attendance monitoring requirements should Omni College be required by ASQA to use attendance-based monitoring now or in the future. (8.10)*

The attendance of each student enrolled with Omni College will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory academic progress. However, the Progress, Completion and Attendance Policy does not require Omni College to report unsatisfactory attendance under the conditions of the overseas student visa.

## 3. Definitions

Academic performance	Assessment of competency as students’ progress through the qualification.
CoE	Confirmation of Enrolment.
Course	Refers to the specific course a student is enrolled
Intervention Strategy	<ul style="list-style-type: none"> <li>• Systematic plan of action consciously adapted to address and reduce the causes of academic failure to complete studies within the course duration.</li> <li>• Intervention strategy as devised by the Training Coordinator.</li> </ul>

At Risk	<p>“At Risk” student is a student who is considered as not (or potentially not) meeting academic progress for any reasons, including:</p> <ul style="list-style-type: none"> <li>• where the student has failed or is not deemed Competent in 50 percent or more of the units attempted in any study period.</li> <li>• fails a prerequisite unit in a term/ study period.</li> </ul>
Satisfactory academic progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
Unsatisfactory academic progress	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that term/ study period.
Academic Support Officer	Person at Omni College, who monitors the academic progress based on the results compiled and entered on SMS.
Unit	Unit of Competency.
VET	Vocational Education and Training.
SMS	Student Management System used by Omni College.
Study Period	A study period is the regular scheduled term of study between study breaks, often of 11 weeks duration.
Satisfactory course attendance	Defined as successfully attending at least 80% of the schedule classes during the study period.

#### 4. Policy statement

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of not satisfactorily completing a course of study can be identified and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory academic progress and, where applicable, attendance in each study period, prior to their commencement in any course.

#### 4.1 Course completion within the expected duration of study

4.1.1 Omni College is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

4.1.2 In addition, Omni College must monitor each student's enrolment to ensure: they undertake no more than one-third of their course Online or by Distance learning and are enrolled in at least one face to face subject in each compulsory study period, unless the student is completing the last unit of their course.

#### 4.2 Monitoring and tracking academic progress and completion

4.2.1 Omni College maintains and tracks academic progress via the Results and Academic Progress register or the Student Management System (SMS). Alerts and warnings are communicated to the Students by the Academic Support Officer.

4.2.2 Each course is setup within the SMS, with the required units, timeframes, delivery methods and sessions for delivery.

4.2.3 Students are enrolled into the course and a Class Schedule is provided to the student on the orientation day, this includes all term breaks, and **each term is a study period.**

4.2.4 The class schedules for each term/ study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and are achieving satisfactory academic progress.

4.2.5 Assessors forward the results for their respective students for updating the Results and Academic Progress register or the SMS at the end of each Unit.

4.2.6 The academic support officer(s) notify the students via SMS in case they are deemed 'Not Competent' for any unit of study during the term/ study period advising them to contact the trainer/ assessor for clarity on the assessment requirements and a resubmission.

4.2.6 **Academic progress is then monitored & intervened via the 'Results and Academic Progress' register, the Intervention follow Up register or the reports from the SMS as per the Intervention Policy & Procedures.**

4.2.7 Students' intake that does not align with the semester start dates will have their academic progress assessed for the duration remaining in the compulsory study period, for example: student begins in midterm shall have their academic progress monitored for units of competence in the remaining weeks of that term. If the student commences the course after the midterm intake start date, that period will not be taken into consideration during the calculation of meeting satisfactory academic progress requirements for that study period.

#### 4.3 Reporting for unsatisfactory academic progress

4.3.1 Omni College will only report unsatisfactory academic progress on PRISMS and advise Australian Department of Home Affairs if:

- a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Omni College as the registered provider, or
- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

4.3.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancelation of CoE, thereby notifying the Australian Department of Home Affairs of the student's breach.

4.3.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Behaviour Policy.

#### 4.4 Attendance monitoring

Omni College trainers will monitor student attendance, participation, and progress. Trainers will advise Student & Academic Support Officer in a timely manner if the student is identified as requiring academic support and/or counselling.

**Omni College may be required by ASQA to use attendance-based monitoring now or in the future in addition to academic progress monitoring. This would be as a condition of Registration and certain action are required by Omni College which are enumerated below in succeeding paragraphs.**

***(Please note this is relevant only if ASQA have the monitoring of minimum attendance requirements set as a condition of RTO registration. Where this is not the case at the present time, disregard this section 4.4- Attendance Monitoring and 4.5 - Reporting for unsatisfactory attendance. All students and Staff will however be communicated as and when this condition is imposed as a condition of registration prior to implementing this requirement.)***

4.4.1 Whereby directed by ASQA as the ESOS Agency, it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours.

4.4.2 If it required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.

4.4.3 Policy items and processes for attendance monitoring requirements:

- a) Student attendance and participation in scheduled classes is monitored in accordance with ASQA requirements. Where students do not attend classes regularly, they would be sent warning letters notifying them of consequences including cancellation of enrolments based on "Student inactively Notified Cessation of Studies". This clause is also used where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment.
- b) Upon identification that a student has not attended the classes without any notification for any grounds for compelling and compassionate circumstances, Omni College will notify students at the end of 2nd week requiring them to come and meet the student & academic support team and the trainer. This is to assist overseas students who are at risk of not being able to complete their course within the nominated duration (including from their participation in tuition activities). If the student does not respond and continues to absent himself/herself even after 4 continuous weeks, the enrolment will be cancelled, the reasons for cancellation will be stated as "student inactively notifies cessation of studies at Omni College".
- c) "Students inactively notifies cessation of studies at Omni College" is also applicable where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment. The status of the CoE will result in the status of the CoE for the student changing to 'Cancelled'.

#### 4.4.4 Processes for attendance monitoring requirements:

- a) Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the SMS.
- b) Using this information in the SMS, the weekly attendance records are reviewed, and a report is generated to identify Students at risk of not satisfying attendance requirements.
- c) The student identified as being at risk are notified by email. This notification is recorded in the SMS against the contacted students' contact log.
- d) Should the student be absent for five consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview. The first warning Letter will warn the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- e) If a second five consecutive days absence occurs without prior approval or having reached attendance levels close to a minimum of 80%, the student is sent a 2nd warning letter calling for a meeting. 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 drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress.
- f) Students who will be falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:
  - i. a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable.
  - ii. a statement explaining that Omni College is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
- g) If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement.
- h) Issue a Notice of Intention to Report for Unsatisfactory Attendance of Omni College intention to notify DHA via PRISMS.

- i) 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 suspended as per Omni College Deferral, Suspension and Cancellation Policy and Procedure.
- j) Advise the student of the process for appealing against this decision via Omni College's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.

4.4.5 Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and is subject to the outcome of any appeals, which is in favour of reporting the student to the DHA.

4.4.6 If the student uses the 20-day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether to report the student to Australian Department of Home Affairs.

4.4.7 Omni College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress.

#### 4.5 Reporting for unsatisfactory attendance

4.5.1 Omni College will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs, if:

- a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Omni College as the registered provider, or
- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- c) the overseas student has chosen not to access the external complaints and appeals process, or
- d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

4.5.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancellation of CoE and thereby notifying the Australian Department of Home Affairs of the student's breach.

#### 4.6 Extension to course duration

4.6.1 Omni College will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the student's COE, as the result of (8.16):

- a) Compassionate or compelling circumstances as assessed based on demonstrable evidence, or.
- b) Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory academic/ course progress, or.
- c) Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy).

All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.

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

4.6.3 If an extension to the duration of the student's enrolment is granted, Omni College will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

#### 4.7 Publishing and dissemination of course progress monitoring

4.7.1 Course Progress Monitoring information will be published in all student information so that students and/or future students will be notified of:

- a) The requirements for achieving satisfactory academic/ course progress.
- b) The process for assessing satisfactory academic/ course progress.
- c) The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory academic/ course progress.
- d) The process for determining the point at which the student has failed to meet Satisfactory academic/ course Progress.



- e) Procedure for notifying students that they have failed to meet satisfactory academic/ course progress requirements.

4.7.2 Omni College will also make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

## 5. Responsibilities

Role within RTO	Area of responsibility
Director/CEO	Approval Authority
RTO Manager	Development / Review and Compliance
Training Coordinator	Implementation, Monitoring and Evaluation
Student Administration	Complaints and Appeals

## 6. Related legislation and regulations

Education Services for Overseas Students (ESOS) Act 2000; The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as ‘the National Code 2018’ Standard 8 Standards for Registered Training Organisations

## 7. Related policies & documents

The following are the related policies and documents for academic progress, completion and attendance policy:

- a) Student Intervention Policy
- b) Results & Academic progress register or the Progress reports from the SMS
- c) ‘Unsatisfactory Academic Progress’ 1st Warning
- d) ‘Unsatisfactory Academic Progress’ 2nd Warning
- e) ‘Intention to report - Unsatisfactory Academic progress’ Letter
- f) Reassessment Approval letter
- g) Intervention Strategy Form
- h) Complaints and Appeals Form
- i) Academic Progress Report letter
- j) Attendance Reminder Notices and other warning letters. [Where section 4.5 Attendance Monitoring is relevant]

## **8. Management Action and Responsibility**

*The policy must be approved by the CEO before it takes effect.*