



Reach Community College (REACH)

**Monitoring Student Attendance and Course
Progress Policy and Procedures**

Version 1.1

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1. Definitions

College	refers to Reach Community College (REACH)
Appeal	A formal request by a student to have a decision affecting them reassessed or reconsidered in relation to not fulfilling satisfactory course attendance and/or course progress requirements. Appeals shall be filed in accordance with the <i>complaint and appeal policy and procedure</i> of the college.
Course	refers to qualification
CoE	refers to the Confirmation of Enrolment. It is a document which is issued by the college to prospective international students, and which must accompany their application for a student visa. It confirms the prospective international student's eligibility to enrol in the course at the college. CoE contains details about the course of study and the duration of course, that is, the duration in which the student is required to complete the requirements of that course.
ISP	Refers to Intervention Strategy Plan
Medical Certificate	A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period of time during which a student is/has been affected by a medical condition impacting on their participation and/or attendance. A medical certificate may be issued by the following medical and health practitioners registered under the Health Practitioner Regulation National Law, including but not limited to a general medical practitioner, psychologist, chiropractor, dentist, optometrist, osteopath, physiotherapist, podiatrist and approved other health specialists.
National Code 2018	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Course Progress	refers to the academic course progress which is a measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies. Every student is required to maintain their course progress to be able to complete the requirements of that course within the course duration as mentioned in the CoE.
Student	refers to international students.
The Intention to Report letter	refers to formal notification to a student that the college intends to report their non-compliance with course attendance requirements and/or unsatisfactory course progress to the Department of Home Affairs (DHA).
UoCs	refers to units of competency.

2. Purpose

The purpose of this policy is for the college to have a systematic framework and process to ensure that the students can successfully complete their courses within the specified duration as indicated on their Confirmation of Enrolment (CoE). This policy necessitates that the students maintain the required student attendance level as well as the required course progress levels as detailed in this policy. This policy complies with requirements of Standard 8 of the National Code 2018.

3. Scope

This policy is applicable to all students and relevant college staff including the CEO, trainers and assessors, the academic manager, the compliance officer¹, and any other college staff that is involved in the supervision of student attendance and progress of students.

4. Policy Statement

To comply with Standard 8 of the National Standard 2018, the college has in place a systematic process to monitor the attendance and progress of every student. This monitoring is essential to ensure that students can successfully complete their courses within the specified duration as indicated on their CoE.

The following sections of this policy contain policy and procedures for–

- monitoring student attendance and
- monitoring student progress.

5. Policy and Procedures

5.1 Monitoring Student Attendance Policy

To achieve satisfactory attendance, students are required to attend a minimum of 80% of the scheduled in-class contact hours every quarter. In cases where students are unable to attend their classes due to specific circumstances or difficulties, it is their responsibility to inform their trainers and assessors about their absence. Additionally, students should provide supporting evidence, such as medical certificates, wherever applicable, to justify their absence.

If a student's attendance drops below 80% per quarter, or is at the risk thereof, without adequate evidence to support or justify the absence, the college will initiate contact with the student by sending reminder letters and/or warning letters at the end of each month.

Note: If students provide valid supporting evidence for their absence, their absence will not be considered and recorded as absence. Students whose attendance falls below 80% will receive a warning letter(s).

Examples of absence cases can be identified as follows:

1. **Late arrival and/or early departure from class:** A student who arrives in class later than 30 minutes or leaves class with less than or equal to 30 minutes remaining will be marked as absent. The student may receive a reminder letter in the case of such repeated incidents.
2. **Flight risk:** In cases where the college has attempted to contact the student, and there is no response from the student, the college may identify the student as a flight risk and issue a notice of intention to report.
3. **Medical and other reasons:** When a student is absent due to health issues, they must provide a medical certificate signed by a registered medical practitioner, health practitioner, or approved health specialist as supporting evidence. If reasonable supporting evidence is provided,

¹ The term compliance officer includes the chief compliance officer and compliance officer(s).

absences due to medical reasons will not be calculated as absences. For other reasons for absence with supporting evidence, each case will be considered individually by the college.

5.2 Monitoring Student Attendance Procedure

– Trainers and Assessors

All trainers and assessors are responsible for monitoring students' attendance during the training and assessment. If a student arrives late to class by more than 30 minutes or departs from the class 30 minutes or more before the scheduled end, it will be recorded as an absence. This attendance rule applies independently to each session if the class is divided into multiple sessions, such as morning and afternoon. The college maintains a record of students' attendance using its Moodle² program, where the attendance of all enrolled students is documented.

– Compliance Officer

After obtaining the monthly attendance records from Moodle at the end of each month, the compliance officer is responsible for reviewing these records. The compliance officer will follow these steps below to ensure that all students meet the attendance requirements:

- All students will receive a friendly reminder email encouraging them to attend classes regularly. The email will gently encourage them to attend classes regularly. The Moodle system shall be configured to automatically send these email reminders each month, either at the start or end of the month, to motivate students to attend classes consistently. They will be encouraged to attend classes regularly by highlighting the benefits and advantages they can gain from consistent attendance.
- The records of students with less than 80% attendance in a quarter or at potential risk of obtaining attendance less than 80% in a quarter will be retrieved from the Moodle. If these students fail to provide adequate evidence for their absences, they will be regarded as not meeting the criteria of 80% attendance.
- Students with less than 80% attendance requirement or those at potential risk of not fulfilling the attendance requirement (without sufficient evidence) will automatically receive warning letters via Moodle. Such students shall be strongly reminded and urged to attend classes regularly in order to achieve 80% attendance every quarter.
- If students provide valid supporting evidence of their absence, their absence will not be counted and recorded.
- For students not meeting the attendance requirement or at the risk thereof, if necessary, the compliance officer can request a meeting with the student, academic manager, and trainer and assessor so that an Intervention Strategy Plan (ISP) may be developed and implemented to address unsatisfactory course attendance and any consequent poor course progress. It is not

² Moodle is a student management system.

compulsory for the college to develop an ISP for a student who fails to maintain satisfactory course attendance and it depends on a case-to-case basis.

- **Intention to Report Letter:** If a student receives two warning letters as a result of repeated absences, the college will issue an Intention to Report Letter. This correspondence provides the student with an opportunity to address the attendance concerns before the college proceeds to report their absences to the DHA.

– **Students**

Students have the chance to provide reasonable supporting evidence for their absence when they receive a reminder or warning letter. However, when they receive an Intention to Report Letter, they are given the 20-working days period to access the internal and external appeal process. (Refer to the complaints and appeals policy and procedure for more details)

5.3 Monitoring Student Progress Policy

To maintain satisfactory course progress, students are obligated to achieve a minimum of 75% of the total UoC's outcomes in their course. Falling below this threshold, specifically less than 75% of total UoC outcomes, will result in unsatisfactory course progress. For instance, if a student studies 10 units of competency and attains competent outcomes in 6 UoC's ($6/10 = 60\%$), they will be classified as having unsatisfactory course progress. Certainly, if a trainer and assessor identifies a student's course progress to be at risk of reaching an unsatisfactory course progress level, it is mandatory for the trainer and assessor to initiate discussions with the academic manager, as well as inform the compliance officer.

The responsibility lies with the student to ensure timely submission of all required assessments. Additionally, it is the student's duty to inform and have a discussion with their trainer and assessor regarding any extension requests.

The compliance officer has the responsibility to follow up with students who fail to submit or attain competency in the required assessment. Methods of follow-up can include, but are not limited to, phone calls, text messages, emails, and the issuance of reminder or warning letters.

The student who is not making satisfactory progress in their course may be contacted by the compliance officer by various measures, such as via phone, sending reminder letters regarding their course progress, and engaging in email communication with the student to address and improve the student's progress in the course. These are just a few examples of the actions that can be taken, and additional measures may also be implemented as deemed necessary.

Reminder and warning letters regarding course progress will be issued when a student's progress is deemed unsatisfactory according to the procedures outlined below.

If a student consistently demonstrates unsatisfactory progress throughout a study period, they will receive an intention to report letter, however only after the twenty (20) day period for the appeal resolution process (internal and external) has either expired or the appeal³ (internal and external) has been decided against the student. Suitable intervention strategies are promptly implemented when

³ For more information on appeal process, internal and external, please refer to the Complaints and Appeal Policy and Procedure of the college.

concerns arise regarding an individual student's progress, indicating a risk of not achieving satisfactory progress in their studies.

If a student's progress is potentially unsatisfactory, trainers and assessors shall communicate their concerns to both the academic manager, as well as the compliance officer to engage in a discussion regarding the student's progress. An ISP may be developed and implemented to improve the student's study progress, ensuring it reaches a satisfactory level.

5.4. Monitoring Student Course Progress Procedure

– Trainers and Assessors

Trainers and assessors must keep an eye on students' progress and reach out to the academic manager and compliance officer if they observe that the students' progress is in risk of falling below the satisfactory course progress threshold, which is less than 75% of the total UoC's outcomes.

Additionally, the trainers and assessors can utilise various evaluation processes to monitor a student's potential progress, including but not limited to:

- Assessing class participation
- Reviewing the quality of classwork or assignment submissions
- Addressing requests for extensions or additional support to complete assignments or classwork
- Considering feedback from other trainers and assessors
- Evaluating the student's English proficiency and their ability to apply basic English skills to complete assessments.

Trainers and assessors must ensure that students' assessment results are made available to the compliance officer within 10 working days following the completion of a UoC. Yet, if a student's progress is potentially unsatisfactory, trainers and assessors can communicate their concerns to both the academic manager and the compliance officer to engage in a discussion regarding the student's progress. An ISP may be developed and implemented to enhance and rectify students' study progress, ensuring it reaches a satisfactory level.

– Compliance Officer:

Upon receiving students' assessment results or reports indicating a risk of unsatisfactory progress, the compliance officer may facilitate a meeting involving the academic manager, the compliance officer, trainers and assessors and the student. The aim is to collaboratively explore strategies to enhance students' study progress and results through the implementation of the ISP.

Within 3 working days of receiving the notification about unsatisfactory course progress of a student, the compliance officer will reach out to the student to communicate the unsatisfactory course progress or the risk thereof. The compliance officer can also coordinate with the student, academic manager and the relevant trainer and assessor to develop and implement an ISP collaboratively, with the aim of enhancing the student's progress.

If students consistently maintain poor academic progress, the following actions may be undertaken:

- When a student is at the risk of reaching unsatisfactory course progress, the compliance officer shall inform a student of the importance of satisfactory course progress by sending reminder or warning letter.
- If a student still maintains unsatisfactory course progress without improvement, the compliance officer will notify the student of the result with another warning letter.
- *Intention to Report Letter*: If a student receives two reminder letters due to unsatisfactory course progress, the compliance officer will issue an Intention to Report Letter. This letter affords the student an opportunity to address and respond to the concerns regarding their attendance before any reporting to the DHA takes place.

– **Student:**

Once a student is notified by a compliance officer about unsatisfactory course progress or risk thereof, they may be informed of the schedule for engaging in ISP with their trainer and assessor, academic manager and/or compliance officer. Once an ISP is developed, it is mandatory for the student to participate in the ISP process, as outlined in the section titled “Intervention Strategy Plan” to facilitate the improvement of their study progress.

Upon receiving an Intention to Report Letter, a student is granted a period of 20 working days to opt for the internal and external appeal process. (Refer to the *Complaints and Appeals Policy and Procedure* for further details.)

Note: Students have the option to initiate request(s) to undergo the ISP if they have concerns about their study progress and require consultation and/or support for improving their progress.

6. Reporting in PRISMS

As regards reporting a student for unsatisfactory course progress or attendance in PRISMS, the college can only report as stated if the following conditions are satisfied-

- The student has opted for the internal and external appeal resolution process within the twenty (20) working day period and the decision is held against the student, i.e., verdict of unsatisfactory course progress or attendance has been upheld.
- The student has not opted for the appeal resolution process (internal or external) within a 20-working day period after the finding of unsatisfactory course progress or attendance.
- The student withdrew from the appeal resolution process (internal or external) by notifying the college in writing.

7. Intervention Strategy Plan (ISP)

An Intervention Strategy Plan (ISP) can be formulated at any point during a student’s enrolment in college. It can be initiated either by the college or the student with the aim of improving the unsatisfactory student attendance and/or unsatisfactory course progress. The plan must outline strategies aimed at improving both attendance and/or study progress for the student. The ISP is required to include, but is not limited to, the following components:

- I. The Rationale behind implementing the ISP.
- II. The Extent of Support needed such as learning support.
- III. Conditions imposed on the students:

- a. Timeframe of the Plan
- b. Scheduled review dates
- c. Expected Outcomes of the ISP

7.1 ISP Procedure

- The ISP process will be overseen by either the compliance officer or any college staff designated by the compliance officer, taking the lead in its execution.
- The compliance officer will reach out to the student, academic manager, trainer and assessor, and/or other relevant college staff to coordinate and schedule a meeting. This meeting shall be dedicated to discussing the details of the ISP process, ensuring everyone is informed and on board.
- During the discussion, the purpose and timeframe of the ISP will be collaboratively determined, ensuring clarity and alignment among all involved parties.
- The intervention strategy plan formulated in consultation with the student shall be recorded in the *Intervention Strategy Plan Form* which will contain details including but not limited to
 - the reason for formulating the ISP,
 - present status of the student (the extent of unsatisfactory student attendance and/or course progress, recent assessment results, UoCs left for the student to complete, the course duration as mentioned in CoE, likelihood of successfully completing their course, etc),
 - nature and extent of assistance that shall be provided,
 - any terms and conditions imposed on the student including but not limited to the commencement date of ISP, end date of ISP, etc.,
 - and declaration by student of having understood the consequences of following or not following through with the ISP.
- The signed *Intervention Strategy Plan Form* will be maintained in the records by the compliance officer.

In case a student does not adhere to the established ISP, adjustments may be made to the ISP. Please note that failure to comply with the ISP will result in the issuance of a reminder or warning letters to the student. If there is no discernible improvement following the reminders and warnings, an Intention to Report Letter will be issued to the student. Decision to report the student to the DHA will be made by the compliance officer based on the student's response to the intention to report letter.

8. Department of Home Affairs Notification

Students with persistent unsatisfactory attendance and/or course progress will receive written communication through an Intention to Report letter, as detailed in Sections 5.1 to 5.4 and 7.1 of this policy.

If a student fails to file an appeal within twenty (20) working days from the date of issue of intention to report letter, or if their appeal is decided against the student (appeal denied), the compliance officer

will report the student to the DHA within 14 days after the 20-working days period expires or the appeal is denied, whichever is later.

Prior to reporting students' unsatisfactory course attendance or progress to the DHA, the college will conduct a thorough review. This includes examining any evidence submitted by students in response to the Intention to Report letter and considering the content of their appeals. The college ensures that students presenting compassionate or compelling circumstances⁴ provide sufficient and substantiated evidence to support their claims.

9. Extension of the Course Duration

The college will only consider extending a student's enrolment under specific circumstances. These circumstances include:

- If the college determines that the student has compassionate or compelling circumstances and the student provides satisfactory evidence supporting this assessment.
- If the college has implemented, or is in the process of implementing, an ISP for the student.
- If the college has approved deferral or suspension of the student's enrolment.

If the college extends a student's enrolment beyond the duration of their visa, and the student's visa expires before completing the course, they will be obligated to seek guidance from the DHA and potentially apply for a new Student Visa to continue their studies.

An additional tuition fee will be charged based on the proposed extended course duration.

10. Appeals Process

Students are required to follow the *Complaints and Appeals Policy and Procedure* when lodging a complaint or an appeal in response to a determination made under this policy.

11. Monitoring and feedback

The compliance officer will arrange a quarterly meeting with the CEO and/or campus manager. During this meeting, they will discuss the number of reminder letters issued to students and review the ISP process implemented in the past quarter. The objective is to enhance and implement more effective systems that contribute to improving students' study progress and ensuring compliance with the college's attendance requirements. This periodic review aims to continually refine and optimize the strategies in place.

At the end of the year, the CEO will conduct a review of the process report on monitoring students' attendance and study progress provided by the compliance officer. This strategic review ensures that college staff are well-informed about the comprehensive outcomes of students' attendance and study progress.

At least once a year, the relevant college staff can provide their feedback, suggestions, and recommendations regarding the monitoring of students' attendance and course progress.

⁴ Refer the Appendix for more details on compassionate or compelling circumstances.

12. Continuous Improvement

The feedback and monitoring of this policy and the process of monitoring attendance and course progress shall be evaluated and any suggested changes that receive approval of the CEO shall be implemented. The details of the continuous improvement process are mentioned in the *Continuous Improvement Policy and Procedure* of the college offering a structured framework for refining and enhancing the college's practices based on valuable input from the staff members involved.

13. Version Control

The CEO will conduct an annual review of this policy and procedure. However, modifications can be made before the scheduled review date if necessary.

APPROVAL	
Approved by	CEO
Current version	1.1
Previous Version	1.0
Next Review Date	December 2024

14. Appendix

Compelling and Compassionate Circumstances

Compelling and compassionate circumstances are those when the student is negatively affected or compromised by an external event or situation and that has a bearing on the student's attendance and course progress. A student's reliance on grounds of compassionate and compelling circumstances for unsatisfactory attendance and course progress will be assessed by the compliance officer or those who are designated by the compliance officer. The student will be required to provide the appropriate documentation to supplement the compelling and compassionate grounds.

There are many grounds for which a student may be considered as having compelling and compassionate circumstances which include but are not limited to-

Grounds	Example of Supporting Documents
Serious medical illness directly affecting the student or a member of their family.	Medical Certificate. A statement from a counsellor, psychologist, or psychiatrist.
Death in the student's family.	Death certificate, funeral notice, or statutory declaration.
A medical condition affecting the student whilst undertaking their studies (including pregnancy).	Medical Certificate. A statement from a counsellor, psychologist, or psychiatrist. Pregnancy Verification Form.
Natural disaster directly affecting the student or their family.	Statutory Declaration
The occurrence of an accident or unforeseen event of misfortune.	Statutory Declaration
Elite sporting, performance, or cultural commitment at state, national or international representative level.	Letter of confirmation from relevant organisation/body.
Jury duty. (Domestic students)	A copy of the jury summons.
Defence forces or emergency services. (Domestic students)	Letter of confirmation from an authorised officer or relevant organisation.
Other compassionate and Compelling grounds.	Traffic incidence, or Act of God.

NOTE- This list of compassionate and compelling circumstances is only illustrative and not exhaustive and the relevant college staff shall evaluate these circumstances on a case-by-case basis.