

V1.1 Progress, Completion and Attendance Policy

1 PURPOSE

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 students as well as those continuing study

This policy is relevant to Nomi 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 3.5 Attendance Monitoring) for attendance monitoring requirements should Nomi College be required by ASQA to use attendance based monitoring now or in the future. ^(8.10)

The attendance of each client enrolled with the RTO will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory course progress. However, the Progress, Completion and Attendance Policy does not require the RTO to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes and we record attendance at every class.

3 DEFINITIONS

Academic performance	Assessment of competency as a student progresses through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
Learning Contract/ Training Plan	Intervention strategy

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Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period or at any given time during the current course.
Admin and Enrolment officer	Admin and Enrolment officer managing student admin and enrolment functions.
Unit	Unit of Competency
Unsatisfactory course progress	Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period or at any given time during the current course.
VET	Vocational Education and Training
SMS	Student Management System
Study Period	A study period is the regular scheduled term of study between study breaks, often of ten weeks duration

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 failing can be identified in sufficient time 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 course progress and, where applicable, attendance in each study period or during the current course via email, prior to their commencement in any course during orientation. (8.5)

4.1 ATTENDANCE FORMS

Nomi College will continue to use attendance forms in every training session scheduled to be run by the trainers and assessors. These attendance forms are used to determine last point of contact with students and assist in students who don't achieve competency on assessments regarding intervention strategy meetings. (8.1)

Attendance forms are updated and printed by Admin officer or student support officer. Please reference Attendance Monitoring Flowchart for process.

4.2 COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

4.2.1 Nomi 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. (8.2)

4.2.2 In addition, Nomi College must monitor each student's enrolment to ensure they:
 Take no more than one-fourth of their course Online or by Distance learning, and
 Are enrolled face to face in all the required units of competencies during the current course or where applicable during the study period.

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4.3 MONITORING AND TRACKING COURSE PROGRESS AND COMPLETION

4.3.1 maintains and tracks academic progress via the Record of Attainment, which in turn allows Student Support Officer (SSO's) to update the Student Management System. (8.1, 8.9, 8.9.1)

4.3.2 Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.

4.3.3 Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term breaks and each term is a study period (or the period between two consecutive holiday period. (8.9, 8.9.1-3)

4.3.4 The Class Schedule is in addition to the Training Plan provided at the beginning of course commencement. Class schedule is emailed to student with 20hours of study requirements. Students also have access to timetable displayed on notice board

4.3.5 The Class Schedule will be provided to the student on their orientation day, also class timetables and class schedules available in printed format in each classroom with the trainer or paste don board.

4.3.6 The class schedules though out the current course duration are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.

- a) First week of each month admission officer will generate a report for SSO to follow up within each individual campuses and will conduct a check of the current course progress and identify the students at risk of not meeting the course progress requirement. Students who are 50% of more behind and/or 2 units of more behind (marked as Not Yet Competent) during the current course, will be sent an email to attend the intervention meeting with SSO and Trainer.
- b) An intervention is the process to support and listen to student individual struggle and issue that hinder their ability to achieve satisfactory course progress in the current course. During the intervention a training plan is discussed to support the student by giving them additional time and/or additional one-to-one classes to provide learning support.
- c) This process enables Nomi College to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student. (8.3, 8.4)
- d) If a student is falling behind the course progress, the standards that Nomi College will send two warning letters with a minimum gap of 1 weeks between two warnings. At the immediate end of each study period or the time in between two term break and/or if a student if two units of more behind, this process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter and/or intervention meeting will be organised. The warning letter notifies the student to attend intervention meeting with SSO and the trainer and assessor to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE. (8.3, 8.4, 8.9, 8.9.1-5)
- e) Every student that receives a warning letter will be recorded on student management system to ensure all students have an effective follow up plan. This record keeping also

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enables Nomi College staff to manage the response from students in an appropriate and unbiased procedure.

- f) Student who fail to attend the intervention meeting, SSO and trainer will finalise the intervention meeting form by ticking student did not attend the meeting and still complete the intervention meeting form and send that to student via email.
- g) Students who fail to achieve satisfactory academic progress as per the training plan given and discussed during the intervention meeting will be issued with a Notice of Intention to Cancel/Report letter as soon as practicable, notifying them of:
our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress (8.13.1-2)
their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days. (8.13.3)

4.4 REPORTING FOR UNSATISFACTORY ACADEMIC PROGRESS

4.4.1 Nomi College will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if: (8.14)

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Nomi College as the registered provider, or (8.14.1)
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or (8.14.2)
- the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
- the overseas student withdraws from the internal or external appeals processes by notifying the Nomi College in writing. (8.14.4)

4.4.2 Only when the above criteria are met the student’s case may be referred to the Admission officer for cancellation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

4.4.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy. (8.9.1)

4.5 ATTENDANCE MONITORING

Policy items and processes for attendance monitoring requirements should Nomi College be required by ASQA to use attendance based monitoring **now or** in the future (8.10)

(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 4.5 ATTENDANCE MONITORING. However, Nomi College also use attendance as a unsatisfactory attendance may lead to unsatisfactory course progress and for that reason, Nomi College will be sending the warning letters to students as a initial measure to inform and support students where required. Nomi College will only report student on PRISMS for unsatisfactory course progress)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.

4.5.2 If required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted. (8.12)

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4.5.3 Each students' attendance is recorded and calculated weekly during the standard study period not including term break or public holiday using information from class attendance sheets which are input to the student management system master spread sheet or Student Management System(SMS). (8.12.1)

4.5.4 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. (8.12.2)

4.5.5 The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an Attendance Reminder Notice. This notification is recorded in the SMS against the contacted students' contact log.

4.5.6 Students with falling attendance percentages will be notified by email, 1st warning letter sent when the attendance falls below 80% and a second warning letter when the attendance falls below 70%. Warning letters may be send 1 week's part, if a student is not making any improvement I attending the classes. In each contact the Attendance Reminder Notice issued will include:

a request that the student to attend all classes regularly and improve attendance and contact student support officer for assistance (if required) in getting back on track. Also, a statement explaining that Nomi 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. Nomi College uses attendance as an indicator towards course progress. An unsatisfactory attendance is usually result in unsatisfactory course progress. Students with attendance below 80% or lower are reminded about keeping their attendance 80% or higher by regularly attending the classes and meeting satisfactory course progress requirement.

4.5.7 Should the student be absent for two consecutive weeks 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. (8.12.3)

4.5.8 Should the attendance rate of a student fall to 80% a 1st Final Attendance Warning Letter is sent to the student requesting a meeting with student support staff and s second warning letter is issued if the attendance falls below 70% attendance or after 7 days (if the student is still not attending the classes) warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate. (8.12.3-4)

4.5.9 A student with poor course progress and poor attendance will be asked to attend the intervention meeting and not meeting the requirement of intervention to improve the course progress, a student will be issued with Notification to Report/Cancellation letter outlining our intention to cancel and report the student to Australian Department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days. (8.13, 8.13.1)

4.5.10 Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and has been afforded the opportunity to internally appeal within 20 days. Student accessing Nomi College Complaint and Appeal policy and procedures, will be given the opportunity to be heard and a Notice of Intention to Report/Cancellation will be put on hold for another 20 working days. (8.12.4)

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4.5.11 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 and unsatisfactory course progress will review this information to make decisions on whether or not to report the student to Australian Department of Home Affairs. (8.12.4)

4.5.12 We may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 60 per cent of the scheduled course contact hours and is maintaining satisfactory course progress. (8.15, 8.151-2)

4.6 REPORTING FOR UNSATISFACTORY ATTENDANCE

4.6.1 Nomi College will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if: (8.14)

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Nomi College as the registered provider, or (8.14.1)
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or (8.14.2)
- the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)

4.6.2 Only when the above criteria are met the student's case may be referred to the Admissions Manager for cancelation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

4.7 EXTENSION TO COURSE DURATION

4.7.1 Nomi 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 students COE, as the result of: (8.16)

- Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or; (8.16.1)
- Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or; (8.16.2)
- Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy) (8.16.3)
- All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
- All extension will be charged to students based on case by case. All extension are charged as \$1000 per month and Nomi College reserve the right to wave of this fees.

4.7.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

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4.7.3 If an extension to the duration of the student's enrolment is granted, Nomi 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. (8.17)

4.8 PUBLISHING AND DISSEMINATION OF COURSE PROGRESS MONITORING

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

- The requirements for achieving satisfactory course progress
- The process for assessing satisfactory course progress
- The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory course progress
- The process for determining the point at which the student has failed to meet Satisfactory Course Progress
- Procedure for notifying students that they have failed to meet satisfactory course progress requirements

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

5 RESPONSIBILITIES ABOUT DEVELOPMENT OF POLICY AND PROCEDURES

Role within RTO	Area of responsibility
CEO, General Manager and campus Manager	Approval Authority
Compliance Officer	Development/Review
SSO and Admission Manager	Monitoring and Evaluation
Compliance Officer	Compliance
SSO and Trainers	Implementation

Trainers and campus and training coordinators/manager will be responsible for:

- reminding students of their visa attendance obligations;
- Reminding students of their requirement to maintain satisfactory academic progress
- informing students of the availability of counselling and support services should
- they be experiencing study and/or personal problems; and to
- informing students that further action will be taken should they make unsatisfactory academic progress
- The Trainer and assessor are responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress Form. As soon as Trainer and assessor become aware of any student who fails to meet the intervention strategy the Trainer and assessor must inform Campus and training coordinator.
- Trainer and assessor shall be responsible for correspondence to or meetings with students at risk, at the behest of the Campus and training coordinator.

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- The Campus and training coordinator is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.
- Admin and Enrolment officer shall be responsible for correspondence to or meetings with students at risk, at the behest of the campus and training coordinator.
- The campus and training coordinator is responsible for final decisions about students at risk and those who have been deemed to have made unsatisfactory academic progress.

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 (RTOs) 2015

7 RELATED DOCUMENTS

- Progress Completion and Attendance Procedure
- Student Intervention Policy and Procedure
- Course Progress Notification Letter
- Unsatisfactory Course Progress and Attendance 1st Warning Letter
- Unsatisfactory Course Progress and Attendance 2nd Warning Letter
- Student Intervention Strategy Form
- Notice of Intention to Cancel/Report letter
- Complaints and Appeals Form
- Where section 4.5 9Attendance **MONITORING** is relevant: Attendance Reminder Notice

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