

Course Progress and Attendance Monitoring Policy

Scope

This policy is applicable to Oxford House College (OHC) courses.

Purpose

OHC is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational aspirations. The purpose of this Policy is to provide information on the:

- rules for meeting course progress and attendance requirements under the ESOS Act 2000 and National Code 2018.
- identification of students who are, or are 'at risk' of, failing to meet course progress and attendance requirements
- intervention strategies to ensure that students have access to appropriate support mechanisms
- processes relating to the exclusion of students who fail to meet satisfactory course progress and attendance requirements.

Policy Statements

- OHC'S students are advised of their responsibilities to meet their visa requirements prior to enrolment, at Orientation and in the Student Handbooks.
- All students are encouraged to make use of OHC'S support services to enhance the outcomes of their studies.
- OHC regularly monitors all enrolled students' course progress and attendance to assist:
 - o students to meet their study goals, and
 - o international students to satisfy relevant conditions in their student visas, such as maintaining satisfactory course progress and completing their studies within the expected duration set out in their Confirmation of Enrolment (CoE).
- OHC will maintain accurate and systematic records of academic progress and attendance.
- In implementing this Policy, the monitoring interval will be a study period. The length of each study period depends on the course the student is enrolled in and are specified below:

Study Periods:

High School Preparation: One Term

All other ELICOS courses: 12 week teaching block

- OHC will initiate an intervention process for students identified as making unsatisfactory course progress.
- The intervention process is undertaken to support students to better engage with their studies so as to improve their academic progress.
- OHC may cancel a student's Confirmation of Enrolment (CoE) and report a student for making unsatisfactory course progress to the Australian Government via PRISMS if:
 - o the student fails to engage with the Intervention process or to follow OHC Intervention Strategy, **and**
 - o continues to fail to maintain satisfactory course progress and attendance in a subsequent study

- period.
- OHC will only cancel a student's CoE and report a student for unsatisfactory course progress in PRISMS if:
 - o the internal and external complaints processes have been completed and the decision or recommendation supports OHC; or
 - o the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - o the student has chosen not to access the external complaints and appeals process, or
 - o the student withdraws from the internal or external appeals processes by notifying OHC in writing.

Procedural Statements

Monitoring Course progress requirements

- In ELICOS, academic progress is monitored through a combination of attendance and classroom assessment of skills and proficiencies mapped to the Common European Framework (CEFR). An ELICOS student is deemed not to be making satisfactory academic progress where at the end of a teaching block a student has not achieved CERF proficiency for their level, or where they have achieved less than 80% attendance.
- At the end of each study period, students who are identified as having failed to progress will be identified for intervention.
- The intervention process will be initiated by:
 - o Written notification to each student identified as 'at risk', inviting them to meet with the Program/ Academic Manager or relevant designated staff to develop a formal strategy and/ or referral to support services provided by OHC. This Intervention Strategy aims to ensure the student's future academic success.
 - o In the case of student under the age of 18, the Intervention Strategy letter is also sent to the student's parent and care provider.
- An Intervention Strategy may include:
 - o Access to academic support
 - o Discussion of the student's suitability in studying a particular course
 - o Agreement on revised study plan
 - o Referral to personal guidance counsellors (internal or external)
 - o Ongoing monitoring of the student, e.g. compulsory meetings with staff member/s
 - o A recommendation that a period of deferment or temporary suspension of studies be taken
 - o Any other support mechanisms that OHC and the student reasonably determine.
- Once an Intervention Strategy is agreed to by OHC and the student, a copy must be provided in writing to the student (and to their welfare provider in the case of a student under 18) and will include, the:
 - o Specifics of the Intervention Strategy, such as the steps that will be taken by the student and the timeframe of the Intervention
 - o Information regarding implications of ongoing unsatisfactory academic progress, and
 - o OHC's complaints and appeals process – in case the student wishes to appeal the necessity for intervention.
- All discussions and activities with students relating to the intervention process must be recorded in the student management system and the individual student's records. This includes referrals to internal and external support services and any formal letters or copies of Intervention Strategies.

Ongoing unsatisfactory course progress

- Where a student fails to maintain satisfactory course progress after an Intervention Strategy is implemented or where a student fails to participate in the Intervention process, then an Intention to Report Notification (ITR) will be sent to the student (and to their welfare provider in the case of a

student under 18) notifying them that they are to be reported to the relevant Government Department via PRISMS.

- o The student will be advised they have 20 working days to access OHC'S complaints and appeal process.
- Possible outcomes of appeals process include:
 - o Appeal upheld, because:
 - a) there was an administrative error made in calculation and the student has made satisfactory progress. In this case, no further action will be taken.
 - b) there are compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student.
 - o Appeal dismissed, in this case the student is reported for failing to meet course progress via PRISMS.
- All documentation relating to appeals must be filed in the student's records.

Monitoring Attendance requirements

- Students on a student visa and studying in the ELICOS or high school programs are required to maintain a minimum of 80% attendance.

Attendance less than 85%

- On a weekly basis the Administration Manager will run a report to show students on a student visa at attendance below 85% to allow for warning to students prior to falling below 80%.
- An initial Warning letter will be sent, giving the student 7 days to contact OHC. The letter is also recorded on the student's e-file and in the Initial Warning spreadsheet.

Consecutive Days Absent

Where a student has been absent for five consecutive days without medical certificate:

- The class teacher should bring it to the notice of the Program Manager. For example: Student could be absent for the whole week, from Monday to Friday or could be absent for the last 2 days of the previous week and the first 3 days of the following week.
- Program Manager must make contact and advise student of seriousness of the situation. Record of conversation to be entered into the student management system.
- If the Program Manager is unable to contact the student, the local guardian/Agent/Parents should be contacted at the earliest to inform them of the situation.
- In addition to personal contact, an Initial Warning Letter must be sent. Copies of the letter to be placed in the student's e-file. The letter will be sent by the Administration Manager.
- Students are to be included in Campus Weekly Report under "Initial Attendance Warning."

Attendance less than 80%

- An Intention To Report Notification (ITR) will be sent to the student for failing to meet attendance requirements. The ITR will give the student the opportunity to appeal the ITR within 20 days of the letter.
- The Students to be included in Campus Weekly Report under "Intention to Report" and added to the Intention to Report spreadsheet.
- If student does not respond after 20 working days or the appeal is denied, the students CoE can be cancelled via PRISMS.
- OHC may decide not to report a student for breaching the 80% attendance requirement where:
 - o The student on appeal produces documentary evidence clearly demonstrating that

compassionate or compelling circumstances exist and whose overall attendance is not below 70%. Such decisions and supporting evidence must be recorded in the student's file and in Diary notes of BECAS.

Monitoring Completion within expected duration

OHC implements the following in order to ensure that students are in a position to complete the course within the expected duration as specified on the student's CoE:

- All students participate in the complete program. ELICOS students cannot vary their student load below 20 hours per week.

Extending CoE Duration

When it is evident that a student will not complete their course in the expected duration specified in their CoE, OHC may take steps to issue a new CoE where it is clear the student will not complete the course as a result of:

- Evidenced compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - o Serious Illness or injury;
 - o Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - o Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - o 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 student.
- Having OHC'S intervention strategy implemented.
- Taken an approved deferment or suspension of study.
- Where OHC decides to extend the duration of the student's study, OHC will report via PRISMS within 14 days and/or issue a new COE if required.

Note: If OHC extends the duration of the student's enrolment, affected students are encouraged to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website ([https://www.homeaffairs.gov.au/Trav/Visa- 1/500-](https://www.homeaffairs.gov.au/Trav/Visa-1/500-)).

Refusal to Extend Duration

- When it is evident that a student will not complete their course in the expected duration and the above conditions are not met, OHC may issue an Intention to Report Notice (ITR).
- If the student does not appeal the ITR in 20 working days from the date of the notice or where the student's appeal is unsuccessful, the student's COE will be cancelled.

Course Duration Administration

- Where a student is applying for an extension to the duration of the course, relevant documentation must be presented to the Campus Director for approval and placed on the student's e-file.

Miscellaneous: Online courses

- OHC does not provide distance education or online learning. If at any time OHC provides online education opportunities, this will be supplementary to the normal program study expectations and will not exceed 33.3% of the normal program.

Related Policy documents

- Student Support Policy
- Complaints and Appeals Policy and Procedures
- Management of U18 International Students Policy and Procedures
- Deferral, Suspension and Cancellation Policy and Procedures

Version Control and accountable officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer		Academic Registrar		
Implementation Officers		Academic/ Program Managers and Campus Directors		
Review Date		June 2022		
Version	Authored/ Revised by	Brief Description of the changes	Date Approved	Effective Date
2	Dean (Governance & Accreditation)	Revised Policy (adapted from retired Policy Manual)	23 May 2018	27 May 2018
2.1	Dean (Governance & Accreditation)	<ul style="list-style-type: none"> • Administrative changes made to better reflect OHC practice. 	16 May 2019	30 May 2019