

# Attendance and Course Progress Monitoring Policy and Associated Procedures

*Version 2.2*



## Contents

Purpose.....	4
Responsibility.....	4
Definitions.....	4
Policy .....	5
Procedures.....	12
Appendix 1.....	19



## STATUS, DETAILS AND SUMMARY OF CHANGES

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### VERSION CONTROL AND SUMMARY OF CHANGES

Version	Date	Description of Changes
1.0	01.06.2022	Introduction of the policy
2.0	01.06.2023	New version highlighting precise guidance on attendance and progress monitoring procedures along with legislative and regulatory references
2.2	05.08.2024	Updated Footer



## Attendance and Course Monitoring Policy and Procedures

### Purpose

The purpose of this policy is to ensure that Australian Techno Management College (APSLEY) monitors and records attendance and course progress of international 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 attendance and course progress requirements.

The intention of this policy is to provide all the students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This policy ensures compliance with Standard 6 and 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)* and Clause 1.7, 6.1 to 6.6 of *Standards for RTO 2015 (Cth)*.

This policy has been documented to ensure that students maintain satisfactory attendance and course progress requirements.

### Responsibility

RTO Training Manager is responsible for the implementation of this policy, ensure that staff members are aware of its application, and implement its requirements.

APSLEY will monitor and record course attendance every week and course progress at the end of each study period. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

APSLEY will provide support to the students by discussing and implementing intervention strategies for students who are at risk of failing to meet course progress and/or attendance requirements.

Students who are not attending classes may mean that they might not make satisfactory course progress. If students are unable to meet satisfactory course requirements despite repeated warnings and implementing intervention strategies, the process of reporting student to the Department of Home Affairs (DHA) via PRISMS will commence.

### Definitions

**CoE** means Confirmation of Enrolment. This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the institute. The DHA requires the CoE for visa processing for international students.



**DHA** means Department of Home Affairs. The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

**ESOS Act** means the Education Services for Overseas Students Act 2000. The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

**Cth** means Commonwealth of Australia

**Study Period** defined by APSLEY is one term of the course (10 weeks) in which the student is enrolled.

**Study Session** defined by Apsley is participating in the schedule classes, assessment sessions, role play or case studies or workshops, supervised and unsupervised (homework) sessions.

**National Code:** National Code of Practice for Providers of Education and Training to Overseas Students 2018. Under the ESOS Act, the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code supports the effective administration of the ESOS legislative framework by the Commonwealth, state and territory governments.

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

**Minimum Attendance requirements:** minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period.

**Satisfactory course Progress:** where a student is able to meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in the given study period.

**Student at risk:** A student at risk is defined as one who has not made satisfactory academic progress in a course for a term (providing the term is not the second consecutive term for which this is the case), and is therefore subject to an intervention strategy.

## Policy

APSLEY will ensure that the student has participated in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions, and supervised or unsupervised study sessions (according to the training and strategy). APSLEY will also check and ensure that all the required assessments are completed up to that point of time.

Students at APSLEY will be informed about satisfactory course progress and attendance requirements in each study period before the commencement of the course during orientation day. APSLEY places a strong emphasis on attendance and course progress requirements. It is a mandatory requirement for

all students to attend their classes regularly and achieve satisfactory course progress.

#### 4.1. Completion within expected duration

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The expected duration of the course as specified in the overseas student's CoE should not exceed the CRICOS registered duration.

APSLEY will monitor student attendance and course progress regularly to ensure that students satisfactorily progress through their course and complete their studies within the duration specified on their Confirmation of Enrolment.

#### 4.2 Attendance Requirements

##### Monitoring Attendance

APSLEY will collect attendance on a regular basis, contact students who are not attending classes and identify appropriate support that can be provided to the students. APSLEY will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who will be absent from the class and will have attendance below 80% will be identified as "at risk". RTO Training Manager will send warning letters to those students to discuss and identify support measures if required by students.

##### Attendance records:

The Administration Officer will maintain and record course attendance every week on the Attendance tool. The attendance records will be maintained in the following manner using the *Attendance Record Sheet*.

Class rolls for each unit of competency for all the courses will be kept and will contain the following information:

Course Code and Course Name

Weekly Dates

Group No:

Student ID

Full name of each student enrolled in the class

Name and signature of the trainer/assessor either training or assessing that class.

APSLEY will retain evidence that students are attending scheduled classes in the form of marked Student sheets and attendance tools. in the training and assessment strategy and timetables), APSLEY will implement a process for reporting

unsatisfactory course progress in PRISMS.

Before the commencement of the course, through its orientation program, APSLEY will advise the attendance requirements.

students about the importance of attendance and how it affects the course progress.





It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. APSLEY will send warning letters to those students whose attendance is falling below

**For students undertaking trade course - CPC30620 - Certificate III in Painting and Decorating, CPC31320 – Certificate III in Wall and Floor Tiling and CPC33020 – Certificate III in Bricklaying and Blocklaying** Students must attend all practical sessions to fully develop their painting skills. Trade courses student's attendance will be monitored closely and student missing practical classes will be treated on a case-by-case basis. Students missing more than one practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending practical classes.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course.

*First attendance warning letter* will be sent to the students when the trainer notices any unauthorized absence for more than 5 consecutive days or if a student's attendance falls between 90% to 80%. Students will be called for a meeting to discuss their reasons for absence and provide support.

*A second attendance warning letter* will be sent to students if their attendance falls below 80%. This will be followed up by inviting those students to attend an intervention meeting. The Institute will implement an Intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. It will be recorded in the Intervention strategy form and will be placed in student's file.

APSLEY will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.

If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), APSLEY will report the students on the basis of unsatisfactory course progress for two consecutive study periods to the DHA via PRISMS in accordance with APSLEY's course progress and attendance procedures as outlined below in section 5.

As part of the intervention strategy, students will be provided with appropriate support including, but not limited to, extra classes, academic skills support, LLN support, counselling and mentoring. Refer to point 4.4 of this policy for information on an Intervention strategy.

Students can also refer to the *Student Support and Welfare policy* for more details on support provided by APSLEY. It can be made available from the institute's website or from APSLEY's administration department.

### 4.3. Course Progress Requirements

4.3.1. Course progress requirements are defined in relation to the study periods and may include (but are not limited to), any combination of the following.

Satisfactory completion of certain assessment tasks for each unit.

Achieving competency for certain units of competency in a study period.

4.3.2. Requirements are designed to uphold the academic integrity of the registered course and meet the requirements of the training products, with consideration to the length of the study period and number of units and assessment requirements of the course.



4.3.3. Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met, APSLEY course progress monitoring procedures will be followed.

4.3.4. APSLEY will use range of methods to monitor course progress including review of assessment tasks, and other measures of academic progress as defined in the procedures. All records of course progress will be kept in a file.

4.3.5. Students course progress will be recorded on excel sheet and will be regularly assessed by Student administration.

4.3.6. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration.

4.3.7. APSLEY chooses to implement the “Department of Education, Skills and Employment” course progress policy and procedures”. Regular and sufficient attendance in class is necessary for successful achievement of expected outcomes and to maintain course progress requirements.

4.3.8. APSLEY will **monitor, record and assess the course progress** of each student for each unit of the course for which the student is enrolled in.

APSLEY will assess each student’s course progress at the end point of each study period.

4.3.9. Students will be informed during the orientation about their course progress requirements.

4.3.10. APSLEY has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, for students, the intervention strategy will be discussed and implemented where the student has failed or is deemed not yet competent (NYC) in 50 per cent or more of the units.

4.3.11. Attempted in any study period, APSLEY may choose to intervene at any point before the end of the study period, for example, if the student does not attend the classes regularly or does not respond to APSLEY’s attempts to assist the student in achieving satisfactory course progress.

4.3.12. At the end of each compulsory study period, students will be assessed against the “*Attendance and Course Progress Policy and Procedure*”. If a student is identified for the first time as not making satisfactory course progress, warning letters will be sent to students to inform them about their course progress and attendance and a meeting will be organised to discuss any issue that they might be facing. An intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of the following study period or as soon as practicable.

If a student is identified as not making satisfactory course progress in the second consecutive compulsory study period in a course, (Failing 50% or more units in the second study period) despite of implementing an intervention strategy, APSLEY will notify the student of its intention to report the student to the Department of Home Affairs via PRISMS for unsatisfactory progress. Detailed procedures for course progress are mentioned below in section 5.2 of this policy.

4.3.13. All students must ensure that they are making satisfactory progress through their course. If a student fails to make satisfactory course progress (including by not participating in the training outlined

#### 4.4. Intervention Strategy

APSLEY ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. APSLEY will provide support





to students through an intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on the Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the RTO Training Manager or Student Support Officer and it may include one or more of the following strategies (but not limited to):

- attending counselling;
- attending extra classes;
- English language support;
- reviewing learning materials with the student and providing information to students 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;
- attending study clubs;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where APSLEY is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

#### 4.5. Extension to expected course duration

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

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;

bereavement of close family members such as parents or grandparents;



major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

a traumatic experience which has impacted on the students 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 APSLEY is unable to offer a pre-requisite unit.

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

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 is in the process of implementing an Intervention Strategy.

An approved deferral or suspension of studies has been granted in accordance with APSLEY's Deferral, Suspension and Cancellation Policy and Procedures.

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 DHA via PRISMS.

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

*Where the duration of the student's enrolment is extended, the student will be advised 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.*

#### **4.6. Reporting students**

APSLEY will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to Department of Home Affairs (DHA) via PRISMS.

Where a student has demonstrated unsatisfactory course progress in a study period despite implementing intervention strategies, APSLEY will be required to report the student to DHA via PRISMS. Prior to reporting, the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.

Students have the rights to appeal against this decision as per APSLEY's Complaints and Appeals Policy and Procedure within 20 working days. If the student chooses to access this process, the student will



not be reported until this process is complete.

APSLEY will only report unsatisfactory course progress in PRISMS if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the Institute (APSLEY); or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student withdraws from the internal or external appeals processes by notifying APSLEY in writing.

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



## Procedures

The procedure for attendance and course monitoring policy demonstrates how the policy will be implemented and who will be responsible for the steps taken under this policy.

**5.1. Monitor Attendance:** Student's attendance will be regularly monitored to ensure that APSLEY facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.

Procedures	Responsibility
<p><b>Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>➤ Student's attendance will be recorded every day in <b>Attendance Record Sheet by the trainer.</b></li> <li>➤ Administration Officer will maintain and record course attendance every week on the Attendance tool and submit it to the Training Manager.</li> <li>➤ RTO Training Manager will maintain and store the attendance tool.</li> <li>➤ RTO Training Manager will analyse the weekly attendance tool and identify students who are not attending classes.</li> <li>➤ <i>Attendance Monitoring Tool</i> will be used to check if attendance is satisfactory.</li> </ul>	<p>Trainer</p> <p>Administration Officer</p> <p>Academic Manager</p>



Procedures	Responsibility
<p><b>Identify students at risk for Unsatisfactory attendance – Stage 1</b></p> <p>Where a student’s attendance falls between 90% to 80% or who has been absent for more than five consecutive days without approval or satisfactory reason, APSLEY will contact those students to discuss their absence. <i>First attendance warning letter</i> will be sent to the student inviting him/her to meet with the RTO Training Manager to discuss any issues or problems that a student might be facing so that support can be provided.</p> <p>During this meeting, APSLEY will:</p> <ul style="list-style-type: none"> <li>➤ Discuss the reasons for the low attendance with the student if students have been absent for more than five consecutive days without approval and/or who are at risk of not meeting attendance requirements before student’s attendance drops below 80%. An appropriate Intervention strategy will be discussed and identified during the discussion if he/she requires.</li> <li>➤ Offer support services to students which may include, but not limited, to academic and future progress advice, extra classes, welfare matters to meet the overseas student’s visa requirements. (refer to Intervention strategy and/or Student Support and Welfare policy for more details)</li> <li>➤ Remind the student that if they continue to not meet the attendance and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status.</li> <li>➤ APSLEY will keep a brief summary of this discussion, as well as a copy of this letter.</li> <li>➤ Continue to monitor the student’s attendance.</li> </ul>	<p>Academic Manager</p> <p>Trainer</p> <p>Student support officer</p> <p>Administration Officer</p> <p>Administration Officer</p>





Procedures	Responsibility
<p><b>Risk of Unsatisfactory attendance – Stage 2</b></p> <ul style="list-style-type: none"> <li>➤ Where a student’s attendance drops below 80% or who have been absent for more than five consecutive days without approval, a Second warning letter for low attendance will be sent inviting the student to attend a meeting to discuss and implement intervention strategy.</li> <li>➤ At the meeting, the reasons for continuing unsatisfactory attendance and further intervention required will be discussed. Intervention strategy form will be filled up and recorded.</li> <li>➤ APSLEY will offer support services to students which includes, but is not limited to academic and future progress advice, extra classes, welfare matters to meet the overseas students visa requirements, etc. (refer to Intervention strategy and/or Student Support and Welfare policy for more details)</li> </ul> <p>If the attendance is still unsatisfactory i.e. below 80% despite of implementing intervention strategies, the course progress will be reviewed.</p> <p>If a student’s course progress is unsatisfactory, students will be invited to attend intervention meeting and intervention strategy will be invoked in accordance with the course progress policy and procedures.</p> <p>Warning letters will be sent to the students and intervention strategies will be applied and implemented.</p> <p>If a student’s attendance is unsatisfactory but the student is making satisfactory course progress, student will still be counselled on the importance of the attendance for successful course progression. The student’s course duration and their skills and knowledge will be reviewed in light of the new ASQA guidelines about Overseas Student Attendance.</p> <p>APSLEY will invite the students to apply for RPL and the Institute will reduce the duration of the course to the minimum duration required, given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. For more information, please refer to Appendix 1- New ASQA guidelines.</p>	<p>RTO Training Manager Student support officer</p> <p>Administration Officer</p>



Procedures	Responsibility
<p><b>Linking student's attendance with course Progress</b></p> <p><i>(Process where students have failed to meet satisfactory course attendance)</i></p> <ul style="list-style-type: none"> <li>➤ Before commencement of the course, during induction program as well as through trainers, APSLEY will advise the students about the importance of attendance and how it affects the course progress.</li> <li>➤ If any student does not meet satisfactory attendance requirements, student's course progress will be reviewed and carried forward on the following basis:</li> <li>➤ If a student's course progress is found to be unsatisfactory, APSLEY will issue unsatisfactory course progress warning letters. Course progress procedures will be applied as mentioned below in section 5.2. or</li> <li>➤ If student's attendance is low but the student is making satisfactory course progress, then student will be invited for meeting and the student's course duration will be reduced to the minimum duration required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. For more information, please refer to Appendix 1- New ASQA attendance guidelines.</li> <li>➤ APSLEY will report the students to the Department of Home Affairs (DHA) on course progress basis; however, Institute will actively monitor and record student's attendance in line with National code 2018 Standard 8.10, 8.11 &amp; 8.12.</li> </ul> <p>Note: APSLEY will not report the students on the basis of attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.</p>	<p>Training Manager</p> <p>Trainer</p> <p>Administration Officer</p> <p>Administration Officer</p>

## 5.2. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8



Procedure	Responsibility
<p><b>Monitor course progress</b></p> <ul style="list-style-type: none"> <li>➤ Student’s course progress will be assessed and monitored regularly, in relation to the course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period.</li> <li>➤ Class activities, formative tasks and class participation will be used to informally monitor students in class.</li> <li>➤ <i>Course Progress and Attendance Monitoring Tool</i> will be used to monitor formal progress.</li> <li>➤ At the course monitoring point, student’s course progress will be reviewed to determine if students are at risk of not meeting course progress requirements.</li> <li>➤ Follow up will be done with academic staff to check if the records are incomplete or complete.</li> </ul>	<p>Training Manager Trainer Administration Officer</p>
<p><b>Risk of Unsatisfactory course progress – Stage 1</b></p> <ul style="list-style-type: none"> <li>➤ Where a student’s course progress has been identified as ‘at risk’, a Notification Letter will be sent to student to inform them that the student is <b>at the risk</b> of breaching their student’s visa requirements to maintain satisfactory course progress.</li> <li>➤ Students will be advised to contact APSLEY’s Administration department or trainer if required to discuss any support that may be required by the student to achieve satisfactory course progress. Intervention strategy will be applied if student is facing any issues.</li> </ul>	<p>Training Manager Administration Officer Student Support Officer</p>
<p><b>Risk of Unsatisfactory course progress – Stage 2</b></p> <p>If any student:</p> <ul style="list-style-type: none"> <li>➤ has not successfully demonstrated competency in at least 50 % of the course requirements in the 1<sup>st</sup> study period of his/her course, or</li> <li>➤ If meeting was arranged on call and student did not attend intervention meeting.</li> </ul>	<p>Training Manager Student Support Officer Trainer</p>



Procedure	Responsibility
<ul style="list-style-type: none"> <li>➤ If intervention strategy is implemented and the student has failed to follow intervention strategy as agreed upon.</li> <li>➤ It will be interpreted that the student is still at risk of not making satisfactory course progress.</li> <li>➤ In this case, APSLEY will send 1<sup>st</sup> warning letter to the student indicating that they are still at risk of not making satisfactory course progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk.</li> <li>➤ Students will be invited to meet with the RTO Training Manager or student administration to discuss any issues that they might be having and to offer support services.</li> </ul> <p>During the meeting:</p> <ul style="list-style-type: none"> <li>➤ Students will be informed of the implications of amending their CoE, if applicable.</li> <li>➤ Intervention meeting outcomes of the meeting will be recorded in the <i>Intervention Strategy form</i>.</li> <li>➤ Intervention strategy will be discussed and identified with the student. RTO Training Manager will ensure that <i>Intervention Strategy form</i> is signed and accepted by the student to state that they agree to the intervention strategy.</li> <li>➤ The intervention strategy will be immediately implemented as documented in the <i>Intervention Strategy form</i>.</li> <li>➤ The student will be reminded that if they continue to show unsatisfactory course progress requirements, they will be reported to DHA via PRISMS and this may affect their visa status.</li> <li>➤ To issue a new CoE to extend the duration of the student’s study (if required), the RTO Training Manager will find the CoE concerned and select the SCV (Student Course Variation) report option, including reasons for granting the extension.</li> <li>➤ All the documents will be placed on the student’s file.</li> </ul>	



Procedure	Responsibility
<p><b>Risk of Unsatisfactory course progress – Stage 3</b></p> <p>If any student:</p> <ul style="list-style-type: none"> <li>➤ did not attend the meeting after sending warning letter.</li> <li>➤ has not followed the intervention strategy as discussed, or</li> <li>➤ Course progress is still at risk i.e. not demonstrating competency in at least 50% of the units for the second consecutive study period.</li> </ul> <p>Administration staff or RTO Training Manager will issue 2<sup>nd</sup> Warning letter. Students will be given another chance to meet with the RTO Training Manager or student administration and discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student.</p>	
<p><b>Inform the student of “Intention to report” for making unsatisfactory course progress continuously.</b></p> <ul style="list-style-type: none"> <li>➤ Course progress will be monitored continuously. If student has failed in more than 50% of their units for two consecutive study periods despite of implementing intervention strategies, students will <b>be notified in writing of intention to report</b> them to DHA via PRISMS through “Intention to report letter”.</li> <li>➤ Reasons for intention to report will be notified in the letter.</li> <li>➤ Student will be informed of their right to access APSLEY’s Complaints and Appeals process within 20 working days of receiving the “Intention to report” letter (the date specified on the letter).</li> <li>➤ Students who choose to access this process will not be reported if they appeal within 20 working days indicating APSLEY’s intention to notify. Students must continue to attend their classes during the appeals process as specified in APSLEY’s <i>Complaints and Appeals Policy and Procedure</i>.</li> </ul> <p>APSLEY will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if:</p> <ul style="list-style-type: none"> <li>• the internal and external complaints processes have been completed and the decision or recommendation supports APSLEY’s decision, or</li> </ul>	<p>Training Manager Administration Officer/Complaints Officer Appeals Officer</p>





Procedure	Responsibility
<ul style="list-style-type: none"> <li>the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or</li> <li>the student has chosen not to access the external complaints and appeals process,</li> <li>the student withdraws from the internal or external appeals processes by notifying APSLEY in writing.</li> </ul> <p>APSLEY will keep a copy of the Letter and any other relevant documentation</p>	
<p><b>Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>➤ 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, APSLEY will report the student to DHA via PRISMS for breach of course progress requirements.</li> <li>➤ If a student appeals to external authority e.g., overseas student ombudsman, APSLEY will not report the student until appeal process is concluded.</li> <li>➤ Student’s enrolment will be kept active until both Internal and External complaints and appeals process have been completed.</li> </ul>	<p>Training Manager Administration Officer/Complaints Officer Appeals Officer</p>

## Appendix 1

### Guidelines-ASQA New Attendance Requirements 2019

*Overseas students are required to participate in and attend the scheduled classes.*

Note for Students

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**Overseas students are required to be enrolled in a full-time registered course** to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week.

Students are also **expected to progress through their course** so that they complete the course within the nominated course duration.

If an **overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, Australian Techno Management College (APSLEY) **will invite the student to apply for RPL and the Institute will reduce the duration of the course to the minimum duration** required given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

*APSLEY has implemented an “Attendance and Course Monitoring policy and procedures” to monitor minimum attendance requirements and if students don’t meet these requirements, they will be **breaching student visa conditions**. The Department of Home Affairs (DHA) may cancel a student’s visa if the student’s fail to maintain their enrolment.*

Students who cannot show that they are meeting the requirements of the qualifications or accredited course **are at risk of not progressing in their course** (that is, they are at risk of not completing the course within the nominated duration) will be notified that they are at risk and they will be invited to meet with the RTO Training Manager to discuss any support services required (including intervention strategies).

**If a student fails to make satisfactory course progress** (including by not participating in the training as outlined in the training and assessment strategy and timetables), APSLEY will **report the students to the Department of Home Affairs (DHA)** via PRISMS on the basis of unsatisfactory course progress for two consecutive study periods.

Before reporting the students to DHA, APSLEY will ensure that proper processes and procedures are followed as per the above-mentioned Attendance and Course Progress procedures.

### **Keeping Students Informed:**

*During enrolment process before student’s start their course, Students will be informed of the following information through the written agreements:*

- *the duration of their course and the modes of study (including APSLEY locations (including course delivery location and the facilities provided by APSLEY)*

- *that students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa*
- *that if students don't attend scheduled classes, APSLEY may reassess the student's course duration, and may shorten their course duration.*
- *that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa*
- *that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.*

Students will also be provided with the above information during Induction.

**A student must be aware of the following:**

- Enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Attend classes as per the scheduled class times.
- If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), APSLEY's will implement a process for reporting unsatisfactory course progress in PRISMS as per APSLEY's Attendance and Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing APSLEY's Complaints and Appeals policy which can be made available from the website or from the Reception.
- Before reporting the students to DHA, APSLEY will ensure that proper process and procedures are followed as per the *Attendance and Course Progress policy and procedures*.

**APSLEY will:**

- *Undertake **an intervention strategy to assist** the student at risk of not meeting the course progress requirements in sufficient time for the students to achieve satisfactory course progress. This will be documented in the Intervention Strategy form.*
- *Inform the students of the intention to report them and the reasons why APSLEY is reporting them.*
- *Inform the student about how they can access an internal complaints and appeals process.*
- *Advise the student on their external appeal rights.*



