



Monitoring & Reporting, Attendance & Progress Policy

1. PURPOSE

Under the Education Services for Overseas Students (ESOS) legislation, international students must achieve satisfactory course progress. If they do not do so this constitutes a visa breach and Melbourne College of Business and Technology (further known as the college) is obliged by law to report them to government agencies.

Course attendance and course progress are intrinsically linked and course attendance is often the primary cause and primary indicator of low course progress however low academic achievement may also directly contribute to low course attendance.

In both instances, if the student was not constrained by their Visa conditions, extending the course would be a primary option, however International Students may be disadvantaged without other appropriate strategies including timely monitoring and responsive and flexible corrective strategies.

This policy addresses these issues holistically.

Under this policy students are required to achieve more than 50% of total units in a semester to a competent level as assessed by the college (Course Progress).

Procedures that capture low attendance and/or low course progress are centred on the Trainer completing regular attendance and progress reports. The method and corrective strategies are listed within this policy however these may be superseded by features of the electronic Student Management System where appropriate so long as it complies with the relevant legislation.

2. SCOPE

The scope of this policy extends to cover all international students.

3. REFERENCES

National Code 2018: Standard 8 – Overseas student visa requirements

Registered providers must safeguard the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their visa requirements for course attendance and course progress. Standard 8 sets flexible provisions to allow online learning while maintaining appropriate standards for overseas students to comply with student visa conditions.

4. RESPONSIBLE PARTIES

CEO

Course Coordinator

Trainers and Assessors

Student Service Officer

Administration Staff

5. DEFINITIONS

CoE Confirmation of Enrolment



APPLICATION

Rules and Procedures will be developed by the College to ensure the execution of this policy. Other forms and documents may form part of the Procedures required to enact this policy and in some cases, the required use of a form is the only rule or Procedure required to enact a Policy. Any such forms and documents will be listed within this Policy. The Rules and Procedures may change from time to time as the technology to enact this policy changes. An electronic Student Management System may automate or replace parts of this procedure and the business operations of the College on a 'business case' basis (so long as it complies with relevant legislation) may contribute to improvement or replacement of parts of or all of the Rules and Procedures. The Policy will however, be adhered to and any changes to the Rules and Procedures will remain consistent with or superior to the Rules and Procedures contained within this document.

It is a requirement under the legislation that the college contact and counsel students who fail to achieve satisfactory course progress. The College will also monitor closely course attendance if students are not meeting course progress requirement.

Attendance and overall course progress and course progress for each individual international student at the college must be monitored by the Course Coordinator every month and assessed against the student's ability to complete the course.

The Course Coordinator will report to the CEO any instances where the enrolment load may impact on the ability of students to complete the course within the duration specified in their CoE.

The following rules will be applied to ensure compliance with the legislation.

7. RULES & PROCEDURES

- a. The college maintains a record of course progress which may be presented where it is deemed necessary to do so and allowable under the ESOS Act 2000.
- b. Information is collected about the student on the student enrolment form in order to meet the college's obligation under the ESOS Act and the National Code 2018, to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Student Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about the student on the enrolment form and during their enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances, information collected on the enrolment form about the student will only be disclosed with the trainee's consent or when required by law.
- c. The college monitors student's course progress to ensure that they are in a position to complete within the expected duration of study by employing:
 - i. attendance recording
 - ii. course progression monitoring procedures



- iii. the prevention and intervention strategies
- d. The situations where students who are at risk of not achieving satisfactory course progress:
 - i. The student has not successfully completed at least 50% of the total units in one semester
 - ii. The student has failed to attend 6 consecutive classes
 - iii. The student who is identified as at risk of making unsatisfactory course progress before the end of the semester
- e. The Trainer or assessors will monitor each student's progress and record each unit outcome for the units studied within the student's chosen course.
- f. Trainers are to provide the Administration staff with the academic progress report so that the student's academic result is recorded in the Student Management System. Administration staff ensure that the assessment is recorded accurately.
- g. Course progress is monitored at the end of each calendar month and additionally at the end of each semester by Course Coordinator.
- h. The intervention strategy must be activated at a minimum when the student has not completed at least 50% of the total units in one semester, while the college may activate an intervention strategy at any point before the end of the semester when the student is identified to be at risk of not meeting satisfactory course progress.
- i. Each student's course progress will be assessed at the end of each semester. However, trainers should monitor student's course progress throughout the semester and report to the Student Support Officer if the student is identified to be at risk of not meeting satisfactory course progress. At this point intervention strategy is activated.
- j. The college contacts and counsels students who have not successfully completed at least 50% of the total units in one semester. Unsatisfactory Academic Progress (Initial) Warning Letter will be sent to the students as part of the prevent and intervention strategy.
- k. Students who are deemed "Not Yet Competent" are entitled to the right to reassessment. Students will need to repeat the unit and pay the additional fees where the student has been deemed "Not Yet Competent" after two re-assessment attempts or the final due date of the assessment has been missed.
- l. Students who fail to attend the course counselling session without a reasonable reason may be sent the Final Unsatisfactory Academic Progress Warning letter.
- m. The details of contacting and counselling students must be recorded on the Student Management System (including any unsuccessful attempts to contact students).
- n. If a student cannot be contacted after several attempts, efforts are to be made to contact his/her emergency contact person and ascertain the reason for his/her loss of contact. A report to authorities such as police may need to be made in extreme circumstances.
- o. In order that the college is able to contact students in the above situations, students are required to submit a change of details form whenever their contact details or living arrangements change and in addition as students are required to complete an International



Change of Address -Details Form every 6 months confirming any new contact details as a mandatory double check. The college Administration staff will issue the Change of address forms at an interval of 6 months after the commencement of each course and 6 months after each subsequent interval.

- p. The following prevention and intervention strategies may be put in place:
- i. Student attendance timetable drawn up
 - ii. Advise students of opportunities for reassessment
 - iii. Advise student on the suitability of the course they are enrolled in and possible alternatives
 - iv. A fortnightly intervention meeting for the current study period with the Course Coordinator. A fortnightly intervention meeting includes the following:
 1. Monitor fortnightly attendance
 2. Monitor fortnightly academic involvement
 3. Implementation of the study timetable
 - v. Provide additional tutorial
 - vi. Provide counselling
 - vii. Providing assistance with personal issues which are influencing progress
 - viii. Reinforce that unsatisfactory course progress in 2 semesters may lead to the student being reported to Department of Home Affairs via PRISMS
- q. The following compassionate and compelling circumstances will need special considerations and involve support from Student Support Officer:
- i. Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - ii. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel and this impacts on the student's studies
 - iv. A traumatic experience which has impacted on the students such as (where possible police or psychologist's reports should be provided):
 1. Involvement in, or witnessing of a serious accident
 2. Witnessing or being the victim of a serious crime, impacting the student
- r. The students who fail more than 50% of units in two consecutive semesters will be notified in writing of the college's intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access complaints and appeals process within 20 working days.
- s. Once it is not possible for a student to meet satisfactory course progress (even if it is assumed that he/she achieve "Competent" for the rest of the units), the Chief Executive Officer will verify the details of the academic results and the student's situation before reporting the student to appropriate government agencies as required by legislation.



- t. All communication between the student and the College is recorded in the Student Management system.
- u. If applicable, the following will be maintained in the Student Management system:
 - i. Unsatisfactory Academic Progress (Initial) Warning letter
 - ii. Final Unsatisfactory Academic Progress Warning letter
 - iii. Notes from counselling sessions
 - iv. Medical certificates
 - v. Supporting documents
 - vi. Appeal documents
 - vii. Intention to report letter
 - viii. Other relevant documents

8. DOCUMENTS

Document 105a - Non-Attendance at Classes – First Warning.CRICOS.docx
Document 105b - Non-Attendance at Classes – Second Warning.CRICOS.docx
Document 106 - Course Progress Requirements – Intention to Report.CRICOS.docx
Document 107 - Intention to Cancel-Suspend Letter.CRICOS.docx
Document 104 - Deferral-Suspension-Cancellation.CRICOS
Document 20a - International Student Handbook.CRICOS.docx
Document 60a - International Change of Address -Details Form.CRICOS.docx