



Australian College for Excellence(ACE)

Achieve your goals through excellence

ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



VET Attendance & Course Progress Policy & Procedure

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DOCUMENT DETAILS

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|--|---------------------------------|---------------------------------|
| Policy Name: Attendance & Course Progress Policy & Procedure | Published Date February 2020 | Last Reviewed September 2021 |
| Manage By: RTO Manager | Approved By: CEO | |
| Document uncontrolled when printed | | |

LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015; Clause 1.4, 1.7

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 8.9, 8.13, 8.14, 8.16, 8.17, 10

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VET – Attendance & Course Progress Policy & Procedure

PURPOSE

The purpose of the policy is to ensure that students studying at ACE maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

SCOPE

This policy is to all current, prospective students and relevant staff at ACE.

OBJECTIVE

ACE will ensure that they will thoroughly monitor international student's attendance to ensure that students attend the timetabled activities which enable them to learn and demonstrate competence by completing their assessment activities. This policy is to ensure the RTO to monitor the course progress of students; identify and offer support to those at risk of not meeting course progress requirements; only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.

DEFINITIONS

The National Code – The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.

DHA (Formally DIBP) – Department of Home Affairs

PRISMS – Provider Registration and International Students Management System

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DET – Department of Education and Training

Unsatisfactory Course Progress – Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units in 2 consecutive terms based on evidence from student’s assessment tasks and activities.

Unit of Competency – Unit of Competency means the specification of industry knowledge and skill and the application of the that knowledge and skill to the standard of performance expected in the workplace.

Course – Course of education or training as defined in the ESOS Act.

Study Period – A study period at ACE for VET courses is delivery of three units. Each term of three units will be considered as one (1) Study Period.

Compassionate or compelling circumstances – Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing.

Medical Certificate - A certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, optometrists, psychiatrists, and psychologists. ACE does not accept certificate from alternative medical practitioners such as herbal practitioners, acupuncturists, massage therapists etc.

Consecutive days – Consecutive days are the calendar days that comes one after the other without any break.

Counselling – This is a learning-oriented process, which occurs usually by an interactive meeting with the aim of helping the student to complete their enrolled course successfully.

ITR – Intention To Report.

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Counselling – This is a learning-oriented process, which occurs usually by an interactive meeting with the aim of helping the student to complete their enrolled course successfully.

POLICY

This policy outlines the document procedure for how the College monitors overseas/international students' course progress and, where applicable, attendance of each course in which the overseas student is enrolled. The college has and implements these documented Attendance & Course Progress Policy and Intervention Strategy procedures to identify, notify and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks, participation in class activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

All courses at ACE for international students are CRICOS and ELICOS registered and completion within expected duration of study is recorded on the register. International students must complete their studies within the expected duration specified on their CoE. In order to complete the course within the expected duration, all students must meet course progress and attendance requirements. A minimum of 80% of attendance is must for their course scheduled contract hours mentioned in CoE. When the student's attendance falls below 80%, they are defined as being at risk of not achieving the satisfactory attendance and the intervention strategies will be implemented for them.

PROCESS

VET ATTENDANCE

ORIENTATION

During the Orientation Program at ACE, every student is informed of ACE's Attendance & Course Progress Policy. They are told about the minimum satisfactory of attendance requirements and course progress and how they must maintain this to avoid the Intention to Report stage. Students are

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also issued with a Student Handbook detailing the school's attendance and course progress policy and procedure.

STUDENT CONTACT DETAILS

A student must provide contact details to the College on their first day; this includes a phone number, a residential address, and an email address with their emergency contact details.

ATTENDANCE REQUIREMENTS

ACE expects all the students to be present for all their scheduled classes as per their timetable. The minimum satisfactory attendance for VET Students at ACE is **80%**.

Students **must not have less than 80%** attendance of their entire course.

MONITORING ATTENDANCE RECORD

- Attendance sheets will be given to the allocated Trainers/Assessors prior to their scheduled classes. Every week Trainers will be updated on the class roll to make sure that the Trainer knows the strength of the class and new students as per the ongoing enrolments.
- Scheduled VET Classes is of 20 hours per week have five (5) sessions in each week. Each session is of 4 hours (1 half day – 4 hours, 2 days – 16 hours = 20 hours per week).
- ACE Trainers & Assessors are required to roll call the students at the beginning of each session must get the signatures from the students for their attendance in the ACE Students' Attendance Sheet at the end of each session (Morning & Evening) of scheduled classes.

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- Students are encouraged to be punctual to their scheduled classes however due to unavoidable situations, if the student is coming late to their class, then they must inform ACE Training Manager / RTO Manager via email / SMS / Phone. They will be issued with a “Permission Slip” to attend their class.
- Students are allowed to be late to their class strictly until 30 minutes from the starting of their scheduled class. Those student’s attendance will be marked as “Late Attendance”.
- More than 30 minutes will not be considered as “Late Attendance”. They will be marked absent for that session. This strictness of marking attendance will encourage the students to come to their class on time. Exceptional cases such as injury, medical appointments, immigration, or other legal appointments etc., can be allowed with proper evidence produced by the student.
- The students who are having the “Late Attendance” are encouraged to sit after their class hours on that day and they can do their own research / independent study to compensate their late hours for their class on that day.
- If a student wishes to leave earlier not more by ‘30 minutes’, then they must inform their Training Manager or RTO Manager before the starting of their scheduled class and they will get a “Permission Slip” from their Training Manager/ RTO Manager and their ELICOS Teacher will be informed accordingly.
- Students who are leaving the session more than 30 minutes will be given permission, but their attendance will be marked as “Absent” for that session. This strictness of marking attendance will encourage he students to attend their class completely and maintain their satisfactory attendance and course progress requirements. Exceptional cases such as injury, medical appointments, immigration, or other legal appointments etc., can be allowed with proper evidence produced by the student.

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- The students who are leaving the session before '30 minutes' are encouraged to sit after their next scheduled class hours, and they can do their own research / independent study to compensate those hours.
- Training Manager will collect the Attendance Sheet from each Trainer and Mark the Attendance electronically in the spreadsheet. ACE will record the student's attendance and analyse weekly attendance reports. Students must maintain minimum **80%** satisfactorily as per their visa requirements.
- Student Support Officer will try to contact those students over the phone or via email informally to check their welfare and to discuss the reason for their absence. If the students are not responding, then:
 - **First Warning Letter** – Students at ACE whose attendance falls below 85% will receive First Warning Letter for Unsatisfactory Attendance with arrangements for Intervention Strategy Meeting from Student Support Officer.
 - **Second Warning Letter** – Students who have attended the Intervention Strategy meeting for the first warning but still not improving their attendance rate or the students who have not responded, not attending the previous intervention strategy & also if their attendance is still below 85% then ACE Student Support Officer will send the Second Warning Letter with the arrangements for Intervention Strategy Meeting.
 - **Final Warning Letter with ITR** – Students who have attended the Intervention Strategy meeting for the second warning, but their attendance falls below the 80% requirement or the students who have not responded, not attending the previous meetings and if their attendance is below 80% then the Student Support Officer will send a final warning with Intention to Report (ITR). The Student has provided 20 working days for appeal but they have to inform ACE within 7 days of their decision to go for appeal. If no response from the student, their CoE will be cancelled after 7 days from the date of Final Warning sent.

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- **Compliant and Appeal** – ACE will advise the student of the process for appealing against this decision via ACE’s Complaints and Appeals process and that they have 20 days to decide if they wish to appeal against the decision (Please refer to ACE Complaints and Appeals Policy).
 - **CoE Cancellation** – No appeals have been requested by the student or 20 working days lapsed over after the request to appeal has been made, then the CoE will be cancelled, and the student will be notified.
- At each warning, students must present themselves to speak with the student support officer and explain their absence. It is the role of the Student Support Officer, in conjunction with the Training Manager where necessary, to devise an attendance plan to ensure the student’s attendance does not drop below the minimum requirement of 80%.
 - If the student is found to have exceptional, compelling reason with accompanying evidence to have been absent, suitable arrangements will be made by the Training Manager (in case if Training Manager is not available RTO Manager) and other relevant staff to accommodate the student to ensure that they can still attend the College and finish with no less than 70% overall attendance.

LACK OF ATTENDANCE DUE TO COMPELLING COMPASSIONATE CIRCUMSTANCES

Students who have documented evidence for compelling circumstances may not be reported but allowed to continue so long as they do not drop below 70% overall attendance. Some examples of these circumstances include, but are not limited to:

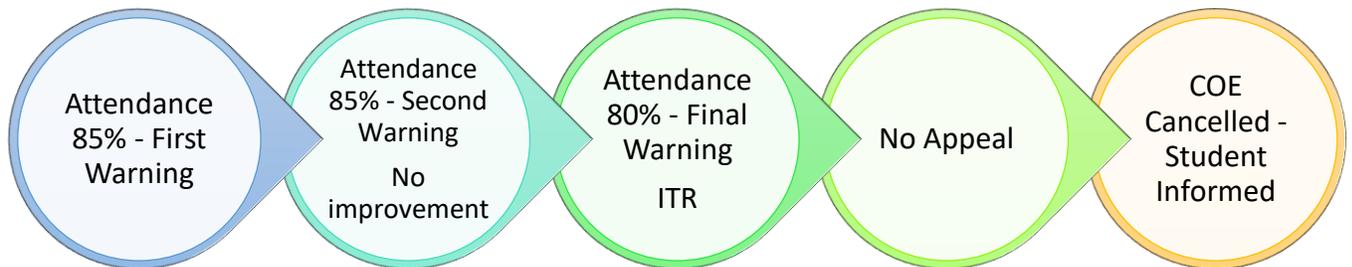
1. Death of a close family member.
2. Serious illness or injury, for which a medical certificate is provided.
3. Serious political turmoil or natural disaster in home country which requires the student to return home.

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4. Being involved in or witnessing a serious accident.

A record of all formal warnings, and subsequent interventions and counselling sessions, must be kept and maintained by the Student Support Officer and monitored by the Training Manager



VET COURSE PROGRESS

REQUIREMENTS FOR ACHIEVING SATISFACTORY COURSE PROGRESS

| Course name | Duration | Total No. of Units | No. of Units per study period | No. of Units required to complete to satisfy 50% satisfactory course progress |
|--|----------|--------------------|-------------------------------|---|
| BSB42015 Certificate IV in Leadership and Management | 40 | 12 | 3 | 2 |
| BSB40520 Certificate IV in Leadership and Management | 40 | 12 | 3 | 2 |
| BSB51918 Diploma of Leadership and Management | 52 | 12 | 3 | 2 |
| BSB50420 Diploma of Leadership and Management | 52 | 12 | 3 | 2 |



RECORDING RESULTS

ACE is offering BSB42015 superseded by BSB40520 (Certificate IV in Leadership and Management) & BSB51918 superseded by BSB50420 (Diploma of Leadership and Management), each of the qualification consist of twelve (12) 'Unit of Competencies'. ACE will assess, monitor, and record student results on completion of each unit of competency & at the end of each study period. A study period at ACE for VET courses is delivery of three units. Each term of three units will be considered as one (1) study period.

Unsatisfactory Course Progress is where a student is judged as Not Yet Competent (NYC) in 50% of units included in the course load at the end of a study period. Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa. ACE will review student's course progress at the end of the study period on receipt of results submitted by the Trainer/Assessor.

- **First Warning Letter** - Where a student has achieved NYC for 50% of the units for first study period then the Student Support Officer will send the First Warning Letter with the arrangements for Intervention Strategy Meeting.
- **Second Warning Letter** – Where a student continues to fail to demonstrate satisfactory course progress and has achieved NYC 50% of the units for the second study period then the Student Support Officer will send the Second Warning Letter with the arrangements for Intervention Strategy Meeting.
- **Final Warning Letter with ITR** – Where the student has failed 50% or more of the units in their course for two consecutive study periods and despite intervention strategies implemented, the student will be sent with an 'Intention to Report Notice'. The Student has provided 20 working days for appeal but they have to inform ACE within 7 days of their decision to go for appeal. If no response from the student, their CoE will be cancelled after 7 days from the date of Final Warning sent.

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- **Compliant and Appeal** – ACE will advise the student of the process for appealing against this decision via ACE’s Complaints and Appeals process and that they have 20 days to decide if they wish to appeal against the decision (Please refer to ACE Complaints and Appeals Policy).
- **CoE Cancellation** – No appeals have been requested by the student or 20 working days over then the CoE will be cancelled, and the student will be identified.

At each warning, students must present themselves to speak with the Student Support Officer and explain their absence. It is the role of the Student Support Officer, in conjunction with the Training Manager where necessary, to devise a study plan to ensure the student’s course progress does not be unsatisfactory.

If the student is found to have exceptional, compelling reason with accompanying evidence to have been absent, suitable arrangements will be made by the Training Manager (in case if Training Manager is not available RTO Manager) and other relevant staff to accommodate the student to ensure that they can still attend the College and resubmit their assessments to achieve ‘Competent’ and maintain the course progress satisfactory.

EXTENDING COURSE DURATION

ACE can only extend the overseas student’s enrolment after assessment, if:

- there are compassionate or compelling circumstances and there is evidence to support this assessment
- an intervention strategy has been implemented, or is in the process of implementing, for the student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student’s enrolment has occurred.

When ACE decides to extend the duration of the student’s study due to any of the conditions above, ACE will report via PRISMS and/or issue a new CoE if required. When determining whether

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compassionate or compelling circumstances exist, documentary evidence provided to support the claim must be provided, and copies of these documents will be kept in the student's file.

INTERVENTION STRATEGY MEETING

Intervention Strategy Meeting is a plan to assist the students who have been identified at risk of completing their course successfully / satisfactory.

Students who are not attending the Intervention Strategy Meeting must submit their written explanation for their absence to their meeting within 5 days from the meeting date.

Students who have not attended the Intervention Strategy Meeting and continuing unsatisfactory course progress / unsatisfactory attendance will receive their consecutive (first/second/final) warning letters and finally their CoE will be cancelled.

If the students are submitting their written explanation for their absence to the Intervention Strategy Meeting, will be arranged for another meeting with a suitable date.

RESPONSIBILITY

VET Student is responsible for:

- ensuring to attend the Orientation Program at ACE and understood the Satisfactory Attendance and Course Progress Requirements
- ensuring that they are informing their Training Manager/ RTO Manager/ or any ACE Staff about their late in attending the class or their absence.
- ensuring that they are producing the Medical Certificate or any other relevant evidence for their absence or course progress under Compelling & Compassionate Situation

Trainer/Assessor is responsible for:

- completing and submitting the VET Attendance Sheet to their Training Manager

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- ensuring that the students are allowed with the permission slips to get “Late Attendance” or to leave earlier
- ensuring they are entering the results in the student’s portfolio and inform the Training Manager appropriately if the student is not progress satisfactory in their assessments and tests / in the class activities.

Student Support Officer is responsible for:

- ensuring that they are consistently have meetings with Training Manager to discuss about the student’s attendance and course progress
- sending emails and calling the students to check the welfare of the students who are not attending the class regularly or whose attendance is not satisfactory
- sending warning letters and follow up with the students for the intervention strategy meetings.
- record all the meeting outcomes in the student’s file

Training Manager is responsible for:

- closely monitoring with the Training Manager for the students’ attendance and course progress
- offering alternative arrangements or support to the students to improve their attendance and course progress
- ensuring that the relevant academic staff knows the outcome of the intervention strategy meeting with the student

RTO Manager is responsible for:

- follow up with the Student Support Officer and Training Manager and send the warning letters to the student if it is required.

CEO is responsible for:

- review all the meetings and communications done by ACE staff with the student and the outcome is not satisfactory, student is not going for appeal, before cancelling the student’s CoE.

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ASSOCIATED DOCUMENTS

1. Attendance Sheets
2. Student Portfolios
3. Intervention Strategy Form

VERSION CONTROL RECORD

| Date | Version | Revision Description |
|------------|---------|----------------------|
| 20/04/2018 | D0.01 | Policy Created |
| 07/02/2020 | V1.0 | Published |
| 19/09/2021 | V2.0 | Reviewed & Updated |

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