Paramount International College

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PARAMOUNT
INTERNATIONAL
COLLEGE

COURSE PROGRESS AND ATTENDANCE MONITORING POLICY

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Purpose

The purpose of this policy is to ensure that the Paramount International College (PIC) monitors international students (VET and ELICOS) 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, as well as English Language Intensive Course for Overseas Students (ELICOS) Standards 2018 Standard P4.

Definition

Academic staff includes staff involved in Teaching, Training and/or Assessment to overseas students for either VET or ELICOS

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

Course Progress is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

DE means Department of Education

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ELICOS Standards means the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018 which can be accessed from www.legislation.gov.au

PRISMS mean Provider Registration and International Student Management System

RTO means Registered Training Organisation, a provider and assessor of nationally recognised vocational education and training.

SRTO means the Standards for RTOs 2015 – refer definition of 'Standards'

Standards mean the Standards for Registered Training Organisations (RTOs) 2015 of the VET Quality Framework which can be accessed from www.asqa.gov.au

Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

Unsatisfactory Course Progress is where a student does not meet course progress requirements including:

- Not submitting assessments by the due date.
- Being assessed as Not Yet Competent for any unit after three attempts.

Policy

1. Completion within the expected duration

1.1   International students must complete their studies within the expected duration specified on their *Confirmation of Enrolment* (CoE). The duration of the course as specified on the student's CoE will never exceed that registered duration on the CRICOS register.

1.2   Paramount International College monitors student progress to ensure that students complete their studies within the expected duration specified on their *Confirmation of Enrolment*.

2. Course progress requirements

2.1   Students are required to meet course progress requirements as outlined in the definition above.

2.2   Students are provided with clear information about course progress requirements in the *Course Brochure*, *International Student Handbook* and during their course orientation.

2.3   Where requirements are not met, Paramount International College and *Attendance Monitoring Policy and Procedure* will be followed.

2.4   All records of course progress are kept on the student file.

2.5   Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

3. Study Periods

3.1   Students who do not meet course progress requirements are at risk of having their visas cancelled.

3.2   **Study Periods - For VET Students**

3.2.1   Study periods may also be known as 'terms' and are described in the Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.

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3.3   **Study Periods - For ELICOS Students**

3.3.1   Study periods relate to levels in the relevant ELICOS curriculum. Each level consists of 10 weeks, which is therefore the study period.

4. Determining if a student has met course progress requirements

4.1   Students must have demonstrated satisfactory course progress requirements by the end each study period.

4.2   **For VET students** - this means, they must have successfully completed all the required assessment tasks and attended at least 80% of classes.

4.3   **For ELICOS students**, they must have achieved a passing grade of 50% for each summative assessment test and attended at least 80% of classes.

5. Determining at-risk students

5.1   **For VET Students**

Students will be deemed at risk of not meeting course progression requirements if they:

5.1.1   do not participate in a summative assessment task.

5.1.2   do not submit an assessment task within 2 weeks of the due date.

5.1.3   have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

5.1.4   are not maintaining satisfactory attendance of at least 80% in each monitoring period or have been absent for more than 5 days consecutive days without approval.

5.2   **For ELICOS Students**

5.2.1   Students will be deemed at risk of not meeting course progression requirements if they:

5.2.2   do not participate in formative and summative assessment tests.

5.2.3   have not achieved a passing rate on a summative assessment test of 50% at the end of the study period.

5.2.4   are not maintaining satisfactory attendance of at least 80% in each monitoring period or have been absent for more than 5 days consecutive days without approval.

6. Progress Monitoring

6.1   All students' progress will be monitored using the combination of their assessment outcomes as recorded in the Learner Management System and Attendance Monitoring Tool.

6.2   At the end of each monitoring period (for VET students):

6.2.1   The admin staff initiate intervention strategy if necessary.

6.3   At the end of each monitoring period (for ELICOS students):

6.3.1   The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.

6.3.2   The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.

6.4   The monitoring report will also record commencement and review dates for all Intervention Strategies.

7. Intervention Strategy

7.1   Paramount International College ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.

7.2   For students at risk of not meeting course progress requirements, an Individual *Intervention Plan* will be developed based on the appropriate intervention strategy identified.

7.3   An intervention plan will be developed that may include one or more of the following strategies:

7.3.1   Advising students on the suitability of the course in which they are enrolled and possible alternatives.

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7.3.2   Advising students of opportunities for reassessment; and

7.3.3   Advising students of assistance that Paramount International College can provide which may include:

- receiving English language support; or
- reviewing learning materials with the student and providing information to students and in a context that they can understand; or
- providing extra time to complete tasks; or
- providing access to supplementary or modified materials; or
- providing supplementary exercises to assist in understanding; or
- attending counselling; or
- receiving assistance with personal issues that are influencing progress; or
- referral to external organizations where Paramount International College is unable to address the identified learning or academic issues; or
- a combination of the above and/ or a reduction in course load.

8. Extension to an expected course duration

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

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes; or
- bereavement of close family members such as parents or grandparents; or
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies; or
- a traumatic experience that has impacted the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- where Paramount International College is unable to offer a pre-requisite unit; or
- where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.

8.1.2   Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or

8.1.3   An approved deferral, suspension or leave from studies (student-initiated suspension) of studies has been granted in accordance with Paramount International College's *Deferral, Suspension and Cancellation Policy and Procedure.*

8.2   When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DE via PRISMS.

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

8.4   Where the duration of the student's enrolment is extended, Paramount International College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

9. Online or distance learning enrolment

VET Students

9.1   Paramount International College will not deliver a course exclusively by online or distance to an international student.

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9.2 At no time during a compulsory study period will a student study more than one-third of the units (or equivalent) by online or by distance learning.

9.3 Paramount International College will ensure 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.

9.4 A student's participation in online study will be monitored.

9.5 Paramount International College will ensure it takes all reasonable steps to support students who may be disadvantaged by:

9.5.1 Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.

9.5.2 Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

ELICOS Students

9.6 Paramount International College does not offer online or distance learning to ELICOS students in addition to the required 20 hours of contact time per week.

10. Reporting students

10.1 Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Paramount International College will be required to report the student to DE via PRISMS and the student will receive a notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.

10.2 Students have the right to appeal against this decision as per Paramount International College *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.

10.3 Paramount International College will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

10.3.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or

10.3.2 the overseas student has chosen not to access the internal complaints and appeals process within the 28-day period; or

10.3.3 the student has chosen not to access the external complaints and appeals process: or

10.3.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

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

11. Publication

11.1 To ensure that course progress requirements are clearly communicated to students before they commence their course, Paramount International College will publish in a prominent place on its website the following:

11.1.1 Course Progress and Attendance Monitoring Policy & Procedure.

11.1.2 This course progress and attendance monitoring Policy (International Student Handbook).

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Procedures

1. Monitor course progress and attendance requirements

Relevant to:

▪ National Code: Standards 8

Procedure	Responsibility

A. Monitor course progress and attendance
▪ If a student does not submit their assessments by the due date, they are required to contact the trainer and assessor or the RTO Manager to discuss why this is the case.
▪ Generally, students will be given an extension within the training and assessment weeks to submit their assessments.
▪ If the student does not make contact or does not respond to requests to submit their assessment or does not submit their assessments within the time given for the extension, they will be marked as NYC (Not Yet Competent) in the LMS and stage one of intervention will commence as outlined in the following section.
▪ Trainers will keep the attendance record in the attendance list provided and will provide the completed attendance list for weeks 1 to 5 to the administration team at the end of week 5 and the completed attendance list for weeks 6 to 10 to the administration team at the end of week 10.
▪ Commence stage one of intervention as outlined in the following section if any student's attendance drops below 80 percent of the course contact hours.
▪ Keep records of stage 1 intervention (first warning letter) on the student's file.
▪ For BSB and FNS training package students, the following requirements must be met:
  − If a student has submitted but failed one or more assessments of the first unit in each term, they will be given the opportunity to resubmit by week 7 of the term (this will be the second attempt). The trainer/assessor will provide support to the student to assist them in understanding the requirements of the assessment task.
  − If they are still assessed as not yet competent following the second attempt, they will be given the opportunity to submit by the commencement of term 2. The trainer/assessor will provide support to the student to assist them in understanding the requirements of the assessment task.
  − If they are still assessed as not yet competent following the re-submission, stage 1 will commence as outlined below.
  − If the student has submitted but failed one or more assessment tasks of the second unit in each term, they will be given the opportunity to resubmit by the end of the term (i.e. they have the holiday break to re-do).
  − If they are still assessed as not yet competent following the second attempt, they will be given the opportunity to submit by week 3 of the following term. The trainer/assessor will provide support to the student to assist them in understanding the requirements of the assessment task.
  − If they are still assessed as not yet competent following the re-submission, stage 1 will commence as outlined below.
▪ For ICT and FNS training package students, if they have more than 2 units in a term, the following requirements must be met:
  − If a student has submitted but failed one or more assessments of any unit in each term, they will be given the opportunity to submit by 2 weeks following the date when they are being informed about the assessment outcome. This extended due date may fall in the following term. The trainer/assessor will provide support to the student to assist them in understanding the requirements of the assessment task.
	Academic/ Student Support Officer
	and
	Trainer/Assessor
	or
	ELICOS Teacher

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Procedure	Responsibility
– If they are still assessed as not yet competent following the second attempt, they will be given the opportunity to submit by 2 weeks following the date when they are being informed about the assessment outcome. This extended due date may fall in the following term. The trainer/assessor will provide support to the student to assist them in understanding the requirements of the assessment task. – If they are still assessed as not yet competent following the re-submission, stage 1 will commence as outlined below. ▪ For CHC training package students, the following requirements must be met: – If the student fails one or more assessment tasks, they will be given the opportunity to resubmit by the commencement of the following term (i.e. they have the holiday break to re-do). This is because the work placement is part of many assessment tasks and may not be completed until the end of the term. – If the student is still assessed as not yet competent following the second attempt, they will be given a final opportunity to submit updated assessments within 2 weeks. Trainers/assessors will provide further support to assist students in understanding the requirements of the assessment task. ▪ Monitor and record attendance – Record students' attendance in the Attendance Sheet and submit the Attendance Sheet at the end of every 5 weeks to the Administrator. – Trainers/ Teachers inform the administrator if a student is absent for 2 continuous weeks. – Administrator analyses attendance reports.	

2. Intervention process

Relevant to:

▪ National Code: Standards 8

Procedure	Responsibility
A. Unsatisfactory course progress and attendance requirement – Stage 1 ▪ Where a student's course progress and/or attendance is unsatisfactory, send a *First Warning Letter of Unsatisfactory Course Progress* inviting the student to attend a meeting to discuss the options for improvement and recovery. ▪ Discuss the reasons for the unsatisfactory course progress or poor attendance with the student and agree on appropriate options with the student. ▪ Inform students of the implications of amending their CoE, if applicable. ▪ Follow up with the student and the relevant assessor about the progress within 10 working days of the meeting. ▪ The student will be reminded that if they continue not to meet course progress and/or attendance requirements, they will be reported to DE via PRISMS and that this will affect their visa. ▪ Place the evidence of the first warning letter on the student's file. ▪ Note that where a student does not respond to the invitation to attend a meeting, or they continues to fail to meet the required academic progress, they will be sent a second warning letter after 10 working days of the date of the first warning letter.	Administrative/ Student Support Officer
B. Monitor student's progress following the first warning ▪ Monitor student's progress and adjust intervention approach as required. ▪ Review and update the Intervention Plan as required. ▪ Discuss revisions with the student.	Administrative/ Student Support Officer

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▪ Implement any additional or revised interventions immediately. ▪ Record outcomes of each meeting in the Intervention Plan. ▪ Include the evidence in the student's file.	
C. Unsatisfactory course progress – Stage 2 ▪ Where the student continues to fail to demonstrate satisfactory course progress or attendance as evidenced through course progress and attendance monitoring, send a *Second Warning Letter of Unsatisfactory Course Progress* to the student inviting them to a meeting. ▪ Initiate the Intervention Strategy document in this stage. ▪ At the meeting, discuss the reasons for continuing unsatisfactory course progress or attendance and discuss further intervention required. Record outcomes of the meeting in the *Intervention Plan*. ▪ Ensure *the Intervention Plan* is signed by the student to state that they agree to the intervention strategy. ▪ Place all documentation on the student's file. ▪ Implement the intervention strategy as documented in the *Intervention Plan* as soon as possible and within 10 working days of the meeting. ▪ Advise the student that if they continue to demonstrate unsatisfactory course progress or attendance, they will receive a final warning letter with notice of intention to report to the DE. ▪ To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension, if applicable. ▪ Note that where a student does not respond to the second warning letter, they will be sent the final Notice of Intention to Report 10 working days following the date of the second warning letter.	Administrative/ Student Support Officer
D. Inform the student of intention to report following continuing unsatisfactory course progress ▪ Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student *Final Warning Letter or Notice of Intention to Report* clearly indicating the intention of reporting them via PRISMS. ▪ This notice must be sent by post to the student's registered address, as well as by email. ▪ Inform student in the same letter of their right to access Paramount International College's complaints and appeals process and that they have 28 days in which to do this from the date specified on the letter. ▪ Students who choose to access this process will not be reported if they appeal within 28 days indicating Paramount International College's intention to notify. Students must continue to attend classes during the appeals process as specified in Paramount International College's *Complaints and Appeals Policy and Procedure*. ▪ A copy of the Letter and any other relevant documentation will be placed on the student file.	Head of Administration and Director of Studies and Administration team
B. Following the Notification of Intention to Report If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements within 7 days.	Head of Administration and Director of Studies

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Document Control

Document Name:	PIC-CP&AM-V1.0
Version ID:	V1.0
Quality Area:	Support and Progression, Academic Course Progress and Attendance, ESOS requirements
Authored by:	External Compliance Consultant and Compliance Officer
Reviewed and approved by:	Chief Executive Officer (CEO)
Date of Approval:	01.09.2022

Version	Description of Change	Modified Date
2.0	Full Version Course Progress Policy and Procedure *Version ID: SC9-I: Course Progress Policy & Procedures*	15.04.2015
2020.1	Version ID: *PIC-CP&AM-V1.0* Revised version V1.0 Version naming convention changed to keep consistency across all policies and procedures as well as other PIC documents. Reviewed and updated against the current SRTOs and National Code Standards. Reviewed and updated according to the current administrative and legal frameworks in practice. Reviewed and updated in alignment with the current marketing and advertising documents and materials used.	01.01.2024
3.0	Version ID: PIC-CP&AM-V1.0 Version naming convention changed to keep consistency across all policies and procedures as well as other PIC documents while reviewing all documents in the context of regulatory performance assessment report. Reviewed and updated government department names and internet reference links for legislation tools. Reviewed the policy and procedures to align with the practice and updated responsibilities according to the current organisation structure.	01.01.2024