

SC33 Course Progress and Attendance Monitoring Policy and Procedures

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Purpose

The purpose of this policy is to ensure that UK English College Pty Ltd t/as UK English College monitors overseas 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 course progress or attendance requirements.

The intention 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 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Definitions

Compassionate and Compelling Circumstances include but are 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 (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has had an impact on the student's studies
- A traumatic experience that has had an impact on the student, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where UK English College is unable to offer a pre-requisite unit

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- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa

DET means Department of Education and Training

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives; and
- Advising students of assistance such as:
 - receiving additional teaching support;
 - reviewing learning materials with the student and providing information to students and 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 academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - referral to external organizations where UK English College is unable to address the identified learning or academic issues;
 - being placed in a suitable alternative course; or
 - a combination of the above and a reduction in course load.

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018.

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

Satisfactory attendance is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 80%. This is where the student's attendance is at least 70% and they are maintaining satisfactory academic performance.

Satisfactory course progress is where a student does not fall into any of the categories defined as **unsatisfactory course progress**.

Unsatisfactory course progress is where a student:

- Has failed to achieve a mark of at least 50% on a monthly progress report

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- Has been identified as requiring intervention to ensure satisfactory course progress
- Has been identified as being at risk of failing to achieve a final mark of at least 50%
- Has been identified as being at risk of being unable to complete their course within the expected duration

Unsatisfactory attendance is where a student does not or cannot meet the requirements defined as **satisfactory attendance**.

Policy

Overseas student visa requirements

Monitoring overseas student progress, attendance and course duration

1. UK English College monitors overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
2. The expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration.
3. UK English College monitors the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
4. UK English College has and implements documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
5. UK English College clearly outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Schools, ELICOS and Foundation Programs: course progress and attendance requirements

6. UK English College has and implements a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
 - requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent – or higher if specified under state or territory legislation or other regulatory requirements – of the scheduled contact hours
 - the method for working out minimum attendance under this standard
 - processes for recording course attendance
 - details of UK English College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 percent

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- processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
7. UK English College has and implements a documented policy and process for monitoring and recording course progress for the overseas student, specifying:
- requirements for achieving satisfactory course progress for the course
 - processes for recording and assessing course progress
 - details of UK English College’s intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
 - processes for determining the point at which the student has failed to meet satisfactory course progress

Higher education: course progress requirements (Not applicable)

8. A higher education course must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying:
- requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course, and processes to address misconduct and allegations of misconduct
 - processes for recording and assessing course progress requirements
 - processes to identify overseas students at risk of unsatisfactory course progress
 - details of UK English College’s intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
 - processes for determining the point at which the overseas student has failed to meet satisfactory course progress

Vocational education and training (VET): course progress and attendance requirements (not applicable)

9. UK English College has and implements a documented policy and process for assessing course progress as defined in the NVETR Act that includes:
- requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct
 - processes for recording and assessing course progress requirements
 - processes to identify overseas students at risk of unsatisfactory course progress
 - details of UK English College’s intervention strategy to assist overseas students risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress

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- processes for determining the point at which the overseas student has failed to meet satisfactory course progress
10. UK English College has and implements a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of UK English College registration by an ESOS agency.
11. If an ESOS agency requires UK English College to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 percent of the scheduled contact hours for the course.
12. If an ESOS agency requires UK English College to monitor overseas student attendance, UK English College has and implements a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
- the method for working out minimum attendance under this standard
 - processes for recording course attendance
 - details of UK English College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 percent
 - processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Reporting unsatisfactory course progress or unsatisfactory course attendance

13. Where UK English College has assessed the overseas student as not meeting course progress or attendance requirements, UK English College gives the overseas student a written notice as soon as practicable which:
- notifies the overseas student that UK English College intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - informs the overseas student of the reasons for the intention to report
 - advises the overseas student of their right to access UK English College complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals), within 20 working days.
14. Additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment
- UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
 - misbehaviour by the student
 - the student's failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the written agreement

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- a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.
 - The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
 - Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or
 - the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
 - the overseas student chooses not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing.
15. UK English College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
- for schools, ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or
 - for VET courses, the student is maintaining satisfactory course progress

Allowable extensions of course duration

16. UK English College will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
- there are compassionate or compelling circumstances, as assessed by UK English College on the basis of demonstrable evidence, or
 - UK English College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
 - an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, Suspending or Cancelling the Overseas Student's Enrolment)
17. If UK English College extends the duration of the student's enrolment, UK English College must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Modes of delivery

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Note: *Online learning is study where the teacher and overseas student primarily communicate through digital media, technology-based tools and IT networks and does not require the overseas student to attend scheduled classes or maintain contact hours. For the purposes of the ESOS framework, online learning does not include the provision of online lectures, tuition or other resources that supplement scheduled classes or contact hours. Distance learning is any learning that an overseas student undertakes off campus and does not require an overseas student on a student visa to physically attend regular tuition for the course on campus at UK English College registered location.*

18. UK English College does not deliver a course exclusively by online or distance learning to an overseas student.
19. UK English College does not deliver more than one-third of the units (or equivalent) or higher education or VET course by online or distance learning to an overseas student.
20. UK English College ensures that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
21. For school, ELICOS or foundation programs, any online or distance learning is in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course, if applicable.
22. UK English College takes all reasonable steps to support overseas students who may be disadvantaged by:
 - additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning
 - inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

Procedure

1. Special conditions related to provider-initiated suspension or cancellation of an overseas student's enrolment

Refer to Standards 8, 9 and 10 of the National Code.

<p>A. Any provider-initiated suspension or cancellation of an overseas student must abide by the following special conditions:</p> <ul style="list-style-type: none"> • UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of: <ul style="list-style-type: none"> ○ misbehaviour by the student 	<p>PEO</p>
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<ul style="list-style-type: none"> ○ the student’s failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the written agreement ○ a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018. ● The suspension or cancellation of the overseas student’s enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student’s health or wellbeing, or the wellbeing of others, is likely to be at risk ● Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> ○ the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or ○ the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or ○ the overseas student chooses not to access the external complaints and appeals process, or ○ the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing. 	
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2. Monitor course progress

Refer to Standards 8, 9 and 10 of the National Code.

Procedure	Responsibility
<p>A. Monitor and record student’s progress</p> <ul style="list-style-type: none"> ● The teacher will issue a monthly progress report to each student on the first class day of each month ● The teacher will alert the Academic Manager and the student of any student assessment/progress issues that indicate unsatisfactory course progress, such as that the student: <ul style="list-style-type: none"> ○ Has failed to achieve a mark of at least 50% on a monthly progress report 	<p>Teacher / Academic Manager</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> ○ Has been identified as requiring intervention to ensure satisfactory course progress ○ Has been identified as being at risk of failing to achieve a final mark of at least 50% ○ Has been identified as being at risk of being unable to complete their course within the expected duration 	
<p>B. First warning letter</p> <ul style="list-style-type: none"> ● Where the student has failed to achieve satisfactory course progress, the <i>First Warning Letter for Unsatisfactory Course Progress</i> will be sent to the student inviting them to an intervention and strategy meeting. ● Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	Academic Manager
<p>C. Meet with the student to discuss intervention strategies</p> <ul style="list-style-type: none"> ● Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. ● Inform students of the implications of amending their Confirmation of Enrolment (CoE) and/or the potential impact of unsatisfactory course progress on their student visa, if applicable. ● Record outcomes of the meeting on the <i>Intervention Meeting and Strategy Form</i>. ● Ensure form is signed by the student to state that they agree to the intervention strategy and give student a copy for their records. ● 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 may affect their visa. ● To issue a new CoE to extend the duration of the student's study (if approved), the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. 	Academic Manager / PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	
<p>D. Monitor student's progress</p> <ul style="list-style-type: none"> Monitor student's progress through a weekly meeting with the relevant teacher(s) to discuss the intervention approach to adjust as required. Review and update the intervention strategy as required. Discuss revisions with the student. Implement any revised interventional strategy immediately. Record outcomes of each meeting in the <i>Intervention Meeting and Strategy Form</i>. Ensure form is signed by the student after each meeting to state that it is a true and accurate record of the meeting. Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	Academic Manager
<p>E. Send second warning letter to student</p> <ul style="list-style-type: none"> Where the student continues to fail to demonstrate satisfactory course progress, send the <i>Second Warning Letter for Unsatisfactory Course Progress</i> to the student inviting them to a meeting. At the meeting, 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 <i>Notice of Intention to Report for Unsatisfactory Course Progress</i>. Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	Academic Manager / PEO
<p>F. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> If, despite interventions having been implemented, the student has failed to achieve a mark of at least 50% on two consecutive monthly progress reports, the student will be informed of the intention to report them via PRISMS. 	Academic Manager / PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> • Send the <i>Notice of Intention to Report for Unsatisfactory Course Progress</i> to the student notifying them of the intention to report. • Inform student in the same letter of their right to access UK English College’s Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. • UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> ○ the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or ○ the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or ○ the overseas student chooses not to access the external complaints and appeals process, or ○ the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing. • Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	
<p>G. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> • UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> ○ the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or ○ the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or ○ the overseas student chooses not to access the external complaints and appeals process, or 	PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> ○ the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing. ◆ DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider. ◆ Await advice from the DET as to whether the student’s visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not. ◆ Process any refund of fees in accordance with the <i>Fees and Refunds Policy and Procedures</i>. ◆ Maintain record of all documentation related to course progress issues for two years after the overseas student ceases to be an accepted student at UK English College. 	

3. Monitor attendance

Refer to Standards 8, 9 and 10 of the National Code.

Procedure	Responsibility																																			
<p>A. UK English College attendance method</p> <ul style="list-style-type: none"> • The method for calculating attendance for a 12-week-long course (GE 1) is: <table border="1" data-bbox="220 1397 1075 2033"> <thead> <tr> <th>Week</th> <th>100% of scheduled hours to date</th> <th>85% of scheduled hours to date</th> <th>80% of scheduled hours to date</th> <th>100% of remaining scheduled hours</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>20</td> <td>17</td> <td>16</td> <td>220</td> </tr> <tr> <td>2</td> <td>40</td> <td>34</td> <td>32</td> <td>200</td> </tr> <tr> <td>3</td> <td>60</td> <td>51</td> <td>48</td> <td>180</td> </tr> <tr> <td>4</td> <td>80</td> <td>68</td> <td>64</td> <td>160</td> </tr> <tr> <td>5</td> <td>100</td> <td>85</td> <td>80</td> <td>140</td> </tr> <tr> <td>6</td> <td>120</td> <td>102</td> <td>96</td> <td>120</td> </tr> </tbody> </table>	Week	100% of scheduled hours to date	85% of scheduled hours to date	80% of scheduled hours to date	100% of remaining scheduled hours	1	20	17	16	220	2	40	34	32	200	3	60	51	48	180	4	80	68	64	160	5	100	85	80	140	6	120	102	96	120	Academic Manager / PEO
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Procedure					Responsibility
7	140	119	112	100	
8	160	136	128	80	
9	180	153	144	60	
10	200	170	160	40	
11	220	187	176	20	
12	240	204	192	0	
<p>80% of total course hours: 192 hours This represents the minimum permitted attendance for GE 1.</p> <ul style="list-style-type: none"> The method for calculating attendance for a 10-week-long course (GE 2-5) is: 					
	100% of scheduled hours to date	85% of scheduled hours to date	80% of scheduled hours to date	100% of remaining scheduled hours	
1	20	17	16	180	
2	40	34	32	160	
3	60	51	48	140	
4	80	68	64	120	
5	100	85	80	100	
6	120	102	96	80	
7	140	119	112	60	
8	160	136	128	40	
9	180	153	144	20	
10	200	170	160	0	

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Procedure	Responsibility
<p style="text-align: center;">80% of total course hours: 160 hours This represents the minimum permitted attendance for GE 2-5.</p> <ul style="list-style-type: none"> • Standard calculations for each student should include: <ul style="list-style-type: none"> ○ Attendance percentage to date <ul style="list-style-type: none"> ▪ Calculation: $\left(\frac{[\text{student's attendance hours to date}]}{[\text{'100\% of scheduled hours to date' for that week in table above}]}\right) \times 100\%$ ○ Ability to achieve 80% attendance for the course <ul style="list-style-type: none"> ▪ Calculation: $([\text{student's attendance hours to date}] + [\text{'100\% of remaining scheduled hours' for that week in table above}])$ ▪ If result of calculation is less than 80% of the total course hours, the student will <u>not</u> be able to achieve 80% attendance for the course, even if they attend 100% of the remaining scheduled contact hours 	
<p>B. Monitor and record attendance</p> <ul style="list-style-type: none"> • Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to PEO • Record attendance results in the student management system. • Generate and analyse weekly attendance reports. Include standard calculations described above. 	Academic Manager / PEO
<p>C. First warning letter</p> <ul style="list-style-type: none"> • Where a student's attendance percentage to date (as calculated above) has fallen below 85% (but may still be above 80%), or where a student has missed 5 consecutive days of class without approval (e.g. a medical certificate or approved temporary suspension of studies), the <i>First Warning Letter for Unsatisfactory Attendance</i> will be sent to the student advising them that they are in danger of breaching their student visa conditions in relation to attendance and inviting them to an intervention and strategy meeting. 	PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	
<p>D. Meet with the student to discuss intervention strategies</p> <ul style="list-style-type: none"> Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student. Inform students of the implications of amending their Confirmation of Enrolment (CoE) and/or the potential impact of unsatisfactory attendance on their student visa, if applicable. Record outcomes of the meeting in the <i>Intervention Meeting and Strategy Form</i>. Ensure form is signed by the student to state that they agree to the intervention strategy and give student a copy for their records. 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 attendance requirements, they will be reported to DET via PRISMS and that this may affect their visa. To issue a new CoE to extend the duration of the student's study (if approved), the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	PEO
<p>E. Monitor student's progress</p> <ul style="list-style-type: none"> Monitor student's progress through a weekly meeting with relevant staff to discuss the intervention approach to adjust as required. Review and update the intervention strategy as required. Discuss revisions with the student. Implement any revised interventional strategy immediately. Record outcomes of each meeting in the <i>Intervention Meeting and Strategy Form</i>. Ensure form is signed by the student after each meeting to state that it is a true and accurate record of the meeting. 	Academic Manager / PEO

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Procedure	Responsibility
<ul style="list-style-type: none"> Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	
<p>F. Send second warning letter to student</p> <ul style="list-style-type: none"> Where the student continues to fail to demonstrate satisfactory attendance, send the <i>Second Warning Letter for Unsatisfactory Attendance</i> to the student inviting them to a meeting. At the meeting, discuss the reasons for continued unsatisfactory attendance and advise the student that if they continue to demonstrate unsatisfactory attendance, they will receive a <i>Notice of Intention to Report for Unsatisfactory Attendance</i>. Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	<p>Academic Manager / PEO</p>
<p>G. Inform student of intention to report following continuing unsatisfactory attendance</p> <ul style="list-style-type: none"> If a review of the student's ability to achieve 80% attendance for the course (as calculated above) shows that the student will <u>not</u> be able to achieve 80% attendance for the course even if they attend 100% of the remaining scheduled contact hours, the student will be informed of the intention to report them via PRISMS. Send the <i>Notice of Intention to Report for Unsatisfactory Attendance</i> to the student notifying them of the intention to report. Include in the letter that they must continue to meet attendance requirements despite issuance of the <i>Notice of Intention to Report for Unsatisfactory Attendance</i>. <ul style="list-style-type: none"> Do not report students where the student's attendance is above 70% and the student has satisfactory course progress as defined in the <i>Course Progress & Attendance Monitoring Policy and Procedures</i> or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. Inform student in the same letter of their right to access UK English College's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. 	<p>Academic Manager / PEO</p>

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<ul style="list-style-type: none"> • UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> ○ the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or ○ the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or ○ the overseas student chooses not to access the external complaints and appeals process, or ○ the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing. • Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	
<p>H. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> ◆ UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> ○ the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or ○ the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or ○ the overseas student chooses not to access the external complaints and appeals process, or ○ the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing. ◆ DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider. 	PEO

SC33 Course Progress and Attendance Monitoring Policy and Procedures

Procedure	Responsibility
<ul style="list-style-type: none"> ◆ Await advice from DET as to whether the student’s visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not. ◆ Process any refund of fees in accordance with the <i>Fees and Refunds Policy and Procedures</i>. ◆ Maintain record of all documentation related to attendance issues for two years after the overseas student ceases to be an accepted student at UK English College. 	

Document Control

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