



## Course Progress and Attendance Monitoring Policy and Procedure - (International students)

### 1. Purpose

- 1.1 The purpose of this policy is to ensure that students studying at BIT maintain satisfactory course progress throughout their studies. This policy also provides the procedure and method of dealing with unsatisfactory course progress.
- 1.2 All students must complete their course within the period specified in their CoE (standard 8 of the National Code 2018)
- 1.3 This policy articulates how BIT practices apply to International Students in compliance with the ESOS Act 2000 and Standard 6 and 8 of the National Code 2018.
- 1.4 This policy is to confirm that Brighton Institute of Technology (BIT) has a structured process in place to track course progress and attendance of each student throughout his or her studies. BIT will monitor the course progress of its students. The policy documents how BIT monitors the progress of each student to ensure that the student is in position to complete his or her course within the expected duration as specified on the student Electronic Confirmation of Enrolment (eCoE) and in what circumstances the eCoE will be extended or cancelled.
- 1.5 This policy documents how BIT assists and supports overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress.

### 2. Responsibility

- 2.1. Student Administration team will be responsible for the implementation of this policy and will ensure that staff members are aware of its application, and implement its requirements.
- 2.2. BIT will monitor and record course attendance every week and course progress at the end of each study period. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.
- 2.3. BIT student services will provide support to the students by discussing and implementing intervention strategies for students who are at risk of failing to meet course progress and/or attendance requirements.
- 2.4. Students who are not attending classes may mean that they might not make satisfactory course progress. If students are unable to meet satisfactory course requirements despite repeated warnings and implementing intervention strategies, Student Administration team will start the process of reporting student to the Department of Home Affairs (DHA) via PRISMS will commence.
- 2.5. Compliance Manager is responsible to ensure that this policy is implemented and reviewed in timely manner.



### 3. Definitions

- 3.1. **A study period** is a discrete period measured in weeks (usually 12 weeks). The study period begins from the student's actual commencement date. The course may contain one or more study periods. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period, which may be shorter due to the course ending, but it will still be considered as a full study period.
- 3.2. **Unsatisfactory course progress**- An international student will be deemed to have made unsatisfactory course progress in any given study period by not successfully completing or demonstrating competency in the required units for that study period. All students will be given a second chance (catch up day) within the study period to gain competency should they have been found not yet competent on their first attempt.
- 3.3. **Intervention.** A student who does not complete an assessment or who is found to be NYC for an assessment will be entitled to a second chance. This second chance will be in the form of a formal intervention which is a documented process that informs the student of when they will be reassessed and what form this reassessment will take. Note: A student who fails to present for an intervention as documented will be considered in breach of course progress requirements and will be reported to DHA via PRISMS.
- 3.4. A **full-time student load** is defined as a minimum of 20 hours scheduled attendance per week however, students may be engaged for less than this minimum requirement and the duration of the course may be reduced due to the unavailability of key or prerequisite units at the time it is required.
- 3.5. **The National Code 2018:** The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students.
- 3.6. **PRISM:** Provider Registration and International Students Management System
- 3.7. **DET:** Department of Education and Training
- 3.8. **CoE** means Confirmation of Enrolment. This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the institute. The DHA requires the CoE for visa processing for international students.
- 3.9. **DHA** means Department of Home Affairs. The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.



3.10. **Satisfactory course Progress:** where a student is able to meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in the given study period.

3.11. **Student at risk:** A student at risk is defined as one who has not made satisfactory academic progress in a course for a term (providing the term is not the second consecutive term for which this is the case), and is therefore subject to an intervention strategy.

## 4. Policy

4.1. BIT will ensure that the student has participated in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, supervised study sessions. BIT will also check and ensure that all the required assessments are completed up to that point of time.

4.2. Students at BIT will be informed about satisfactory course progress and attendance requirements in each study period before the commencement of the course during orientation day.

4.3. BIT will give strong emphasis on attendance and course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

4.4. According to Standard 8.10, 8.11, 8.12 of National code 2018, BIT has implemented policy and process for monitoring and recording course attendance of overseas students.

4.5. BIT have implemented documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress and attendance requirements as per standard 8 of National Code 2018.

4.6. All assignments used as part of the monitoring of course progress are in accordance with the principles of assessment and rules of evidence. Assessment may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role-plays, written tests and exams.

4.7. During each study period (usually at the end of the term), Student Administration will identify those students who are at risk of not making satisfactory course progress. These students will be given the opportunity to discuss strategies to achieve satisfactory course progress with an appropriate BIT teaching staff member.

4.8. According to Standard 8 of National Code 2018, BIT's Student Administration staff are responsible for monitoring the progress of each student to ensure that overseas student can complete the course within the expected duration.

4.9. BIT takes the responsibility of assessing each student's progress at the end of each study period. BIT will make a judgement as to whether a student is:

- making satisfactory course progress



- at risk of not making satisfactory course progress, and therefore an intervention strategy has been implemented; or
- not making satisfactory course progress after an intervention strategy has been completed, and after all complaints and appeals processes have been finalised; at this time the student is reported to DET and DHA via PRISMS.

4.10. BIT will report unsatisfactory course progress or unsatisfactory course attendance via PRISMS.

4.11. BIT advises the students to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa if student's enrolment is extended.

## 5. Procedures

5.1. At the time of initial enrolment, each student will be provided with a course schedule, which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

5.2. Students who are identified as being "at risk" in relation to their course progress and are under an intervention strategy, may have their course schedule adjusted to accommodate a possible proposed action plan.

### 5.3. Intervention strategy.

- i. Advising students on the suitability of the course they are enrolled in.
- ii. Assisting students by giving advice on the opportunities for students to be reassessed for tasks in units or subjects they have been considered not yet competent (NYC) or demonstrate the necessary competency area in which they had not been previously able to demonstrate competency.
- iii. Provide feedback to the students on their course and progress and refer them to BIT's "Intervention Meeting Record form" during the study period and delivery of the unit. This will help in identifying reasons on why an intervention strategy is being implemented.
- iv. At the end of each study period, generating a report that will identify students who are not yet competent (NYC) in the units of competency they have undertaken in that study period.
- v. Students identified as being at risk with regards to their course progress, will then be advised in writing by mail/email that they are to attend the Course Progress Review with BIT staff. At this meeting, the course progress counselling and any intervention strategy that is mutually agreed by the student and BIT staff shall be implemented.
- vi. Advising students who have not made satisfactory academic progress (failing more than 50% of units) in the study period (usually 10- 12 weeks for BIT courses), as to any requirements to re-enrol and repeat those units of study or attend pastoral care.
- vii. Advising students that unsatisfactory course progress in two consecutive study periods, for a course could lead to students being reported to DHA and cancellation of their visa: depending on the outcome of any appeal.

5.4. Intervention strategies may include, but are not limited to:

- academic skills support



- additional English support
- additional tutoring/study group
- increased monitoring
- personal counselling
- placement in a more appropriate class; and
- reduction in course load
- timetable adjustments using the new study plan.
- reviewing assessment strategies.

5.5. Where a student is identified as not making satisfactory progress for two consecutive semesters (VET) or low attendance – i.e less than 80% for ELICOS BIT will report the student to DET, via PRISMS, after notifying the student of intention to report as per Standard 8.13.1 of National code 2018, and informing the student of his or her right to appeal.

5.6. In accordance with Standard 10 (Complaints and appeals), A student has the right to access the BIT's complaints and appeals process within 20 working days.

5.7. BIT will report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act 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 days period, or
- the overseas 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.

## 5.8. Extension of Course Duration

5.8.1. International Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the compassionate and compelling circumstances listed below apply:

- On medical grounds (a medical practitioner's certificate indicating the student is unable to attend class) where in the students must provide valid supporting document,
- In exceptional compassionate and compelling circumstances beyond the student's control, such as serious illness or bereavement of a close family member, (independent evidence of the exceptional circumstances is required) and a deferment or suspension of study has been granted.
- 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 students and which could include involvement in or witnessing of a serious accident;



- Witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where the Institute is unable to offer a prerequisite unit at the time it is required, and a deferment or suspension of study has been granted.
- Where the Institute is implementing an intervention strategy for students at risk of not meeting academic progress requirements and student is complying with it.
- Where the Institute has approved the deferral of commencement of studies or the suspension of study under standard 9 of National Code 2018.

5.8.2. When the student can account for the variation/s by extending his or her expected duration of study, this will be reported to the DHA via PRISMS. All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

5.8.3. If BIT extends the duration of the student's enrolment, BIT will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 6. Vocational Education Training (VET)

### Course Progress Monitoring Requirements / Process – International Students

BIT's Student Administration maintains the course progress of students during the term (period of 10- 12 weeks) for VET course. Course progress is monitored regularly, and steps are taken if student's course progress is low. Student Administration will be the point of contact for international students. BIT will provide reasonable support to help them achieve satisfactory progress.

- 6.1. Student's course progress will be assessed and monitored regularly, in relation to the course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period.
- 6.2. At the course monitoring point, student's course progress will be reviewed to determine if students are at risk of not meeting course progress requirements.
- 6.3. Follow up will be done with academic staff to check if the records are incomplete or complete.
- 6.4. Student gets first warning letter if their course progress is less than 50% for the first term.
- 6.5. After 1st warning letter, they are required to see Student Administration to identify the reason behind their low course progress.
- 6.6. BIT ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. GI will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.



6.7. “Intervention Meeting Record Form” is used to identify the reasons and provide support to students if the reasons for low course progress falls under the circumstances mentioned above.

- This is done to ensure that the student can meet all the course requirements and successfully complete the course within the expected time.
- Intervention Strategy form: This form is used to record the intervention meeting outcomes for an intervention invoked due to failure to meet satisfactory attendance or course progress.
- Information is discussed directly with the students, and they are required to sign the form to indicate agreement to the intervention strategies.
- This form is completed by the Student Administration during the interview with the student as part of the intervention strategy procedure and is filed in student’s administration file.
- A copy of the intervention agreement is given to the student for their records.

6.8. BIT ensures to provide support to students by:

- Providing them with extra tuition
- English language support;
- Extending their duration of study
- Making timetable adjustments using the new study plan
- Reviewing assessment strategies
- Providing counselling

6.9. Any extension to the duration of a student’s course is to be notified by the Institute on PRISMS and if necessary, a new eCoE is issued.

6.10. Any extension to the duration of a student’s course, and the reason/s for the extension is recorded by the Institute on the student’s file.

6.11. Student Administration will contact students through the student’s management system by calling, sending messages and emailing them on regular basis.

6.12. If student:

- a. did not attend the meeting after sending warning letter.
- b. has not followed the intervention strategy as discussed, or
- c. Course progress is still at risk i.e. not demonstrating competency in at least 50% of the units for the second consecutive study period.

6.13. Administration staff or Training Manager will issue 2nd Warning letter. Students will be given another chance to meet with the Training Manager or student administration and discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student.

6.14. 2nd warning letter is given to the student if he/she does not come to class even after the meeting with Student Administration and they are at the risk of failing more than 50% units in second consecutive study period. It is usually sent within week 6-7 of second consecutive study period.



6.15. Inform the student of “Intention to report” for making unsatisfactory course progress continuously.

- a. Course progress will be monitored continuously. If student has failed in more than 50% of their units in two consecutive study periods despite of implementing intervention strategies, students will **be notified in writing of intention to report** them to DHA via PRISMS through “Intention to report letter” at the end of the second consecutive study period.
- b. Reasons for intention to report will be notified in the letter.
- c. Student will be informed of their right to access BIT’s Complaints and Appeals process within 20 working days of receiving the “Intention to report” letter (the date specified on the letter).
- d. Students who choose to access this process will not be reported if they appeal within 20 working days indicating BIT’s intention to notify. Students must continue to attend their classes during the appeals process as specified in BIT’s *Complaints and Appeals Policy and Procedure*.
- e. BIT will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if:
  - i. the internal and external complaints processes have been completed and the decision or recommendation supports BIT’s decision, or
  - ii. the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
  - iii. the student has chosen not to access the external complaints and appeals process,
  - iv. the student withdraws from the internal or external appeals processes by notifying BIT in writing.
  - v. BIT will keep a copy of the Letter and any other relevant documentation

6.16. **Following the Notification of Intention to Report**

- a. 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, BIT will report the student to DHA via PRISMS for breach of course progress requirements and his/her CoE will be cancelled.
- b. If student appeals to external authority e.g. Commonwealth Ombudsman, BIT will not report the student until appeal process is concluded.
- c. Student’s enrolment will be kept active until both Internal and External complaints and appeals process have been completed.

Note: Although BIT’s reporting is based on course progress, students are expected to attend all classes as timetabled. Any student absent for more than 5 days will be contacted by Student Administration to explain the reason for absenteeism and to identify and provide any support that may be required. However, students in VET courses at BIT will be reported to the Department of Home affairs (DHA) based on unsatisfactory course progress.

## 7. ELICOS (English) - Attendance Monitoring Requirements / Process – International Students

7.1. BIT’s Student Administration monitors the attendance of students every week.

7.2. All students undertaking this course are required to maintain a minimum of 80% attendance.

7.3. Student attendance is recorded by the trainer on attendance sheet with date and details of session.

7.4. The attendance sheet is shared with the admin after every class.





- 7.5. Administration team maintain the attendance record on excel sheet and percentage is calculated on weekly basis by a prefilled formula.
- 7.6. If a student is absent for full week, he/she will be contacted by email and/or an SMS will be sent from the student management system.
- 7.7. Student will be asked to attend a meeting at BIT with trainer and the need for support will be identified. An intervention strategy will be applied. Intervention strategies may include, but are not limited to:
  - additional English support
  - additional tutoring/study group
  - increased monitoring
  - personal counselling
  - placement in a more appropriate class; and
  - reduction in course load
  - timetable adjustments using a new study plan.
  - reviewing assessment strategies.
- 7.8. Student monitoring is done for entire course duration as ELICOS courses vary in their duration by the administration team.
- 7.9. Student having below 90% attendance for the course are given first warning letter after which they are required to attend their classes regularly to keep their attendance above 90%.
- 7.10. First attendance warning letter will be sent to the student inviting him/her to meet with the Administration team to discuss any issues or problems that a student might be facing so that support can be provided.
- 7.11. During this meeting, BIT will:
  - a. Discuss the reasons for the low attendance with the student if students have been absent for more than five consecutive days without approval and/or who are at risk of not meeting attendance requirements before student's attendance drops below 80%. An appropriate Intervention strategy will be discussed and identified during the discussion if he/she requires.
  - b. Offer support services to students which may include, but not limited, to academic and future progress advice, welfare matters to meet the overseas student's visa requirements. (refer to Intervention strategy and/or Student Support and Welfare policy for more details)
  - c. Remind the student that if they continue to not meet the attendance and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status.
- 7.12. BIT will keep a brief summary of this discussion, as well as a copy of this letter.
- 7.13. Continue to monitor the student's attendance.
- 7.14. After first warning letter, if a student's attendance is below 85%, then a second warning letter is issued to them. The same intervention strategy is implemented as above.
- 7.15. If a student still does not attend classes and attendance has fallen to the point that student attendance will be below 80% for the course, they are given letter with an Intention to report.



- 7.16. If a student comes appeals within 20 days, an Intervention strategy can be implemented. In this case, a student is required to fill up “Intervention Meeting Record Form”. Refer to point 3 of VET requirements/process for more information on “Intervention Meeting Record Form”.
- 7.17. Once the reason for the implementation of the individual intervention strategy is identified, BIT will provide support to students and may extend the duration of the student’s course only in the circumstance as mentioned above in point 5.0.
- 7.18. Students are advised to contact the Training Manager or trainer and access internal complaints and appeals process of the college if they wish to.
- 7.19. If a student’s attendance is below 80 % even after the following:
- 2 warnings,
  - completion of intervention strategy, and
  - after all complaints and appeals processes have been finalised
- 7.20. The student is reported to the Department of Home affairs (DHA) via PRISM and their CoE is cancelled without further notice.
- 7.21. Intention to report procedure and right to appeal procedure will be same as the procedure for VET mentioned above.

## 8.0 Related Documents

1. 1st warning letter for Unsatisfactory Course Progress or Attendance
2. 2<sup>nd</sup> warning letter for Unsatisfactory Course Progress or Attendance
3. Notice of Intention to Report for Unsatisfactory Course Progress or Attendance
4. Intervention Form