
STUDENT HANDBOOK

Section 8 - ALG student course progress, attendance policy and procedure

Introduction

ALG keeps a record of each international student's course attendance and academic performance during their enrolment, and carefully monitors their progress. This requirement is set out in [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](#).

Purpose

This Policy and the procedure describe how ALG will:

- systematically monitor, record and assess the progress of each international student in every course
 - be proactive in notifying, supporting and counselling students who are at risk of failing to meet course and attendance requirements.
-

Scope

This Policy applies to all international students and all ALG staff involved in the monitoring of course progression and attendance for and on behalf of ALG, at all ALG campuses.

Policy and Procedure

Policy

This Policy outlines the processes involved in monitoring the academic progress of international students as required under Standard 8 of the National Code of Practice for Providers of Education and Training to International Students 2018 (National Code), specifically:

8.1 The registered provider must monitor international students' course progress and, where applicable, attendance for each course in which the international student is enrolled.

8.3 The registered provider must monitor the progress of each international student to ensure the international student is in a position to complete the course within the expected duration specified on the international student's CoE.

8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an international student at risk of not meeting course progress or attendance requirements where there is evidence from the international student's assessment tasks, participation in tuition activities or other indicators of academic progress that the international student is at risk of not meeting those requirements.

8.5 The registered provider must clearly outline and inform the international student before they commence the course, of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Procedures

a) Monitoring of academic progress

ALG ensures that students fully understand the requirements for satisfactory course progress. Our communication strategies include:

- outlining course requirements for international 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
- providing details of course requirements on ALG website, under "course overview".

ALG regularly monitors the course progress of each of its international students against the delivery and assessment plan for each unit and identifies any students at risk of not completing a unit(s) in their enrolled program.

ALG identifies students at risk of not completing their enrolled program throughout the term so that we are able to support identified students.

Support strategies that may be offered to students identified as being at risk include:

- Extra tuition classes;
- Counselling services;
- LLN classes;
- One-on-one meeting with a trainer.

Students undertaking an ALG course must:

- engage in the training as set out in the training and assessment strategy, this includes participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessments.

Early indications of unsatisfactory course progress include failure to:

- login into the Learning Management System (Canvas) and accessing their class materials during the first three weeks of the term;
- participate in scheduled class activities through non-attendance;
- engage in the compulsory structured study on Canvas;
- submit the first assessment task.

A report from the Learning Management System (Canvas) will be extracted at the end of week 5 of each term to track the students' login and participation in the compulsory structured study on Canvas.

The dashboard on the Learning Management System (Canvas) will display the students' progress and assessment for the students' reference on course progress.

The early indication of unsatisfactory course progress allows ALG to support students to complete their course.

If the report extracted at the end of week 5 identifies that students have not completed the activities described above, the students will be considered at risk, and a warning letter will be sent out in week 6 to these students accordingly.

b) Managing students who do not commence studies

Students who do not commence their studies will be identified at the end of Week 2. Students who have not logged into the Learning Management System (Canvas) or had any contact with ALG since the start date of their course 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 studies. Students who do not respond within the 5-day period will have their enrolment cancelled by ALG.

c) Monitoring of students attendance

ALG expects all students to maintain 100 % attendance and acknowledge that their absence from class or lessons should only occur in cases of illness or other exceptional personal circumstances. Late arrivals and early departures are disruptive and affect the learning environment for all students. For this reason, ALG enforces the following rules regarding attendance:

- CLASS ARRIVAL- All student must take notice of class start times and be punctual.
- LATE CLASS ARRIVAL – If students arrive more than 15 minutes late, the time of arrival will be recorded.
- EARLY DEPARTURE – If students leave before a trainer officially dismisses the class, the time of departure will be recorded.
- Some modules have special conditions for classroom attendance. For the First Aid and Massage Student Clinic, 100 per cent attendance is required. 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 lesson or clinic.

ALG monitors the attendance of all students enrolled and ensures that:

- attendance is recorded in Canvas for each class (available to students via the learning portal).
- warnings for non-attendance are sent to students in weeks 4 and 8, advising them that if they continue to be absent, they will risk having unsatisfactory attendance for both their module and their academic course progress.
- attendance is assessed for compliance assurance at the end of each term. This assessment will take into account 80 % of each subject in a term, regardless of practical or theory component.
- if students do not meet the 80% attendance requirement, ALG will send them an Intention to Report letter informing that under the ESOS Act, ALG intends to notify the Department of Home Affairs.
- students will have 20 working days to appeal against this decision – and if after this period they:
 - have not appealed, or
 - have not withdrawn from the course, or
 - have completed an appeals process resulting in the appeal being rejected.

In all cases, ALG will cancel their Confirmation of Enrolment (COE) in the Provider Registration and International Students Management System (PRISMS) within five working days after the 20 working days period.

- if a student's class attendance is less than 80 %, ALG may choose to not report a breach in case students meet both conditions:
 - Condition 1 - the student's attendance is at least 70 % and
 - Condition 2 - the student is maintaining satisfactory academic performance, as determined by ALG.

d) Managing students "at risk" and intervention strategies in place

ALG will identify international students considered to be at risk of not completing their course within the expected duration of the study.

Students who:

- Do not login into the Learning Management System (Canvas) and present early indications of unsatisfactory course progress (details in the section "A Monitoring of academic progress), will receive a warning in writing from ALG for unsatisfactory course progress in week 6;
- Are not meeting attendance requirements, will receive a warning in writing from ALG for unsatisfactory attendance in weeks 4 and 8;

Students identified as being at risk or who show unsatisfactory course progress will receive a warning in writing from ALG for unsatisfactory course progress in week 6 listing intervention strategy options available to assist identified students in addressing the issues preventing him or her from progressing and successfully completing a course of study.

ALG will communicate the intervention strategy options available to the student via email in week 6, and students will be responsible for acting on the intervention strategy options available to maximise their chances of success in their studies.

The intervention strategy in place may include:

- Student required to book and attend mandatory LLN classes
- Student to book and attend the counselling services provided by ALG
- Student to contact and attend a meeting with respective Head Trainer (or delegate) may include:
 - Receiving advice about course suitability and how to transfer to an alternative course where appropriate
 - Student advised to attend English Classes with an ELICOS provider
 - Students to repeat the term

Additional forms of intervention may be recommended by the Head Trainer, Director of Studies or a Student Advisor.

An Intention to Report (ITR) will be issued where a student's progress has been unsatisfactory for two consecutive terms or in the case a student is repeating the same subject for the second time.

If the student does not appeal this decision – or if the appeal is not upheld – he or she will receive a non-compliance notice that may result in the cancellation of his or her student's visa.

e) Absence – medical certificates

A medical certificate is necessary for all absences that require medical attention. These absences will still be counted when calculating an attendance percentage.

ALG will only accept medical certificates signed by a registered medical practitioner, health practitioner or approved health specialist.

Students who have been absent for more than five consecutive days or are at risk of falling below 80 per cent will be contacted, counselled and reminded of the attendance compliance.

Students who are too sick to maintain course progress will be advised to defer their training course. For more details refer to the [Deferment, suspension or cancellation of study during enrolment policy](#).

f) Unsatisfactory Course Progress

At the end of the term, students who have failed one or more assessments (including resubmissions) will receive a Final Outcome Letter (FOL). A FOL advises a student to repeat a subject they have failed.

Students who have received a FOL in 2 consecutive terms will be issued with an Intention to Report (ITR).

g) Appeals

Students who have received written notification of ALG's Intention to Report them to the Department of Home Affairs, and information on how to access the appeals process, will have 20 working days to appeal against the decision.

Students may appeal on the grounds of:

- inaccurate calculation and recording of the student's results, records or events;
- compassionate or compelling circumstances or;
- 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 complaint/appeal online form.

If the appeal is upheld due to inaccurate calculation or record keeping, then the student will not be reported to the Department of Home Affairs, the Intention to Report will be cancelled, and his or her enrolment will remain current. If the appeal is upheld for compassionate or compelling reasons, then the student's enrolment remains 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 non-compliance notice advising that if the student wants to pursue an external review, he or she may lodge a complaint with the Ombudsman within 10 working days of the date of the notice. If the internal appeals process results in a decision or recommendation in favour of the student, ALG will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the student of that action.

h) Reporting unsatisfactory course progress in PRISMS

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

- the internal and external complaints processes have been completed, and the breach has been upheld;
- the student has chosen not to access the internal complaints and appeals process within 20 working days;
- the student has chosen not to access the external complaints and appeals process within 10 days, or;
- the student withdraws from the internal or external appeals process by notifying the ALG in writing.

i) Completion within the expected duration of study

Students must maintain full-time enrolment loads each term to ensure that the course will be completed within the expected duration of study.

- Students may be approved for a reduced study load
 - as part of an intervention strategy management program, or;
 - where they are unable to access required units in a term because of timetabling constraints.

Students who are required to re-enrol in units they did not successfully complete the previous term will only be granted a 10-week extension to complete these requirements where there are compassionate or compelling circumstances. Students will be given a maximum of two opportunities to re-enrol at ALG's discretion.

Responsibilities

Position	Responsibility
Chief Executive Officer	Approves this Policy and is responsible for its overall implementation.
Director of Student Operations; Campus Managers; Director of Studies	Responsible for implementing this Policy.
ALG Counsellor, Student Advisors, LLN Support Officer, Head Trainers, Trainers and Assessors	Provide support services as outlined in the Policy and guidelines.
Compliance and Quality Assurance Manager	Ensures that the policy and related documents are current and comply with applicable regulatory requirements.
All other employees of ALG	Support the implementation of this Policy.

Definitions

Term	Meaning
At risk	Students are "at risk" of not completing their course within the expected duration of study if: <ol style="list-style-type: none"> i. they don't have the English language proficiency to successfully achieve course requirements ii. they are not attending scheduled classes iii. they are not participating in class activities; iv. they are failing to submit assessments or v. they are late and/or behave poorly in scheduled classes
Compassionate or compelling circumstances	These may include: <ol style="list-style-type: none"> i. serious illness or injury, where a medical certificate states that the international students were unable to attend classes ii. bereavement of close family members iii. major political upheaval or natural disaster in the home country, iv. requiring emergency travel v. inability to access required units in a study period or vi. inability to begin studying on the course commencement date due to a delayed student visa
Course Requirements	To fulfil course requirements, students must successfully complete all formative and summative assessments for all scheduled classes in all their units during that study period.
CRICOS	Commonwealth Register for Institutions and Courses for International Students
Intervention Strategy	Strategy options available to students as academic support and/or assistance to an international student identified "at risk" in week 6 of not achieving satisfactory course progress in the current or previous study period.
PRISMS	Provider Registration and International Students Management System is the management information system used by the Department of Education and the Department of Home Affairs to record international student program enrolment details.
Satisfactory Progress	A student who has: <ul style="list-style-type: none"> • 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, and mandatory and supervised work-based training • completed all required assessment up to that point of time.
Satisfactory class attendance	Defined as attending a minimum of 80 % of scheduled classes throughout the term This assessment will take into account 80 % of each subject in a term, regardless of practical or theory component.

Study period	A study period is defined as a term of 10 weeks duration.
Unsatisfactory course progress (early indications)	<p>Early indications of unsatisfactory course progress include failure to:</p> <ul style="list-style-type: none"> • login into the Learning Management System (Canvas) and accessing their class materials during the first three weeks of the term; • participate in schedule class activities through non attendance; • engage in the compulsory structured study on Canvas; • submit the first assessment task.
Australian Qualification Framework (AQF)	The framework for regulated qualifications in the Australian education and training system, which includes schools, VET and higher education sectors.
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training (VET) sector. ASQA regulates courses and training providers to ensure that nationally approved quality standards are met.
The Education Services for International Students Act 2000, (ESOS Act)	Legislative requirements and standards for the quality assurance of education and training institutions that offer courses to international students in Australia on student visas. ESOS also provides tuition-fee protection for international students
ESOS Framework	Principally comprises the Education Services for International Students Act 2000 (ESOS Act), the Education Services for International Students Regulations 2001 (the ESOS Regulations), the Education Services for International Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code 2018.
International student	ALG defines an international student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder.
Registered Training Organisation (RTO)	A vocational education and training organisation registered by a state or territory registering body in accordance with ASQA.
The National Code of Practice for Providers of Education and Training to International Students 2018	A set of nationally consistent standards for the delivery of courses to international students. The National Code 2018 was enacted on 1 January 2018.
Vocational Education and Training (VET)	A type of tertiary education under the Australian Qualifications Framework (AQF), which enables students to gain qualifications for all types of employment and specific skills to help them in the workplace

Related documents

- i. National Code of Practice for Providers of Education and Training to International Students 2018
- ii. Education Services for International Students Act 2000 (ESOS Act)
- iii. Standards for Registered Training Organisations (RTOs) 2015
- iv. ALG admissions policy
- v. ALG complaints and appeals Policy
- vi. ALG LLN policy
- vii. ALG assessment guidelines
- viii. ALG Students Guide to Assessment
- ix. ALG student support policy and guidelines

Document information and review

This policy document will be reviewed at least every three years.

Next review date: 1 December 2022

Approval History

Version	Effective	Approved by	Amendment
1.0	1 December 2019	Chief Executive Officer	N/A
2.0	17 April 2020	Chief Executive Officer	Adaptive measures due to COVID -19
3.0	Xxxxxx	Chief Executive Officer	Monitor of Course Progress and Attendance