



Course Progress and Attendance Policy and Procedure

ATQ College has established arrangements to monitor the progress of each student. Monitoring course progress and attendance occurs on two levels. These are:

- Assessing satisfactory course progress. This is the process of formally assessing each student's progress at the end of each compulsory study period.
- Assessing satisfactory course attendance. This is the process of formally and cumulatively monitoring each student's progress at the end of each week and each compulsory study period.
- Identifying students at risk of not meeting course progress requirements. This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Assessing satisfactory course progress

ATQ College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 10 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

- Satisfactory course progress is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to be achieve satisfactory course progress.
- Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student will be deemed to have unsatisfactory course progress unless they have achieved a minimum of two units of competency in the study period.

Note that where units of competency are clustered together for assessment, the learner will need to complete the entire clustered assessment in order to be awarded competency for the units of competency within each cluster.

Scenario: There are 5 units of competency scheduled to be delivered in a study period. At the end of the study period, the student has only achieved competency in 2 units of competency. To achieve 50% or greater, the student would have needed to achieved competency in at least 3 units of competency. Therefore, the student with only two units is assessed to have unsatisfactory course progress.



The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by looking at the Student Course Progression Register at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

Attendance Policy

International students must attend class full time study - it is a visa requirement (Standard 11 National Code 2018). We recognise that international students are in Australia to study, not work as students had to prove they had the funds to support themselves as part of their visa approval.

ATQ College will maintain class rolls as the method by which to monitor student attendance. The RTO will identify where students are if they are absent and will seek to contact them if they do not attend class. The roll will be taken twice a day by sessions and are recorded in the Student Management System weekly. The attendance rolls enable ATQ to prove students are attending their 20 hours and will also assist in supporting students during their studies through ongoing contact with students who are not attending class and are not maintaining satisfactory course attendance.

Students are informed that they must contact ATQ College if they are unable to attend class or leave early and must provide a valid reason for not attending class.

If a student is not attending scheduled classes, actions can include:

- Remind a student that enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Remind a student of scheduled class times.
- Planned leave - Require student to submit an Application for Leave of Absence
- Unplanned leave – Students must provide a certificate (e.g. medical certificate)
- Investigate why a student is not attending
- Schedule a meeting with the student
- Implement a Student Intervention Plan and Agreement
- Issue warning letters
- Shorten the duration of the course and visa if a student does not attend scheduled classes
- Report the student to the Department of Home Affairs



Monitoring attendance

ATQ College has practices in place to monitor students' attendance. ATQ College has requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent of the scheduled contact hours over a study period. A study period is defined as a Term.

All attendance records are completed by Class Teachers/Trainers or ATQ Management who maintain a daily Class Roll, which records times for each student - session in/ session out. These are entered weekly into the Attendance Register which tracks attendance for each student by hours and weekly cumulative attendance rate.

An attendance report is generated on a weekly basis (Monday) by Student Support and is provided to the Academic Manager and the General Manager. This identifies students at risk of not meeting attendance requirements before the student's attendance drops below 80% or a student has been absent for one week of classes (20 hours).

ATQ College has processes in place to monitor and implement an intervention strategy for attendance:

Stage 1: Once a student's cumulative attendance falls below 90%, a 1st warning letter is sent by the Student support team. The email will remind them about attendance requirements, course schedule and also enquire about their welfare.

Stage 2: When the cumulative attendance falls below 85%, a 2nd warning letter is sent by Student support team. Both warning letters are sent to the students by the student support team. The student is then required to meet with Student Support and sign the letter as an acknowledgement that the student is falling below 85% attendance. The VET student Manager/ general Manager at this stage will implement an intervention strategy with the student using the Course Attendance and Progress Intervention Strategy Form.

Stage 3: If a student's cumulative attendance falls below 80% within a study period after the student has already completed a intervention for the 2nd warning letter, a 3rd warning letter will be sent by the Student support team. This letter is to inform the student of their current percentage and to prompt them to comply with the implemented intervention strategy action plan and the consequences of not doing so.

Once a student's cumulative attendance drops after receiving a 3rd warning letter, the student will no longer receive warning letters, but will be sent an email every time their attendance drops with their current percentage to advise them of how many hours they need to make up.

Stage 4: Towards the end of a study period, ATQ College will review students progress and efforts in redeeming themselves for lost attendance. If ATQ believes the student has acted genuinely in making up their hours and committing to their studies, ATQ will not cancel the student enrolment. If ATQ believes, the student has not made genuine efforts, student will receive and intention to report (ITR). The student is required to come to Student Support for a face to face meeting and commence an internal appeal. The student has to provide valid reasons, with proof as required, for reasons attendance has fallen below 80%. ATQ College assesses the student appeal and evidence and a determination is made as to whether the ITR will proceed.



an intention to report (ITR) is sent. The ITR is also required to be printed and a physical copy is sent of the student's address.

ATQ College maintains records of all contact and counselling made with overseas students who have been absent for more than five consecutive days or where the overseas student is at risk of not attending at least 80 per cent of the course contact hours. For example, the overseas student's absence may not be due to medical reasons, but rather to homesickness or social issues – this may be addressed through ATQ College's student support services.

Where ATQ College determines that the student is still attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances, a decision may be made not to report the student for falling below 80% attendance. Where there is no genuine evidence of compassionate or compelling circumstances, students who persist in failing to meet course progress requirements - even after attempts by ATQ College to notify and counsel them through the intervention strategy - shall be reported to and DHA in accordance with the ESOS Act 2000.



Monitoring Course Progress Policy:

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, ATQ College will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- ┆ is not attending class regularly and/or not participating actively in class
- ┆ being marked as Not Satisfactory in one assessment task within a clustered unit of competency
- ┆ is not completing formative assessment tasks
- ┆ is not completing their self-study
- ┆ Is experiencing some personal issues or difficulties

Where these situations arise, the trainer advises the Academic Manager of their concerns. The Academic Manager will contact the student and individually tailor an academic skills program and/or a program to support a student with personal difficulties to improve their academic performance and/or attendance.

Students will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged for the first re submission, however students will be charged for the second/last re submission as per the fees schedule in the fees and refund policy located in the handbook and on ATQ College website.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DHA and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Academic Manager who will consider such a request.



The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by email and/or phone and requested to attend ATQ College to meet with the Academic Manager/General Manager/Trainer to discuss their course progress. Student has 7 calendar days to arrange a meeting with ATQ staff as per Unsatisfactory Course Progress Warning Letter.
- The Academic Manager is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Academic Manager is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- The Academic Manager is to consider the need to make a referral for the student to any support service such as a Counsellor. These referrals should form part of the documented intervention strategy.
- The Academic Manager may consider the following types of interventions in order to support the student’s course progress:
 - English language support for technical assignments and comprehension;
 - Assistance with academic skills such as writing essays and report writing;
 - Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
 - Attending a study group;
 - Attending a ‘make up’ session
 - Additional practical workshops to hone practical skills;
 - Referral to external support agencies;
 - Review of course selection and possible transfer if appropriate;
 - The opportunity to repeat the unit in the next term;
 - Trainer reporting on assessment outcomes and attendance; and



- Regular scheduled meetings with the student to monitor their progress.

Note. The Academic Manager may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- The Academic Manager with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.
- Student work is assessed by the trainer who then forwards a summary of the outcomes to the Academic Manager. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Academic Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- The Academic Manager must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- The Academic Manager will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

ATQ recognises that the ESOS Act has very strict timelines on when PRISMS must be updated. Students who do not start / change their status and those not meeting course progress requirements, must be updated on PRISMS within 31 days. This is an ESOS requirement. This has a civil penalty attached.

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).



- If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and DHA for unsatisfactory progress and advise the student they have 20 working days to access ATQ College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
 - ATQ College's failure to record or calculate a student's marks accurately,
 - compassionate or compelling circumstances, or
 - ATQ College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy.

- Where the student's appeal is successful, due to ATQ College not implementing its intervention strategy and other policies according to its documented policies and procedures, ATQ College does not report the student, and there is no requirement for intervention.
- Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, ATQ College does not report the student, and there is no requirement for intervention.
- Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through ATQ College's intervention strategy and does not report the student.
- Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, ATQ College must report the student to the Department of Education and DOHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy ATQ College will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Administration Manager is responsible for all transactions on PRISMS as directed by the CEO.

Extending course duration

ATQ College can only extend the overseas student's enrolment if:



- it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- it has approved deferral or suspension of the overseas student's enrolment has occurred.
- If ATQ College extends the duration of an overseas student's enrolment, ATQ College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs website

When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.

The Department of Education and Training propose these to include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where 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; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

ATQ College will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits.

Once a course extension decision has been made

- The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision.
- If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process if they want a review of the decision within 20 working days.
- ATQ College must not finalise the student's course extension status in PRISMS until the appeal finds in favour of ATQ College, or the overseas student has chosen not to



access the complaints and appeals processes within the 20-working day period, or the overseas student withdraws from the process.

- All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by ATQ College for a period of no less than two years from the date the student's enrolment with ATQ College is terminated.
- ATQ College must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs' website

Other documents that apply

Student Intervention Plan and Agreement

ATQ Student Support Services Policy

Attendance Roll (Daily)

Attendance Register

https://www.asqa.gov.au/sites/default/files/201907/fs_overseas_student_attendance_0.pdf?v=1564365287