

# Australian College for Excellence(ACE)

Achieve your goals through excellence

ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



## ACE-Course Progress & Attendance Policy & Procedure

### Document Control

Access and Equity Policy	Date Approved: 07/01/2020	Review Date: 07/01/2021	V1.0
Managed By: RTO Manager	Approved By: CEO	Status: Published	

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## Revision Record

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
07/01/2020	V1.0	Policy Published
07/01/2021	V1.0	Reviewed



# ACE - COURSE PROGRESS & ATTENDANCE POLICY

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## PURPOSE

This policy is to ensure that Australian College for Excellence (ACE) monitors the international students to ensure that they can complete their enrolled course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

## SCOPE

The policy applies to all the current students.

## OBJECTIVE

The objective of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements. This ensures compliance with Standard 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## POLICY

All courses at ACE for international students are CRICOS and ELICOS registered and completion within expected duration of study is recorded on the register. International students must complete their studies within the expected duration specified on their CoE. In order to complete the course within the expected duration, all students must meet course progress and attendance requirements. A minimum of 80% of attendance is must for their course scheduled contact hours as mentioned in CoE. When the student's



attendance falls below 80%, they are defined as being at risk of not achieving the satisfactory attendance and the intervention strategies will be implemented for them.

Extensions of CoE are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress or meeting attendance requirements or an approved deferral or suspension of studies has been granted in accordance with ACE's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled. When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to Department of Education and Training (DET) & Department of Immigration and Border Protection (DIBP) through Provider Registration and International Student Management System (PRISMS).

ACE will be required to report the student to DET & DIBP through PRISMS when the student has demonstrated unsatisfactory course progress in two consecutive study periods and /or has failed to meet the attendance requirements despite interventions implemented. ACE will send a written letter informing them of the intention to report for non-satisfactory course progress and/or attendance.

Students have the rights to appeal against this decision as explained through ACE Complaints and Appeals Policy and Procedure (see Complaints and Appeals Policy). If the student chooses to access this process, the student will not be reported until this process is complete. An appeal will only be considered if ACE has not recorded or calculated the student's marks attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress and/or attendance. All records will be maintained on the Student's File and Axcelerate (Student Management System) including warning letters and the notice of intention to report.

## **PROCEDURE**



## MONITOR COURSE PROGRESS

ACE is committed to monitor course progress of each student's satisfactory course progress that they have enrolled. Satisfactory outcome of all assessments in a unit will be marked as Competent "C" & Not Satisfactory outcome of any of the assessments in a unit will be marked as Not Yet Competent "NYC" for VET Courses. Course progress of each student for ELICOS courses is based on their performance on weekly formative assessments, performance on their summative assessments and their participation in the class sessions (Please see ELICOS – Attendance & Course Progress Policy).

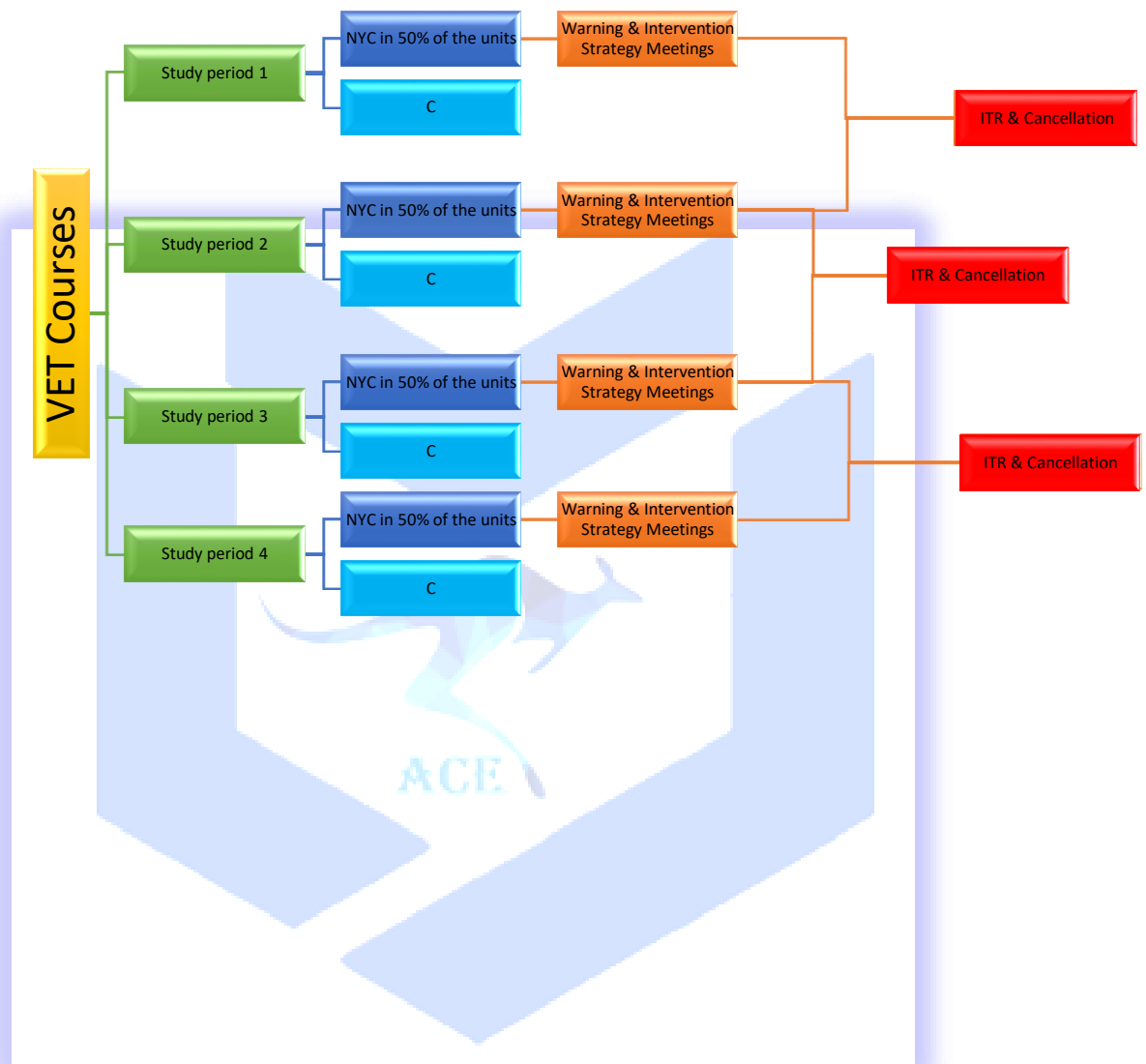
A study period at ACE for VET courses is delivery of three units. Each term of three units will be considered as 1 study period.

Unsatisfactory Course Progress is where a student:

- Is judged as Not Yet Competent (NYC) in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a Trainer/Assessor as requiring intervention
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course schedule or attendance requirements

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

All the documents will be kept and maintained in student's file and in Axcelerate (Student Management System) as a record.





## FIRST WARNING LETTER

Where a student's course progress is unsatisfactory as defined above, ACE will send a First Warning Letter of Unsatisfactory Course Progress and inviting the student to attend a meeting to develop an intervention strategy.

The student Support Officer will meet with the students to discuss intervention strategies:

- The reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student.
- Inform the student of the implications of amending their CoE, if applicable.
- Record outcomes in the Intervention Meetings and Strategy Form.
- Ensure form is signed by the student to state that they agree to intervention strategy.
- Implement intervention strategy as soon as possible and within 5 working days of the meeting.
- The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.
- To issue a new CoE to extend the duration of the student's study in a Compassionate and Compelling Circumstances
  - Compassionate and Compelling Circumstance included but are not limited to serious illness or injury with a medical certificate, 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 home country requiring emergency travel, a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident/being a victim of a serious crime, where ACE is unable to offer a pre-requisite unit, where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.



## SECOND WARNING LETTER

ACE will send Second Warning Letter of Unsatisfactory Course Progress to the student where the student continues to fail to demonstrate satisfactory course progress and inviting them to a meeting.

At the meeting, the Student Support Officer will discuss the reasons for continuing unsatisfactory course progress and advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress.

## FINAL WARNING LETTER

ACE will review student's course progress within 5 days of the completion of each study period and where the student has failed 50% or more of the units in their course for two consecutive study periods and despite intervention strategies implemented, the student will be informed of the intention to report to DET via PRISMS.

ACE will send letter to the student notifying them of the intention to report. The Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress will be sent by post to the student postal address alternative sent as an email attachment to their email address. In the same letter, student will be informed about their right to access ACE's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.

Students who choose to access this process will not be reported if they appeal within 20 working days indicating ACE's intention to notify. Students must continue to attend classes during the appeals process as specified in ACE's Complaints and Appeals Policy and Procedure.





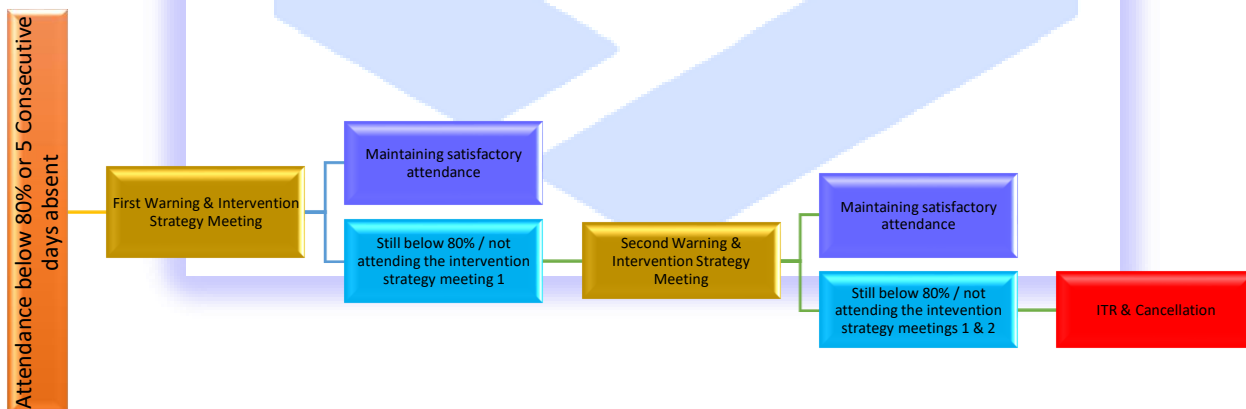
## FOLLOWING THE FINAL WARNING LETTER

If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, the student is reported via PRISMS for breach of minimum requirement of attendance / unsatisfactory course progress. This will result in cancellation of student's enrolment & student will be notified of the cancellation.

All the documents will be kept and maintained in the student's file and in Wisenet (Student Management System) as a record.

## MONITOR ATTENDANCE RECORD

ACE Trainers & Assessors / Teachers must get the signatures from the students for their attendance in the ACE Students Attendance Sheet at the beginning of each session (Morning & Evening) of scheduled classes. Attendance sheets need to be submitted to the RTO Manager at the end of each week to record the attendance results in Attendance Spreadsheet (Student Attendance Management System).





## FIRST WARNING LETTER

ACE will record the student's attendance and analyse weekly attendance reports. For students whose attendance falls below 85% (but is still above 80%) or who miss 5 consecutive days of class without approval (e.g. medical certificate or approved temporary suspensions of studies), ACE will send the First Warning Letter for Unsatisfactory Attendance by post to student's postal address or as an email attachment to their email address, advising them that they are in danger of breaching their student visa conditions in relation to attendance.

The Warning Letter includes the request to attend an interview with Student Support Officer to remind the student of their attendance requirements and to discuss the reasons for falling attendance. During the interview, the student will be offered with appropriate support as per the interventions to meet attendance requirements.

All the documents including the First Warning Letter will be kept and maintained in the student's file and in Wisenet as a record.

## SECOND WARNING LETTER

If the First Warning Letter for Unsatisfactory Attendance does not result an improvement in the student's attendance meeting the requirements and stays the same or falls, ACE will send Second Warning Letter for Unsatisfactory Attendance.

In the Second Warning Letter, the student will be invited for a meeting with the Student Support Officer for implementing interventions and to discuss the reasons for continuing unsatisfactory attendance and advise the student that if they continue to demonstrate unsatisfactory attendance requirements, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Attendance.



## FINAL WARNING LETTER

ACE will send a Final Warning Letter/Notice including intention to notify DET via PRISMS, if a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement. ACE will notify the student that they must continue to meet attendance requirements despite issuance of the Final Warning Letter/Notice of Intention to Report for Unsatisfactory Attendance.

ACE do not report students where the student's attendance is above 70% and the student has satisfactory course progress or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be temporarily suspended as ACE's Deferral, Suspension and Cancellation Policy and Procedure.

ACE will advise the student of the process for appealing against this decision via ACE's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.

Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating ACE's intention to notify. Students must continue to attend classes during the appeals process as specified in ACE's Complaints and Appeals Policy and Procedure.

All the relevant documents including the Warning Letters will be kept and maintained in the student's file and in Wisenet as a record.

## FOLLOWING THE FINAL WARNING LETTER

If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, the student is reported via PRISMS for breach of minimum requirement of attendance / unsatisfactory course progress. This will result in cancellation of student's enrolment & student will be notified of the cancellation.



All the documents will be kept and maintained in the student's file and in Wisenet (Student Management System) as a record.

## **ROLES AND RESPONSIBILITIES**

RTO Manager

Student Support Officer

## **RELATED DOCUMENTS**

Intervention Strategy Form

Copies of Warning Letters

Compassionate or compelling reasons evidence

Copies of reporting and cancellation of CoE

## **ASSOCIATED DOCUMENTS**

Student Handbook

