



Satisfactory Course Progress, Attendance Monitoring and Reporting Policy for Overseas VET Students (V4)

Date	Action	Version
7 October 2015	Policy developed and approved	1.0
August 2017	Update	2.0
August 2019	Review	3.0
6 April 2020	Review	3.0
1 May 2020	Update	4.0
December 2021	Review	

Responsibility for Implementation: Head of Trainers, Admissions and Student Services Coordinator

Authority: Approved by PEO

1. Purpose

The purpose of this policy is to support overseas students to meet Student Visa obligations in relation to course progress and attendance. Elite Education Vocational Institute's (EEVI) overseas students will be monitored for both course progress and attendance to ensure that in addition to supporting students to meet Visa obligations, that students learning is achieved as per the training package requirements and Elite's training and assessment strategies.

The following legislation is applicable:

- Standards for Registered Training Organisations 2015
 - Clause 8.5
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
 - Standards 8.1 – 8.5
 - Standard 8.9
 - Standards 8.13 – 8.16

2. Statement of obligation

All Registered Training Organisations (RTOs) must comply with the legislative components of the Vocational Education and Training (VET) Quality Framework which includes the *Standards for Registered Training Organisations 2015* (the Standards). As an RTO, Elite Education Vocational Institute (EEVI) must comply with the Standards.

All CRICOS registered providers need to meet the requirements of the Education Services for Overseas Students (ESOS) Framework which includes the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code 2018). As a CRICOS registered provider, EEVI must comply with the National Code 2018.

3. Scope

This policy applies to all overseas students studying in a VET course at EEVI, especially students at risk of meeting or have failed to meet satisfactory course progress. This policy does not apply to any overseas students who are granted a deferment or suspension from enrolment or leave of absence. It also does not apply to students studying in an English Language Intensive Courses for Overseas Students (ELICOS) or students who have not yet commenced their VET courses with EEVI.

To ensure compliance with this policy, all nominated staff must fulfil their delegated responsibilities within the required timeframes.



4. Attendance Monitoring Procedures

Attendance Monitoring	
Action	Responsibility
1. Forward names of all commencing students to the SSO – AL ¹	SSO-E
2. Create ² /Update Attendance Lists ³	SSO-AL
3. Forward Attendance Lists to Trainers	SSO-AL
4. Print 'Attendance Sheets' for the session/s ⁴	T
5. Record attendance ⁵ .	T
6. Return ⁶ completed 'Attendance Sheets' to SSO-AL	T
7. Enter ⁷ the data from the 'Attendance Sheet' of the previous week into the 'Attendance Record'.	SSO-AL
8. Scan and file the 'Attendance Sheets' in allocated file	SSO-AL
9. Send email ⁸ to absent student/s	SSO-AL
10. Retain copy of email in student file	SSO-AL
11. Analyse ⁹ student absences and sort students into % absent categories	SSO-AL
12. Email ¹⁰ letters to students as per their absence rates	SSO-AL
13. Retain email including letter in student file	SSO-AL
14. Contact students whose absences are between 70%-75% to arrange a meeting	ASSC
15. Retain records of contact within student file	ASSC
16. Conduct meeting with student	ASSC
17. Retain records of meeting in student file	ASSC
18. Develop an intervention strategy to support student to maintain attendance above 70%	ASSC
19. Record strategy and support actions in 'Learning Contract'	ASSC
20. Give a copy of 'Learning Contract' to student	ASSC
21. Retain a copy of 'Learning Contract' in student file	ASSC
22. Report ¹¹ student in PRISMS	ASSC
23. Terminate enrolment	ASSC

1. Whilst enrolments are continuous throughout the year, commencements are only allowed at the beginning of a unit.
2. Lists will generally be created at the beginning of the calendar year when a course commences and updated at the beginning of the delivery of a unit.
3. Attendance Lists are created per session. The list includes:
 - the name of the unit of competency
 - the date
 - trainer's name
 - the session start and end time
 - list of students attending that class
 - space for each student to sign
 - space for each student to indicate the time they arrived or left.
4. Separate Attendance Lists must be printed for each session.
5. Attendance must be recorded at the beginning of the session.
Students must be supervised during the sign in and sign out including recording the time of arrival and departure. All students who do not arrive by the end of the session is to be recorded as absent.
If there is a/are student/s in class that is/are not on the Attendance List, write the student's name on the Attendance List and record attendance. Advise SSO-AL at the end of session.



6. Whilst it is preferable that Attendance Lists are returned to the SSO-AL at the of each session, it must be returned by the end of the work week.
7. This must be done every Monday to ensure any students who were absent, without prior approval, is contacted. All absences will be recorded as absent until such time as medical certificates or other supporting documents are provided and to explain the absence. Then the absence will be updated and the reason recorded.
8. Email template to be used.
9. Sort students into the following categories:
 - Attendance 75% - 80%
 - Attendance 70% - 75%
 - Attendance below 70%
10. Use Letter templates as per absence categories
11. <20 days of the date of the letter: Only if student has advised in writing that they have chosen not to access the internal complaints and appeals process or withdraws from the internal complaints and appeals process Otherwise, once the complaints and appeals process is finalised and the decision is in favour of EEVI.
All reporting must be done before 31 days of the date of the letter.

5. Course Progress Monitoring Procedures

Course Progress Monitoring	
Action	Responsibility
1. Ensure all students are enrolled in the correct course (therefore the correct units)	SSO-E
2. Mark assessments within 2 weeks from submission	A
3. Forward Assessment outcomes to SSO-E	A
4. Enter ¹ results into the SMS	SSO-E
5. Generate ² 'Course Progress Report'	SSO-E
6. Assess course progress and identify ³ students who have not progressed	SSO-E
7. Email ⁴ student letter	SSO-E
8. Retain email including letter in student file	SSO-E
9. Contact students to arrange a meeting	ASSC
10. Retain records of contact within student file	ASSC
11. Conduct meeting with student	ASSC
12. Retain records of meeting in student file	ASSC
13. Develop an intervention strategy to support student to maintain satisfactory course progression	ASSC
14. Record strategy and support actions in 'Learning Contract'	ASSC
15. Give a copy of 'Learning Contract' to student	ASSC
16. Retain a copy of 'Learning Contract' in student file	ASSC
17. If agreed actions in the 'Learning Contract' are not adhered ⁵ to, email ⁶ student letter	ASSC
18. Retain email including letter in student file	ASSC
19. Repeat steps 9-12	ASSC
20. Update 'Learning Contract'	ASSC
21. Repeat steps 15-16	ASSC
22. If agreed actions in the updated 'Learning Contract' are still not adhered ⁵ to, email ⁶ student letter	ASSC
23. Retain email including letter in student file	ASSC
24. Report ⁸ student in PRISMS	ASSC
25. Terminate enrolment	ASSC

1. This should preferably be done as results are forwarded but before the beginning of the new term.



2. This will be done on the first Tuesday of Term commencing from Term 2.
3. Any student who has not achieved a Competent result in 50% of the units in the previous term.
4. 'First Cautionary Letter for Unsatisfactory Course Progress'
5. Within two weeks of the 'Learning Contract'
6. 'Second Cautionary Letter for Unsatisfactory Course Progress'
7. 'Written Notice of Intention to Report for Unsatisfactory Course Progress'
8. Only if student has not met satisfactory course progress in two consecutive study periods or makes erratic course progress and does not maintain attendance above 70% of the scheduled contact hours.
<20 days of the date of the letter: Only if student has advised in writing that they have chosen not to access the internal complaints and appeals process or withdraws from the internal complaints and appeals process
Otherwise, once the complaints and appeals process is finalised and the decision is in favour of EEVI. All reporting must be done before 31 days of the date of the letter.

Acronyms (in order of appearance):	
SSO-AL	Student Services Officer – Attendance Lists
SSO-E	Student Services Officer - Enrolments
T	Trainer
ASSC	Admissions and Student Services Coordinator
A	Assessor

Discussion with ASSC

1. Discussion may include the suitability or otherwise of the course in which the overseas student is enrolled, academic skills support, additional English support, additional tutoring/study group, placement in a more appropriate class; opportunities for reassessment in areas where they had previously not received a competent grade, increased monitoring and support by trainer, one on one tutoring to address specific problem, a mentor program, personal counselling and referral to external professional services.
2. Students may have a support person with them.

Learning Contract

1. The Learning Contract will document the issues and outline the steps and timelines required to rectify the situation and enable the student to achieve satisfactory course progress. The student will agree to abide by the Learning Contract. A copy of the plan will be placed in the student's file.

Attendance during appeals period

1. Students are permitted, in fact encouraged, to attend classes even after the 'Written Notice of Intention to Report for Unsatisfactory Course Progress' has been sent and during the appeal period.

Informing Students

Students will be informed of this policy and its consequences through the following means:

1. Pre-Enrolment Information Guide, Application Form and Agreement with Student
2. During Student Orientation
3. Student Handbook and EEVI website.

Informing Staff

Apart from the above list, Staff will also be informed of this policy and its consequences through the following means:

1. Policy & Procedures Manual
2. Staff contracts/agreements
3. Staff training (induction) and meetings

6. Forms and Systems

1. Attendance Lists
2. Attendance Sheets
3. Attendance Record
4. Email - absent
5. 'Cautionary Letter for Unsatisfactory Attendance' - 75%-80%



6. 'Cautionary Letter for Unsatisfactory Attendance' – 70%-75%
7. 'Learning Contract'
8. 'Written Notice of Intention to Report for Unsatisfactory Attendance' – under 70%
9. 'Student Complaint Form'
10. 'First Cautionary Letter for Unsatisfactory Course Progress'
11. 'Second Cautionary Letter for Unsatisfactory Course Progress'
12. 'Written Notice of Intention to Report for Unsatisfactory Course Progress'
13. SMS
14. PRISMS

7. Enforcement

Any overseas student that does not comply with this policy will have their enrolment cancelled and consequently reported via PRISMS. Immigration may also cancel the overseas student's visa.

Any staff that does not comply with this policy will have the disciplinary procedure undertaken as outlined in their contracts.

8. Definitions (in alphabetical order)

CoE: Confirmation of Enrolment

Course: means a course of education or training

Course progress: the measure of advancement within a course towards the completion of that course irrespective of whether the course completion is identified through academic merit or skill-based competencies.

CRICOS: The Commonwealth Register of Institutions and Course for Overseas Students (CRICOS) is the register prescribed under the ESOS Act

Overseas student: means a person (whether within or outside Australia) who holds a student visa.

Provider: As defined in section 6E of the ESOS Act, a provider is a registered VET provider that provides or seeks to provide, courses to overseas students.

Registered provider: As defined in section 5 of the ESOS Act, the registered provider for a course location means a provider that is registered to provide the course at the location

Study Period: a discrete period of study within a course, namely term, semester trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months. For the purposes of this policy, EEVI has defined its study period as one term.

VET: Vocational Education and Training

9. Related Information

The following policies, websites, and documents can provide supplemental information to this policy:

1. <https://www.asqa.gov.au/rto/responsibilities/complying-legislation>
2. <https://www.asqa.gov.au/cricos/requirements/legislative-obligations>
3. <https://www.legislation.gov.au/Details/F2019C00503>
4. <https://www.legislation.gov.au/Series/F2017L01182>
5. <https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500>
6. Relevant position descriptions

Elite Education Group Pty Ltd trading as Elite Education Vocational Institute

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CRICOS Provider Code: 03546G

Sydney CBD Campus: Level 6, 8 Quay Street, Haymarket, NSW 2000

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7. Corresponding staff contracts
8. Staff Recruitment Review and Promotions Policy
9. Information Privacy Policy
10. Assessment Policy
11. Assessment Appeals Policy
12. Student Deferral, Suspension or Cancellation Policy
13. Student Learning Support Policy
14. Staff Grievance Policy
15. Trainer and Assessor Employment Policy