

Course Progress and Course Attendance Policy and Procedures

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Developer	Austin Tan
Approver	Austin Tan
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Version History

Version Number	Author	Purpose/Change	Date of implementation
1.0	Austin Tan	To define the course attendance and progress for international students. To outline the steps required for missing classes.	12/05/2025
2.0	Austin Tan	To add on the Standard 2.3 the Outcome Standards for RTOs, as well as Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.	01/07/2025

Supporting Resources

<p>Intervention Strategy Form</p> <p>First Warning Letter for Unsatisfactory Course Progress/Attendance - Axcelerate</p> <p>Second Warning Letter for Unsatisfactory Course Progress/Attendance - Axcelerate</p> <p>Notice of Intention to Report for Unsatisfactory Course Progress/Attendance - Axcelerate</p>
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1. Introduction

This policy and associated procedures outline ACCHS's approach to ensuring international students enrolled in both VET and ELICOS courses maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress. The aim is to ensure that international students maintain satisfactory course progress and attendance throughout their studies, enabling them to complete their course within the duration specified in their Confirmation of Enrolment (CoE). It also sets out the requirements for students to re-enrol in Units of Competency (UoCs) if they miss key components, such as practical assessments or classes essential to learning outcomes. Lastly, this policy details the steps for managing unsatisfactory academic progress.

2. Compliance

1. This is a compliance requirement under the:
 - a. Standard 2.3 the Outcome Standards for RTOs; and
 - b. National Code of Practice for Providers of Education and Training to Overseas Students 2018 (<https://www.legislation.gov.au/Details/F2017L01182>).
 - c. Education Services for Overseas Students (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Regulations 2019) and National Code 2018.

3. Intent

ACCHS is committed to monitoring international students' course progress and attendance to ensure they are able to complete their studies within the approved course duration, as specified in their Confirmation of Enrolment (CoE). The course duration on the CoE will not exceed the period registered on the CRICOS register.

Students are informed prior to course commencement of their obligations to maintain satisfactory course progress and attendance. They are also advised that failure to meet these requirements may result in visa cancellation. This information is clearly outlined in the International Student Handbook and is covered during Orientation.

ACCHS maintains accurate and up-to-date records of student progress and attendance monitoring in line with regulatory requirements.

4. Monitoring Course Progress and Attendance – ELICOS

A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory progress and attendance.

Course progress and attendance is monitored weekly during each study period as follows:

- By reviewing satisfactory completion of assessments (see individual VET assessments and ELICOS curriculum for further details regarding assessment requirements).
- By reviewing the student's attendance record to ensure that they attend a minimum of 80% of their scheduled classes and have not been absent for more than 5 consecutive days

without approval for a leave of absence.

- By assessing the student's participation in class.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. ACCHS commits to an early intervention approach.

A student enrolled in an ELICOS will be deemed at risk and be required to participate in an intervention strategy if they:

- do not participate in a formative or summative assessment test
- have not achieved a passing rate on a summative assessment task at the mid-point of the study period
- are not maintaining satisfactory attendance of at least 80%.

All course progress and attendance monitoring are achieved by reviewing data on the student management system.

5. Monitoring Course Progress and Attendance – VET

A range of strategies will be implemented to identify whether a student is at risk of, or is currently making, unsatisfactory course progress or attendance. Monitoring is conducted weekly throughout each study period and includes:

- Reviewing the completion and satisfactory outcome of assessments.
- Monitoring the student's attendance records to ensure they are attending at least 80% of scheduled classes and have not been absent for more than five consecutive days without approved leave.
- Evaluating the student's active participation in class activities.

The outcomes of course progress monitoring will determine whether a student is required to participate in an intervention strategy. ACCHS is committed to an early intervention approach to support students in meeting their academic and attendance requirements.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for a unit,
- do not attend classes on a regular basis or miss practical and/or role play activities,
- fail to participate in learning activities within the classroom,
- or **miss classes, including practical and role play components, without valid reason.** In such cases, the student may be required to **retake the entire unit of competency**, which will result in a **delay in course completion, an extension of the Confirmation of Enrolment (CoE), and additional course fees.**

6. Managing Course Progress and Attendance

Students who are identified as being at risk of not meeting course progress or attendance requirements will be required to participate in a tailored intervention strategy designed to support their academic success. The strategy will be developed based on the individual needs of the student and documented using the Intervention Strategy Form.

Students deemed at risk will be formally notified in writing, following a structured escalation process:

- **First Warning Letter:** Issued when a student fails one or more assessment tasks of a unit after three resubmission attempts, and/or when their attendance falls below 90% (3 days in a study term).
- **Second Warning Letter:** Issued if the student continues to fail assessment tasks following resubmissions, fails additional assessments, and/or fails to improve attendance despite participation in an initial intervention strategy, and/or when their attendance falls below 85% (4 days in a study term).
- **Notice of Intention to Report (ITR):** Issued when the student continues to fail assessments or fall below the required attendance level drop to below 80% (6 days in a study term), even after multiple interventions and formal warnings.

This process ensures students are given multiple opportunities and appropriate support to meet their course requirements while also maintaining compliance with visa conditions.

7. Extension to an expected course duration

An extension to the course duration specified on a student's Confirmation of Enrolment (CoE) may be granted only under the following circumstances:

- Compassionate or compelling circumstances exist, and the student provides documented evidence to support the claim (e.g., medical certificates, personal hardship, or other serious matters beyond the student's control).
- An intervention strategy is currently in place—or is about to be implemented—due to the student being at risk of not meeting course progress or attendance requirements.
- The student is required to retake a unit of competency due to failure to attend key practical or role play components without valid reason.

Any extension must be in accordance with the National Code of Practice 2018 – Standard 8 and will be formally recorded in the student's file. Where an extension is approved, a revised CoE will be issued through PRISMS. Associated additional fees will be advised to the student and included in a revised International Student Contract.

8. Reporting

If a student continues to demonstrate unsatisfactory course progress and/or attendance during a study period, despite the implementation of intervention strategies, ACCHS will take the following actions:

- Issue a written Notice of Intention to Report the student for unsatisfactory progress and/or attendance.
- Clearly state the reasons for the intention to report.
- Inform the student of their right to appeal the decision by accessing the ACCHS Complaints and Appeals Policy and Procedure within 20 working days of receiving the notice.

ACCHS will only proceed with reporting the student in PRISMS under the following conditions:

- The student has exhausted the internal and external complaints and appeals processes, and the outcome supports ACCHS's decision; or
- The student fails to access the internal appeals process within the 20-working day period (including situations where the student is uncontactable); or
- The student chooses not to pursue the external appeals process; or
- The student withdraws in writing from either the internal or external appeals process.

All relevant documentation, including warning letters, intervention strategies, and the Notice of Intention to Report, will be retained in the student's file for compliance and auditing purposes.

9. Procedures

1. Assess Course Progress and Attendance

- **Weekly Monitoring of Course Progress:** The trainer and assessor will submit the attendance sheet, inform the Student Support Officer or/and CEO identify students who are not attending classes. In tandem, the Student Support Officer will also review student progress data in the Axcelerate on a weekly basis in line with definitions outlined in this policy.
- **Daily Attendance Recording:** Check and record student attendance daily using the Attendance Sheet. Attendance data must be promptly entered into the Axcelerate or send via email. A weekly attendance rate will be calculated for each student.
- **Follow-Up on Absences:** If a student has been absent for more than two consecutive days without approved leave, or is at risk of falling below 80% attendance, contact the student via SMS and email. Follow-up communications must continue until the student responds.
- **Notification and First Warning:** Inform the student that their immediate attendance (below 90%) is required, and that they will receive a First Warning Letter in accordance with the intervention process if no improvement is made.

2. Provide first warning and commence intervention strategy

- **Issue First Warning Letter:** Send the student a First Warning Letter regarding unsatisfactory course progress and/or attendance below 90%. Ensure the letter is saved in the student's file.
- **Conduct Intervention Meeting:** Use the Intervention Strategy Form to guide the

discussion with the student and identify contributing factors and support needs.

- Document and Implement Strategy: Record the agreed-upon interventions on the Intervention Form and implement them immediately. File the completed form in the student's record.
- Ongoing Monitoring and Communication: Maintain regular communication with the student to monitor their progress. Document all follow-up actions and updates on the Intervention Form.
- Adjust Intervention as Needed: In consultation with the student, revise the intervention strategy if required, and update the Intervention Form accordingly.
- Completion and Sign-Off: Once the student is meeting course progress and/or attendance requirements, sign off on the Intervention Form to confirm successful completion of the intervention process.

3. Escalation of Intervention - Provide second warning

- If the student continues to fail to meet course progress and/or attendance requirements (below 85%), issue a Second Warning Letter for Unsatisfactory Course Progress/Attendance. Ensure a copy is saved to the student's file.
- Schedule a follow-up meeting and use the Intervention Strategy Form to structure the discussion.
- Inform the student that, despite the previously agreed interventions, they have not demonstrated sufficient improvement. Discuss and record the student's explanation for the lack of progress in the Progress Report section of the Intervention Form.
- Identify and document any revised or additional interventions on the Intervention Form. Implement these changes immediately.
- Continue to monitor the student's progress through regular communication, and update the Intervention Form accordingly.
- Once the student demonstrates that they are meeting the required course progress and/or attendance standards, complete and sign off the Intervention Form to formally close the intervention process.

4. Notice of Intention to Report

If the student continues to fail to meet course progress and/or attendance requirements (below 80% after intervention and warnings, issue a Notice of Intention to Report for Unsatisfactory Course Progress and/or Attendance. File a copy in the student's record.

If the student:

- Does not lodge an appeal within the 20-working day period, or
 - Lodges an appeal but the outcome does not support the student,
- then the student must be reported via PRISMS for breaching course progress and/or attendance requirements.

Once a student is reported, complete all related offboarding procedures, including:

- Deactivation of the student's email and system access
- Removal of access to ACCHS property and facilities
- Finalisation of student records and file documentation

A Notice of Intention to Report can also be submitted if the student failed to attend classes for more than 5 consecutive days or is uncontactable or/and not payment of fees despite repeated rendered assistance/reminders.

10. Compliance Review

To ensure ongoing compliance with the Outcome Standards for RTOs 2025 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

- Compliance matters will be reviewed monthly as part of the RTO Management Meeting agenda.
- Further reviews will take place according to the organisation's Governance Schedule.
- An annual compliance review will be conducted using the ASQA RTO Self-Assessment Tool – Section 6: Completion.

11. Responsibilities

Trainers and Assessors and ELICOS Teacher

- Identify and notify the Academic Manager, Student Support Officer or/and CEO of students experiencing difficulties with course progress and/or attendance.
- Identify students who missed classes pertaining to role play and practical activities. Such students will be required to retake the whole unit of competency. This must be clearly documented and reported for the purpose of CoE extension and fee adjustment.

Academic Manager / Student Support Officer

- Monitor and review course progress and attendance data.
- Conduct student meetings and develop/monitor intervention strategies.
- Oversee student appeals related to course progress and attendance.
- Report students through PRISMS, as required.
- Issue all warning letters and Notices of Intention to Report.
- Coordinate with Finance Manager to initiate CoE extensions and calculate additional course fees where units are repeated due to missed mandatory components (e.g., role play or practical classes).

Finance Manager

- Prepare the addendum to the International Student Contract and advise the student of the additional course fee for repeating units due to non-attendance of critical sessions

without valid reasons.