



# Student Course Progress and Attendance Policy and Procedure

## 1. Introduction

Australian Learning Group Pty Limited (ALG) records and monitors the course attendance and course progress of each of its students in accordance with Standard 8 of the National Code of Practice for Providers of Education and Training to International Students 2018 and Standards for Registered Training Organisations (RTOs) 2015.

## 2. Purpose

The purpose of this policy and procedure is to establish arrangements for ALG to systematically monitor, record and assess students' course progress and course attendance. It also outlines how ALG proactively supports students 'at risk' of not maintaining satisfactory course progress and or failing to meet attendance requirements.

## 3. Scope

This policy and procedure apply to all international students undertaking training and assessment with ALG and all ALG staff involved in monitoring, recording and assessing course progress and attendance for and on behalf of ALG, at all ALG campuses.

## 4. Policy

### 4.1. Course Progress

ALG monitors students' course progress on a termly basis. Students must maintain satisfactory course progress which is defined by as being marked 'Satisfactory (S)' for all assessment tasks in a term. A student is deemed to have unsatisfactory course progress when they are marked 'Not Yet Satisfactory (NYS)' for one or more assessments in two consecutive terms. For clarity, two consecutive terms refer to two consecutive terms of study but does not include terms where students have an approved suspension of their course.



As part of maintaining satisfactory course progress, students must engage in the training as set out in the training and assessment strategy which reflects the training package or accredited course requirements, including:

- attending all scheduled classes, supervised study sessions and course-related information sessions
- completing all requirements of compulsory work placement
- completing the mandatory structured study activities on Canvas which may be 4 to 6 hours per week
- completing and being assessed as 'Satisfactory' for all required assessments
- complying with the [Assessment, Submission and Academic Integrity Policy and Procedure](#) and the academic conduct requirements outlined in the [Student Code of Conduct](#).

#### 4.2. Attendance

Students must maintain satisfactory attendance and are expected to attend 100 per cent of their scheduled classes and scheduled work placement hours.

Students who do not attend at least 80 per cent of scheduled classes are at risk of not achieving satisfactory attendance and being reported to the Department of Home Affairs. ALG may utilise discretion to not report a student for breaching the attendance requirements when:

- a) the student has attended at least 70 per cent of the scheduled classes and has maintained satisfactory course progress, or
- b) the student did not meet the attendance requirements due to compassionate or compelling circumstances and has provided appropriate supporting documentation.

#### 4.3. Monitoring

ALG monitors the course progress of its students to ensure the student is able to complete the course within the expected duration specified in their Confirmation of Enrolment.

#### 4.4. Intervention Strategies

ALG identifies, notifies and assists students at risk of not meeting course progress or attendance requirements.

To ensure students are able to maintain course progress and attendance, ALG may implement an intervention strategy including but not limited to:

- mandatory Language, Literacy and Numeracy (LLN) classes
- counselling services provided by Access EAP
- academic and non-academic support sessions



- meeting with a National Course Coordinator, State Lead Trainer or delegate which may include receiving advice about course suitability and how to transfer to an alternative course where appropriate,
- undertaking English studies with an ELICOS provider
- repeating a term which will incur additional payment of tuition fees.

Intervention strategies are implemented for students to manage their attendance and or course progress moving forward, prior to reporting them to the Department of Home Affairs.

#### 4.5. Completion within Expected Duration

Students must maintain full-time enrolment loads each term to ensure that the course will be completed within the expected duration of the course as specified in their Confirmation of Enrolment.

Students will only be approved to undertake a reduced study load:

- a) as part of an intervention strategy
- b) where they are unable to undertake the required units in a term due to timetabling constraints

#### 4.6. Extension of Enrolment

If a student is unable to complete their course within the expected course duration as specified in their Confirmation of Enrolment, ALG will only extend the duration of a student's enrolment if:

- a) The student has compassionate and compelling circumstances and has provided ALG with supporting evidence; or
- b) ALG has implemented, or is in the process of implementing, an intervention strategy for the student; or
- c) ALG has approved a deferral or suspension of the student's enrolment.

Where ALG extends the duration of the student's enrolment, ALG will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain an extension or a new visa. ALG does not provide immigration advice.

Students who are required to re-enrol in units they did not successfully complete in a term will only be granted a 1 term extension to complete these requirements. Students will be given a maximum of two opportunities to re-enrol at ALG's discretion.

#### 4.7. Informing Students

ALG clearly outlines and informs students before they commence their course, of the requirements to achieve satisfactory course progress and attendance.

#### 4.8. Reporting Students



Where students have not maintained satisfactory course progress or attendance, ALG is obliged to report the student to the Department of Home Affairs. Prior to reporting the student, ALG issues two warning letters to students.

Following the warning letters, ALG issues an Intention to Report to the student which:

- a) Notifies the student of ALG's Intention to Report them to the Department of Home Affairs for unsatisfactory course progress or unsatisfactory course attendance,
- b) informs the student of the reasons for the Intention to Report, and
- c) advises the student of their right to initiate an appeals, in accordance with Standard 10 of the National Code 2018, within 20 business days.

Where students choose not to appeal against the Intention to Report, ALG proceeds with the reporting process and cancellation of the student's enrolment.

#### 4.9. First Aid

Where ALG's courses include any of the below-listed first aid units of competency, students must ensure that they attend class on the day(s) it is scheduled to be trained and assessed and achieve a Competent (C) result:

- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTAID014 Provide Advanced First Aid.

In order to be issued a qualification from ALG, students who are absent or marked 'Not Yet Competent (NYC)' for the first aid unit of competency must satisfactorily complete this required unit of competency externally with another registered provider at their own cost and in their own time. Students must provide a copy of the Statement of Attainment prior to the end date of their course with ALG, which will be authenticated. Once authenticated, the student will receive a Credit Transfer (CT) for the unit of competency.

## 5. Procedure

### 5.1. Course Progress Monitoring

ALG informs its students of the requirement to maintain satisfactory course progress by:

- a) outlining course requirements for students during the designated orientation session, and emphasising the requirement (under the



National Code 2018 Standard 11) that the expected duration of their course includes a minimum of 20 scheduled course contact hours per week which comprises of 14 hours of scheduled class and 6 hours of mandatory structured self-study, and

- b) providing details of course requirements on the ALG website.

ALG identifies students at risk of not meeting course progress requirements through monitoring early indications of unsatisfactory course progress which include:

- a) failure to login into the Learning Management System (Canvas) and accessing their class materials during the first three weeks of the term,
- b) failure to participate in scheduled class activities through non-attendance,
- c) failure to undertake the compulsory structured self-study activities on Canvas, or
- d) failure to submit the first assessment task.

ALG trainers identify students at risk of not completing their course throughout the term so that support can be provided.

ALG also monitors course progress by identifying students who have failed one or more assessments. For every assessment marked, students receive a written notification including where students are marked 'Not Yet Satisfactory (NYS)', to inform them of this outcome.

A report from the Learning Management System (Canvas) is extracted at the finalisation of the term to identify students who have failed one or more assessments (including resubmissions) and an Unsatisfactory Course Progress Warning Letter is sent to the student. This letter advises a student:

- of a paid final re-submission opportunity for the failed assessment tasks as per the ALG Additional Fees Table, and
- that a Not Yet Satisfactory (NYS) outcome of this final re-submission attempt will result in the need to repeat the term, or
- to repeat the term they have failed.

ALG records students' course progress for assessments in the Learning Management System (Canvas) and for units of competency in the Student Management System (RTOManager).

A Notice of Intention to Report is issued where a student's course progress has been unsatisfactory for two consecutive terms of study or in the case a student is repeating the same subject for the second time.

## 5.2. Non-commencement of studies

Students are required to commence their course on the proposed start date. If a student is unable to commence on the proposed start date due to compassionate or compelling circumstances, the student should contact ALG as soon as possible.



Students who do not commence (or recommence) their studies will be identified at the end of Week 2 of each term. Students who have not logged into the Learning Management System (Canvas) or have not had contacted ALG will be deemed as a non-commencing student.

Non-commencing students will be contacted via email on Monday of Week 3 and given 5 business days to indicate their intention to commence their studies. Students who do not respond within the 5-day period will have their enrolment cancelled by ALG.

### 5.3. Attendance

ALG expects its students to maintain 100 per cent attendance other than absences due to illness or other exceptional personal circumstances. Students who do not attend at least 80 per cent of scheduled classes are at risk of being reported to the Department of Home Affairs.

Some subjects have special conditions for classroom attendance which must be adhered to including but not limited to First Aid units of competency which requires 100 per cent attendance. If a student arrives late, returns from a break late or leaves early, no matter how many minutes late or early, he or she will be recorded as absent for that session. This may result in needing to repeat the unit, in which case the payment of full tuition fees applies.

ALG enforces the following rules for attendance:

- All students must take notice of class start times and be punctual
- Where students arrive more than 15 minutes after the scheduled class start time, the time of arrival will be recorded
- Where students leave more than 15 minutes before the scheduled class end time, the time of departure will be recorded

In case of illness or other exceptional personal circumstances, the students must inform their trainer or a Student Experience Team member and, where relevant, provide supporting documentation.

ALG monitors the attendance of all enrolled students. The following procedure is applied:

- Attendance is recorded by the trainer in Canvas for each class (note: students can view their attendance records via the Learning Portal)
- Students who have been absent for more than five consecutive days or are at risk of falling below 80 per cent are contacted, counselled and reminded of the attendance requirements by the Student Experience Team
- Warning letters for non-attendance are sent to students in Week 4 and Week 8, advising them that if they continue to be absent, they will risk being reported for unsatisfactory attendance



- The final attendance rate is assessed for compliance assurance at the end of each term
- Where students do not meet the 80 per cent attendance requirement and they have been issued with 2 warning letters in Weeks 4 and 8, ALG will send them an Intention to Report informing that under the ESOS Act, ALG intends to report them to the Department of Home Affairs
- Students will have 20 business days to appeal against this decision. After this period, if the student has not appealed, has not withdrawn from the course, or has completed an appeals process resulting in the appeal being rejected, the student will be reported via PRISMS and their Confirmation of Enrolment will be cancelled (within 5 business days).

#### 5.4. Managing students 'at risk' and interventions strategies

ALG will identify students considered to be at risk of not completing their course within the expected course duration. These include:

- Students who do not login into the Learning Management System and present early indications of unsatisfactory course progress, who will receive a warning letter from ALG in Weeks 4 and 8
- Students who are not meeting attendance requirements, who will receive a warning letter from ALG in Weeks 4 and 8

The warning letter lists available intervention strategies. Students are responsible for acting on the intervention strategies available to maximise their chances of success in their studies. The intervention strategies are outlined in 4.4.

Additional intervention strategies may be recommended by a member of ALG's Academic Team or Student Experience Team.

An Intention to Report will be issued to a student where their progress has been unsatisfactory for two consecutive terms of study or in the case a student is repeating the same subject for the second time.

If the student does not appeal the decision, or if the appeal is not upheld, the student will be reported, and their enrolment will be cancelled.

#### 5.5. Medical Certificates

A medical certificate is necessary for all absences on medical grounds. Medical absences will be counted when calculating an attendance percentage.

ALG will only accept medical certificates signed by a registered Australian medical practitioner, health practitioner or approved health specialist unless in exceptional circumstances such as where the student has recently returned from overseas. In the case of exceptional circumstances, a full translation is required where the original documentation is not in English.



Students who are unable to maintain course progress due to medical issues will be advised to apply to suspend their enrolment in accordance with the Deferral, Suspension and Cancellation Policy and Procedure.

## 5.6. Appeals

Students who have received written notification of ALG's Intention to Report to the Department of Home Affairs, will have 20 business days to appeal against the decision. The Intention to Report sets out how to initiate an appeal.

Students may appeal on the grounds of (but not limited to):

- inaccurate calculation and recording of the student's results, records or events
- compassionate or compelling circumstances
- the fact that the intervention strategy and other policies available to the student were not implemented.

Students must submit their appeal in writing by completing the [Complaints and Appeals Form](#).

If the appeal is upheld due to inaccurate calculation or record keeping, the Intention to Report will be cancelled, the student will not be reported to the Department of Home Affairs, and his or her enrolment will remain current.

If the appeal is upheld for compassionate or compelling reasons, the Intention to Report will be cancelled, the student will not be reported to the Department of Home Affairs, and his or her enrolment will remain current, but he or she may be placed on a supportive intervention strategy for the next term.

If an appeal is unsuccessful, ALG will issue the student with a formal outcome in writing, advising that if the student wishes to pursue an external review of the decision, he or she may lodge an external appeal with the Commonwealth Ombudsman within 10 business days of the date of the written outcome notice.

Where the external appeal results in a decision in favour of the student, ALG will immediately implement the decision and/or take the preventive or corrective action required by the decision and advise the student accordingly.

## 5.7. Reporting unsatisfactory course progress in PRISMS

ALG will only report an international student for unsatisfactory course progress in PRISMS after:

- a) The internal and external complaints processes have been completed, and the breach has been upheld, or





- b) the student has chosen not to access the internal complaints and appeals process within 20 business days, or
- c) the student has chosen not to access the external complaints and appeals process within 10 days of the internal complaints and appeals process being completed , or
- d) the student withdraws from the internal or external appeals process by notifying the ALG in writing.

## 6. Definitions

The definitions of key terms relevant to this document are contained in the ALG Glossary.

## 7. Related Documents

- i. Complaints and Appeals Policy and Procedure
- ii. Assessment, Submission and Academic Integrity Guidelines and Procedure
- iii. Student Support Policy
- iv. Deferral, Suspension and Cancellation Policy and Procedure
- v. Training and Assessment Policy and Procedure
- vi. Student Code of Conduct

## 8. Document Information and Review

Version	Date Effective	Approved by	Amendment	Date of next scheduled review
1.0	1 December 2019	Chief Executive Officer	<ul style="list-style-type: none"><li>• This policy and procedure were created</li></ul>	1 December 2022
2.0	17 April 2020	Chief Executive Officer	<ul style="list-style-type: none"><li>• Inclusion of adaptive measures due to COVID-19</li></ul>	17 April 2023
3.0	10 July 2020	Chief Executive Officer	<ul style="list-style-type: none"><li>• Updated monitoring of course progress and attendance requirements</li></ul>	10 July 2023



4.0	28 September 2020	Chief Executive Officer	<ul style="list-style-type: none"> <li>Inclusion of warning letters to be issued in Weeks 4 and 8</li> </ul>	28 September 2023
5.0	4 February 2020	National Operations and Quality Assurance Manager	<ul style="list-style-type: none"> <li>Inclusion of requirements to maintain 100 per cent attendance for Student Massage Clinic</li> </ul>	4 February 2023
6.0	1 July 2022	Director of Studies and Quality Assurance	<ul style="list-style-type: none"> <li>Updated to include that overseas medical certificates can be accepted in exceptional circumstances where the student has returned overseas</li> <li>Updated to reflect that warning letters for unsatisfactory course progress after the finalisation of the term</li> </ul>	1 July 2025
7.0	31 October 2022	Director of Studies and Quality Assurance	<ul style="list-style-type: none"> <li>Updated to outline the requirements of students to completed the 6 hours of structured study activities</li> <li>Updated the formatting to current ALG template</li> </ul>	31 October 2025
8.0	31 October 2023	General Manager	<ul style="list-style-type: none"> <li>Clarification of 'two consecutive terms'</li> <li>Addition of First Aid requirements</li> <li>Insertion that course progress also means meeting the training package or accredited course requirements</li> <li>Addition of explicit reference to the Assessment, Submission and Academic Integrity Policy and Procedure</li> </ul>	31 October 2026



			<ul style="list-style-type: none"><li>• Addition of explicit reference to the Student Code of Conduct</li><li>• Revised the hours of structured study to be 4 to 6 hours</li><li>• Clarified the procedure of recording course progress</li><li>• Addition that an email notification is given to students after each assessment is marked</li><li>• Addition of Appendix A</li></ul>	
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## Appendices

### Appendix A – Compassionate and Compelling Reasons Evidence Matrix

Compassionate and Compelling Reason	Accepted Evidence
Serious illness or injury	<ul style="list-style-type: none"> <li>A medical certificate from an Australian health practitioner covering the whole period that the student is affected and unable to attend class or meet other requirements</li> <li>A medical certificate from an overseas health practitioner in exceptional circumstances where the student is overseas</li> </ul>
Bereavement of close family members such as parents or grandparents	<ul style="list-style-type: none"> <li>A death certificate in English</li> <li>A death certificate from another country accompanied by an English translation</li> </ul>
Major political upheaval or natural disaster in the home country requiring emergency travel	<ul style="list-style-type: none"> <li>Return flight tickets to home country (for deferrals or suspensions)</li> <li>One way flight tickets to home country (for cancellations)</li> </ul>
A traumatic experience, which could include: <ul style="list-style-type: none"> <li>involvement in, or witnessing of a serious accident; or</li> <li>witnessing or being the victim of a serious crime, and this has impacted on the overseas student</li> </ul>	<ul style="list-style-type: none"> <li>An official police report that captures the date or period the student is affected</li> <li>A medical certificate from an Australian health practitioner covering the whole period that the student is affected and unable to attend class or meet other requirements</li> </ul>
The registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol	<ul style="list-style-type: none"> <li>N/A – ALG will have evidence</li> </ul>

*This list of compassionate and compelling reasons and relevant evidence is not exhaustive and ALG may use discretion to assess all requests on a case-by-case basis.*