



## ***Attendance and Course Monitoring Policy and Procedures***

### **1. Purpose**

The purpose of this policy is to ensure that Australian Study Link Institute monitors and records attendance and course progress of international students to ensure that they can complete their 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 attendance and course progress requirements.

The intention of this policy is to provide all the students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This policy ensures compliance with Standard 6 and 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)* and Clause 1.7, 6.1 to 6.6 of *Standards for RTOs 2015 (Cth)*.

This policy has been documented to ensure that students maintain satisfactory attendance and course progress requirements.

### **2. Responsibility**

Training Manager and Administration Manager are responsible for the implementation of this policy and ensuring that staff members are aware of its application, and implement its requirements.

Australian Study Link Institute will monitor and record course attendance every week and course progress at the end of each study period. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

Australian Study Link Institute will provide support to the students by discussing and implementing intervention strategies for students who are at risk of failing to meet course progress and/or attendance requirements.

Students who are not attending classes may mean that they might not make satisfactory course progress. If students are unable to meet satisfactory course requirements despite repeated warnings and implementing intervention strategies, the process of reporting student to the Department of Home Affairs (DHA) via PRISMS will commence on the basis of unsatisfactory course progress i.e., unable to demonstrate competency in at least 50% of the units in two consecutive study periods.

### **3. Definitions**

**CoE** means Confirmation of Enrolment. This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the institute. The DHA requires the CoE for visa processing for international students.

**DHA** means Department of Home Affairs. The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program



provides student visas to international students to allow them to study on campus onshore with an accredited provider.

**ESOS Act** means the Education Services for Overseas Students Act 2000. The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

**Cth** means Commonwealth of Australia

**Study Period** defined by Australian Study Link Institute is one term of the course (18-26 weeks) in which the student is enrolled. Different qualifications will have different study period. Refer to Australian Study Link Institute's student handbook for further information.

**National Code:** National Code of Practice for Providers of Education and Training to Overseas Students 2018. Under the ESOS Act, the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code supports the effective administration of the ESOS legislative framework by the Commonwealth, state and territory governments.

**PRISMS** means Provider Registration and International Student Management System (PRISMS).

**Minimum Attendance requirements:** minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the study period.

**Satisfactory course Progress:** where a student is able to meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50 of the units in the study period

**Student at risk:** A student at risk is defined as one who has not made satisfactory academic progress in a course for a term (providing the term is not the second consecutive term for which this is the case), and is therefore subject to an intervention strategy.

#### 4. Policy

Australian Study Link Institute will ensure that the student has 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. Australian Study Link Institute will also check and ensure that all the required assessments are completed up to that point of time.

Students at Australian Study Link Institute will be informed about satisfactory course progress and attendance requirements in each study period before the commencement of the course during orientation day.



Australian Study Link Institute gives strong emphasis on attendance and course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

#### **4.1. Completion within expected duration**

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The expected duration of the course as specified in the overseas student's CoE should not exceed the CRICOS registered duration.

Australian Study Link Institute will monitor student attendance and course progress regularly to ensure that students satisfactorily progress through their course and complete their studies within the duration specified on their Confirmation of Enrolment.

#### **4.2 Attendance Requirements**

##### **Monitoring Attendance**

Australian Study Link Institute will collect attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. Australian Study Link Institute will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who will be absent from the class and will have attendance below 80% will be identified as “at risk”. Administration Manager will send warning letters to those students to discuss and identify support measures if required by students.

##### **Attendance records:**

Administration Manager will maintain and record course attendance every week on the Attendance tool. The attendance records will be maintained in the following manner using the *Attendance Record Sheet*.

Class rolls for each unit of competency for all the courses will be kept and will contain the following information:

- Course Code and Course Name
- Weekly Dates
- Session timings
- Group No
- Student ID
- Full name of each student enrolled in the class
- Individual student signature section
- Time in-Time out
- Name and signature of the trainer/assessor either training or assessing that class.

Australian Study Link Institute will retain evidence that students are attending scheduled classes in the form of marked Student's sheets and attendance tool.



Before commencement of the course, through its orientation program, Australian Study Link Institute will advise the students about the importance of attendance and how it affects the course progress.

Students must maintain satisfactory attendance (i.e. minimum 80% of attendance) throughout the course.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. Australian Study Link Institute will send warning letters to those students whose attendance is falling below the attendance requirements.

- *First attendance warning letter* will be sent to the students when the trainer notices any unauthorised absence for more than 5 consecutive days or if a student's attendance falls below 95%. Students will be called for a meeting to discuss their reasons for absence and provide support if students need support.
- *Second attendance warning letter* will be sent to students if their attendance falls below 85%. This will be followed up by inviting those students to attend an intervention meeting. The Institute will implement Intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. It will be recorded in the Intervention strategy form and will be placed in student's file.

Australian Study Link Institute will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress.

If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), Australian Study Link Institute will report the students on the basis of unsatisfactory course progress for two consecutive study periods to the DHA via PRISMS in accordance with Australian Study Link Institute's course progress and attendance procedures as outlined below in section 5.

As part of the intervention strategy, students will be provided with appropriate support including, but not limited to, academic skills support, LLN support, counseling and mentoring. Refer to point 4.4 of this policy for information on Intervention strategy.

Students can also refer to the *Student Support and Welfare policy* for more details on support provided by Australian Study Link Institute. It can be made available from the Institute's website or from administration department.

### **4.3. Course Progress Requirements**

4.3.1. Course progress requirements are defined in relation to the study periods and may include (but are not limited to), any combination of the following.

- Satisfactory completion of certain assessment tasks for each unit.
- Achieving competency for certain units of competency in a study period.

4.3.2. Requirements are designed to uphold the academic integrity of the registered course and meet the requirements of the training products, with consideration to the length of the study period and number of units and assessment requirements of the course.

4.3.3. Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, Australian Study Link Institute course progress monitoring procedures will be followed.



4.3.4. Australian Study Link Institute will use range of methods to monitor course progress including review of assessment tasks, and other measures of academic progress as defined in the procedures. All records of course progress will be kept in a file.

4.3.5. Students course progress will be recorded on excel sheet and will be regularly assessed by Student administration.

4.3.6. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration.

4.3.7. Australian Study Link Institute chooses to implement the “Department of Education, Skills and Employment” course progress policy and procedures”. Regular and sufficient attendance in class is necessary for successful achievement of expected outcomes and to maintain course progress requirements.

4.3.8. Australian Study Link Institute will **monitor record and assess the course progress** of each student for each unit of the course for which the student is enrolled in. Student’s course progress will be assessed at the end of each study period.

4.3.9. Students will be informed during the orientation about their course progress requirements.

4.3.10. Australian Study Link Institute has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, for students, the intervention strategy will be discussed and implemented where the student has failed or is deemed not yet competent (NYC) in 50 per cent or more of the units.

4.3.11. Attempted in any study period, Australian Study Link Institute may choose to intervene at any point before the end of the study period, for example, if the student does not attend the classes regularly or does not respond to Australian Study Link Institute’s attempts to assist the student in achieving satisfactory course progress.

4.3.12. At the end of each compulsory study period, students will be assessed against the “*Attendance and Course Progress Policy and Procedure*”. If a student is identified for the first time as not making satisfactory course progress, warning letters will be sent to students to inform them about their course progress and attendance and meeting will be organised to discuss any issue that they might be facing. Intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of the following study period or as soon as practicable.

If a student is identified as not making satisfactory course progress in the second consecutive compulsory study period in a course, (failing 50% or more units in second study period) despite of implementing intervention strategy, Australian Study Link Institute will notify the student of its intention to report the student to the Department of Home affairs via PRISMS for unsatisfactory progress. Detailed procedures for course progress are mentioned below in section 5.2 of this policy.

4.3.13. All students must ensure that they are making satisfactory progression through their course. If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), Australian Study Link Institute will implement a process for reporting unsatisfactory course progress in PRISMS.

#### **4.4. Intervention Strategy**

Australian Study Link Institute will identify, notify and assist students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. Australian Study Link



Institute will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Administration Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- attending counselling;
- English language support;
- reviewing learning materials with the student and providing information to students in a context that they can understand;
- providing extra time to complete tasks;
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Australian Study Link Institute is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

### Reassessment/Repeat unit

Students will be given 2 additional attempts to demonstrate competency at each assessment (One original submission + 2 additional attempts of reassessments). First 2 reassessments will not incur any charges. However, third reassessment will incur a fee of \$300. If students are unable to demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee.

Unit repeat fee: \$300 per unit.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

### 4.5. Extension to expected course duration

Extensions to the course duration specified on the CoE are only allowed where:

Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the students and which could include involvement in or witnessing of a serious accident; and



- Witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Australian Study Link Institute 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.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or is in the process of implementing Intervention Strategy.
- An approved deferral or suspension of studies has been granted in accordance with Australian Study Link Institute's Deferral, Suspension and Cancellation Policy and Procedures.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DHA via PRISMS.

All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

*Where the duration of the student's enrolment is extended, it is advisable for the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.*

#### 4.6. Reporting students

Australian Study Link Institute will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.

Australian Study Link Institute will be required to report the student to DHA via PRISMS if student demonstrates unsatisfactory course progress in two consecutive study periods i.e., not successfully demonstrating competency in more than 50% of the units in two consecutive study periods.

Furthermore, where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite implementing intervention strategies, Australian Study Link Institute will be required to report the student to DHA via PRISMS.

Prior to reporting, student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.

Students have the rights to appeal against this decision as per Australian Study Link Institute's Complaints and Appeals Policy and Procedure within 20 working days. If the student chooses to access this process, the student will not be reported until this process is complete.

Australian Study Link Institute will only report unsatisfactory course progress in PRISMS if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the Institute or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying Australian Study Link Institute in writing.

*All records will be kept in the student's file including warning letters and the notice of intention to report.*

#### 5. Procedures

The procedure for attendance and course monitoring policy demonstrates how the policy will be implemented and who will be responsible for the steps taken under this policy.



**5.1. Monitor Attendance:** Student's attendance will be regularly monitored to ensure that Australian Study Link Institute facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course.

Procedures	Responsibility
<p><b>A. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>Student's attendance will be recorded every day in <b>Attendance Record Sheet by the trainer.</b></li> <li>Administration Manager will maintain and record course attendance every week on the Attendance tool and submit it to the Training Manager.</li> <li>Administration Manager will maintain and store the attendance tool.</li> <li>Administration Manager will analyse the weekly attendance tool and identify students who are not attending classes.</li> <li><i>Attendance Monitoring Tool</i> will be used to check if attendance is satisfactory.</li> </ul>	<p>Trainer Administration Manager Training Manager</p>
<p><b>B. Identify students at risk for Unsatisfactory attendance – Stage 1</b></p> <p>Where a student's attendance falls below 95% or who has been absent for more than five consecutive days without approval or satisfactory reason, Australian Study Link Institute will contact those students to discuss their absence. <i>First attendance warning letter</i> will be sent to the student. Student may be invited for meeting with the Administration Manager to discuss any issues or problems that students may be facing so that support can be provided.</p> <p>During this meeting, Australian Study Link Institute will:</p> <ul style="list-style-type: none"> <li>Discuss the reasons for low attendance with the student if students have been absent for more than five consecutive days without approval and/or who are at risk of not meeting attendance requirements before student's attendance drops below 80%. An appropriate Intervention strategy may be discussed and identified during the discussion if he/she requires.</li> <li>Offer support services to students which may include, but not limited, to academic and future progress advice, welfare matters to meet the overseas student's visa requirements. (refer to Intervention strategy and/or Student Support and Welfare policy for more details)</li> <li>Remind the student that if they continue to not meet the attendance and course progress requirements, they will be reported to DHA via PRISMS</li> </ul>	<p>Training Manager Trainer Student support officer Administration Manager</p>





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and that may affect their visa status.

- Australian Study Link Institute will keep a brief summary of this discussion, as well as a copy of this letter.
- Continue to monitor student's attendance.



<p><b>C. Risk of Unsatisfactory attendance – Stage 2</b></p> <ul style="list-style-type: none"> <li>• Where a student’s attendance drops below 85% or who have been absent for more than five consecutive days without approval, a Second warning letter for low attendance will be sent inviting the student to attend a meeting to discuss and implement intervention strategy.</li> <li>• During the meeting, the reasons for continuing unsatisfactory attendance and further intervention required will be discussed. Intervention strategy form will be filled up and recorded.</li> <li>• Australian Study Link Institute will offer support services to students which includes, but is not limited to academic and future progress advice, welfare matters to meet the overseas students visa requirements, etc. (refer to Intervention strategy and/or Student Support and Welfare policy for more details)</li> </ul> <p>If the attendance is still unsatisfactory i.e. below 80% despite of implementing intervention strategies, the course progress will be reviewed.</p> <p>If student’s course progress is unsatisfactory, students will be invited to attend intervention meeting and intervention strategy will be invoked in accordance with the course progress policy and procedures.</p> <p>Warning letters will be sent to the students and intervention strategies will be applied and implemented.</p> <p>If student’s attendance is unsatisfactory but the student is making satisfactory course progress, student will still be counselled on the importance of the attendance for successful course progression. The student’s course duration and their skills and knowledge will be reviewed in light of the ASQA guidelines about Overseas Student Attendance.</p> <p>If required, Australian Study Link Institute will invite the students to apply for RPL and the Institute will reduce the duration of the course to the minimum duration required, given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. For more information, please refer to Appendix 1- ASQA guidelines.</p>	<p>Administration Manager Student support officer Administration Officer</p>
<p><b>D. Linking student’s attendance with course Progress</b></p> <p><i>(Process where students have failed to meet satisfactory course attendance)</i></p> <p>Before commencement of the course, during induction program as well as through trainers, Australian Study Link institute will advise the students about the importance of attendance and how it affects the course progress.</p> <p>If student does not meet satisfactory attendance requirements, student’s course progress will be reviewed and carried forward on the following basis:</p>	<p>Training Manager Trainer Administration Manager Administration Officer</p>



<ul style="list-style-type: none"> <li>• If student’s course progress is found to be unsatisfactory, Australian Study Link Institute will issue unsatisfactory course progress warning letters. Course progress procedures will be applied as mentioned below in section 5.2. or</li> <li>• If student’s attendance is low but the student is making satisfactory course progress, then student will be invited for meeting and the student’s course duration will be reduced to the minimum duration required, given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. For more information, please refer to Appendix 1- ASQA attendance guidelines.</li> </ul> <p>Australian Study Link Institute will report the students to the Department of Home Affairs (DHA) on unsatisfactory course progress for two consecutive study period; however, Institute will actively monitor and record student’s attendance in line with National code 2018 Standard 8.10, 8.11 &amp; 8.12.</p> <p>Note: Australian Study Link Institute will not report the students on the basis of attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.</p>	
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## 5.2. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <ul style="list-style-type: none"> <li>• Student’s course progress will be assessed and monitored regularly, in relation to the course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period.</li> <li>• Class activities, formative tasks and class participation will be used to informally monitor students in class.</li> <li>• <i>Course Progress and Attendance Monitoring Tool</i> will be used to monitor formal progress.</li> <li>• At the course monitoring point, student’s course progress will be reviewed to determine if students are at risk of not meeting course progress requirements.</li> <li>• Follow up will be done with academic staff to check if the records are incomplete or complete.</li> </ul>	<p>Training Manager Trainer Administration Manager</p>



<p><b>B. Risk of Unsatisfactory course progress – Stage 1</b></p> <ul style="list-style-type: none"> <li>Where a student’s course progress has been identified as ‘at risk’ of falling below 50 % for first study period, Notification Letter will be sent to student to inform them that the student <b>is at the risk</b> of breaching their student’s visa requirements to maintain satisfactory course progress for 1<sup>st</sup> study period.</li> <li>Students will be advised to contact Australian Study Link Institute’s Administration department or trainer if required to discuss any support that may be required by the student to achieve satisfactory course progress. Intervention strategy will be applied if student is facing any issues.</li> </ul>	<p>Training Manager Administration Manager Student Support Officer</p>
<p><b>C. Risk of Unsatisfactory course progress – Stage 2</b></p> <p>If student:</p> <ul style="list-style-type: none"> <li>has not successfully demonstrated competency in at least 50% of the units in 1<sup>st</sup> study period of his/her course, or</li> <li>If meeting was arranged on call and student did not attend intervention meeting.</li> <li>If intervention strategy is implemented and the student has failed to follow intervention strategy as agreed upon.</li> </ul> <p>It will be interpreted that the student is still at risk of not making satisfactory course progress.</p> <p>In this case, Australian Study Link Institute will send 1<sup>st</sup> warning letter to the student indicating that they are still at risk of not maintaining satisfactory course progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk.</p> <p>Students will be invited to meet with the Administration Manager or student administration to discuss any issues that they might be having and to offer support services.</p> <p>During the meeting:</p> <ul style="list-style-type: none"> <li>Students will be informed of the implications of amending their CoE, if applicable.</li> <li>Intervention meeting outcomes of the meeting will be recorded in the <i>Intervention Strategy form</i>.</li> <li>Intervention strategy will be discussed and identified with the student. Administration Manager will ensure that <i>Intervention Strategy form</i> is signed and accepted by the student to state that they agree to the intervention strategy.</li> <li>Intervention strategy will be immediately implemented as documented in the</li> </ul>	<p>Training Manager Student Support Officer Trainer</p>



*Intervention Strategy form.*

- The student will be reminded that if they continue to show unsatisfactory course progress requirements, they will be reported to DHA via PRISMS and this may affect their visa status.
- To issue a new CoE to extend the duration of the student's study (if required), the Administration Manager will find the CoE concerned and select the SCV (Student Course Variation) report option, including reasons for granting the extension.

All the documents will be placed on the student's file.

**D. Risk of Unsatisfactory course progress – Stage 3**

If student:

- did not attend the meeting after sending warning letter.
- has not followed the intervention strategy as discussed, or
- Course progress is still at risk of being less than 50% of the units for the second consecutive study period.

Administration staff or Administration Manager will issue 2<sup>nd</sup> Warning letter. Students will be given another chance to meet with the Administration Manager or student administration and discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student.



<p><b>E. Inform the student of “Intention to report” for making unsatisfactory course progress continuously.</b></p> <ul style="list-style-type: none"> <li>• Course progress will be monitored continuously. If student has failed in more than 50% of their units for two consecutive study periods despite of implementing intervention strategies, students will <b>be notified in writing of intention to report</b> them to DHA via PRISMS through “Intention to report letter”.</li> <li>• Reasons for intention to report will be notified in the letter.</li> <li>• Student will be informed of their right to access Australian Study Link Institute’s Complaints and Appeals process within 20 working days of receiving the “Intention to report” letter (the date specified on the letter).</li> <li>• Students who choose to access this process will not be reported if they appeal within 20 working days indicating Australian Study Link Institute’s intention to notify. Students must continue to attend their classes during the appeals process as specified in Australian Study Link Institute’s <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• Australian Study Link Institute will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> <li>- the internal and external complaints processes have been completed and the decision or recommendation supports Australian Study Link Institute’s decision, or</li> <li>- the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or</li> <li>- the student has chosen not to access the external complaints and appeals process,</li> <li>- the student withdraws from the internal or external appeals processes by notifying Australian Study Link Institute in writing.</li> </ul> </li> <li>• Australian Study Link Institute will keep a copy of the Letter and any other relevant documentation.</li> </ul>	<p>Training Manager Administration Manager/Complaints Officer Appeals Officer</p>
<p><b>F. Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>• 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, Australian Study Link Institute will report the student to DHA via PRISMS for breach of course progress requirements.</li> <li>• If student appeals to external authority e.g. overseas student ombudsman, Australian Study Link Institute will not report the student until appeal process</li> </ul>	<p>Training Manager Administration Manager/Complaints Officer Appeals Officer</p>



is concluded.

- Student’s enrolment will be kept active until both Internal and External complaints and appeals process have been completed.

## Appendix 1

### Guidelines-ASQA Attendance Requirements 2019

*Overseas students are required to participate in and attend the scheduled classes.*

#### Note for Students

**Overseas students are required to be enrolled in a full-time registered course** to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week.

Students are also **expected to progress through their course** so that they complete the course within the nominated course duration.

If an **overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case Australian Study Link Institute **will invite the student to apply for RPL and the Institute will reduce the duration of the course to the minimum duration** required given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

*Australian Study Link Institute has implemented “Attendance and Course Monitoring policy and procedures” to monitor minimum attendance requirements and if students don’t meet these requirements, they will be **breaching student visa condition**. The Department of Home Affairs (DHA) may cancel a student’s visa if the student’s fail to maintain their enrolment.*

Students who cannot show that they are meeting the requirements of the qualifications or accredited course **are at risk of not progressing in their course** (that is, they are at risk of not completing the course within the nominated duration) will be notified that they are at risk and they will be invited to meet with the Administration Manager to discuss any support services required (including intervention strategies).

**If a student fails to make satisfactory course progress** (including by not participating in the training as outlined in the training and assessment strategy and timetables), Australian Study Link Institute will **report the students to the Department of Home Affairs (DHA)** via PRISMS on the basis of unsatisfactory course progress for two consecutive study periods.

Before reporting the students to DHA, Australian Study Link Institute will ensure that proper process and procedures are followed as per the above-mentioned Attendance and Course Progress procedures.

#### Keeping Students Informed:



*During enrolment process before student's start their course, Students will be informed of the following information through the written agreements:*

- *the duration of their course and the modes of study (including course delivery location and the facilities provided by Australian Study Link Institute)*
- *that students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa*
- *that if students don't attend scheduled classes, Australian Study Link Institute may reassess the student's course duration, and may shorten their course duration.*
- *that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa*
- *that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.*

Students will also be provided with the above information during Induction.

#### **A student must be aware of the following:**

- 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.
- Attend classes as per the scheduled class times.
- If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), Australian Study Link Institute's will implement a process for reporting unsatisfactory course progress in PRISMS as per Australian Study Link Institute's Attendance and Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing Australian Study Link Institute's Complaints and Appeals policy which can be made available from the website or from the Reception.

Before reporting the students to DHA, Australian Study Link Institute will ensure that proper process and procedures are followed as per the *Attendance and Course Progress policy and procedures*.

#### **Australian Study Link Institute will:**

- *Undertake **an intervention strategy to assist** the student at risk of not meeting the course progress requirements in sufficient time for the students to achieve satisfactory course progress. This will be documented in the Intervention Strategy form.*
- *Inform the students of the intention to report them and the reasons why Australian Study Link Institute is reporting them.*
- *Inform the student about how they can access an internal complaints and appeals process.*
- *Advise the student on their external appeal rights.*