

Student Course Progress and Attendance Policy

1 Policy

- 1.1 The Capital College is committed to providing students with quality training and assessment that meets the competency standards.
- 1.2 It is also committed to meet its obligations under the ESOS standards in monitoring and reporting course progress. To achieve this, there are processes Capital College has in place to support students to meet their visa obligations.
- 1.3 Prior to commencement overseas students are informed of the requirements to achieve satisfactory course progress and attendance in each study period. This policy is designed to provide that information.

Procedure

2. Prior to Commencement

- 2.1 All students receive this policy informing them of their course progress and attendance requirements.
- 2.2 As per Standard 8 National code of Practice for Providers of Education and Training to Overseas Students 2018, students are notified they must maintain satisfactory course progression.
- 2.3 As per Standard 8 National code of Practice for Providers of Education and Training to Overseas Students 2018, students are notified they must maintain a minimum requirement for attendance at 80%.

3 Assessments

- 3.1 Student academic performance is assessed as outlined in the relevant AQF training package unit of competence to demonstrate knowledge and skills developed.
- 3.2 Each unit of competency involves multiple assessments and projects. Once all assessments meet the requirement students will receive a C – Competent or NYC – Not Yet Competent. To be deemed successful within a unit, **all assessment tasks** must be Competent.
- 3.3 The College allows 3 attempts to demonstrate competency. If students are still unable to demonstrate competency they must re-enrol and undertake the training again. This will incur a fee.

4 Satisfactory course progress (National code Std 8).

- 4.1 At the completion of each unit, student results/outcomes are entered into the individual student's records in Wisenet by the Academic progress team.
- 4.2 After the completion of 3 units (the equivalent of 1 term), the student management system (Wisenet) automatically sends a generic letter (Academic Progress letter 1) to all students reminding them of their academic requirements. As the college has 3 weekly intakes, this will be done every 3 weeks for the intake 9 weeks prior.

Letter 1 names the 3 units that should be completed and explains the options students have if they have not successfully completed these units. Strategies to support students include a Training plan, timetable for support classes for 1:1 support and the offer to re-enrol in failed units.

Letter 1 informs students that at the end of 6 units, they must demonstrate competency in at least 50% of their units or they will be found to be at risk and further action will be taken.

- 4.2 After the completion of 6 units, reports will be produced by the Academic Progress team to identify students who have not successfully completed at least 3 of the 6 units and who are 'at risk' of not meeting satisfactory course progress requirements.

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This is done manually for individual students using the standard Academic Progress concern letter number 2. This letter informs the students of the units they need to complete and the deadline they have for completing the outstanding units. The deadline will be set for 6 weeks after the date the letter is sent to the students.

Students will be reminded of the support options available and the consequences of not meeting their visa requirement of 50% of the scheduled units over two successive terms.

- 4.3 At the conclusion of this deadline the Academic progress team checks assessment submissions and notes who has and hasn't completed the required assessments.

Students who have completed a minimum of 3 units but not all 6 will be put on a future watch list which is monitored by the Academic progress team.

- 4.4 For students who have made no attempt to complete the required units a final letter (No.3) will be sent out manually by the Academic Team informing students they have failed to make the appropriate academic progress and their COE will be cancelled. This pro-forma letter states, students are entitled to appeal this decision and have 20 working days to initiate a complaint or appeal. This letter will also note that the cancellation of the COE may lead to the cancellation of their student visa.

- 4.5 If there is an appeal, it is to be forwarded and reviewed by the CEO. Students will be notified of the result of the appeal within 3 working days. If the appeal is upheld due to compassionate or extraordinary grounds, the student will be provided with a new deadline via letter No. 4.

If there is no appeal and the student has not attempted to complete the required units, the College is obliged to cancel the student's COE and report unsatisfactory course progress via PRISMS. These students will receive another letter and a phone call letting them know this has happened.

To be noted letters are sent via Wisenet and are uploaded as evidence of student receipt of letters.

5 Attendance

- 5.1 The College staff records student attendance. It is a requirement to attend scheduled classes and ACC recognises that students may be unable to attend occasionally, but students should maintain a minimum of 80% attendance.
- 5.2 If students don't attend classes this may impact their ability to satisfactorily complete the course, as sharing knowledge and experiences are fundamental to supporting understanding of the subject matter.
- 5.3 If students are absent from an assessment due to illness or other circumstances and can provide documentation to explain the absence (for example, a medical certificate), they can arrange a time with the trainer to re-sit / re-submit any missed assessment.

6 Academic Support

If students are experiencing difficulties with any aspect of the course they should contact the Training team on flexclass@capital.edu.au. The College can provide and/ or arrange academic support including but not limited to:

- Advice and guidance on how to manage the study load/time management
- Encourage attend the scheduled academic support sessions
- Reviewing learner materials with the student
- Arranging supplementary reference materials and exercises to develop understanding
- Adjusting assessment deadlines and amending delivery schedules, course duration
- Negotiating a plan to enable completion of tasks
- Arranging catch up classes during non-scheduled class time and/ or holidays

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Attachment 1

DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

3. Policy

3.1 The provider must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

3.2 The provider must assess each student's progress at the end of each compulsory study period. While the length of a study period is determined by the provider, study periods are usually terms or semesters. Ten weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months.

Where a provider does not divide courses into study periods, course progress must be monitored at least every six months.

3.3 Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. The provider must define course requirements for each study period and be able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The course requirements for each study period must also be made clear to the student at the start of the course, or if variable, each study period.

3.4 The provider must have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

3.5 The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and cancellation of his or her visa, depending on the outcome of any appeals process.

3.6 At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined in 3.4 is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

