

Course Progress Monitoring and Intervention Policy and Procedure

1.0 Purpose

- 1.1 .The purpose of this policy and procedure is to ensure that both international and domestic students maintain satisfactory course progress to complete their studies within the expected duration and, where they show any signs of being at risk of not achieving the satisfactory course progress, students are supported and encouraged to get their studies back on track and meet performance requirements.
- 1.2 .This policy meets the requirements of the:
 - *ESOS Act*
 - *National Code of Practice for Providers of Education to Overseas Students 2018 (CRICOS Standards)*
 - *Standards for Registered Training Organisations (RTOs) 2015,*
 - ASQA Fact sheet: overseas student attendance,
 - MCOHB Student Code of Behaviour.
- 1.3 .In addition to students receiving informal support provided by trainers and assessors, the course progress of students is subject to monitoring processes. Melbourne College of Hair and Beauty (MCOHB) will instigate intervention procedures when a student is at risk of not progressing satisfactorily or not completing their course and the requirements within expected duration.
- 1.4 .By monitoring and supporting a student to enable them to keep up with the course schedule/timetable, MCOHB is assisting the student to comply with *Standard 8 CRICOS Standards*.
- 1.5 .MCOHB implements attendance and course progress monitoring for all vocational courses. The minimum requirement for attendance is eighty per cent (80%) of the scheduled contact hours for the course, or higher if required by the relevant training package.
- 1.6 .MCOHB will assist students through an intervention strategy if they are not achieving satisfactory course progress. The intervention strategy will identify, notify and assist students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the student's attendance drops below eighty per cent (80%).
- 1.7 .This policy is made available to staff and students on MCOHB website and staff portal.

2.0 Responsibility

- 2.1 .The Director of Studies is responsible for the implementation of this policy and procedure. The Operations Manager, Student admin manager, Head trainers are responsible for ensuring that all staff and students are aware of its application and that staff implement the policy and procedure requirements.
- 2.2 .All trainers at MCOHB are responsible for recording students' attendance.
- 2.3 .All students enrolled within vocational courses at MCOHB must comply with this policy and procedure.
- 2.4 .This policy is made available to staff and students on MCOHB website and staff portal.
- 2.5 .Students are provided with this policy and procedure during the pre-enrolment phase and again they will have this attendance policy explained to them during orientation and it is also accessible to students on MCOHB's website.
- 2.6 .On orientation day, new students will also be given a timetable and class rolls.
- 2.7 .Each student will be given the details of the classes such as date, start and end time, total contact hours, type of contact hours that is lecture, practical, tutoring, etc Students are allocated to classes on the SMS and new rolls are issued to trainers by the end of orientation week 5.
- 2.8 .MCOHB monitors international students for all study periods the student is enrolled in, including compulsory study periods and non-compulsory periods. A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under *Standard 9 of the National Code 2018*. An example of non-compulsory period is a term break period.
- 2.9 .Intervention strategies will be negotiated with the students who are considered “**at risk**”. Students will be interviewed, supported and will have a course intervention strategy implemented which may include, but is not limited to academic skills support, additional English support, additional tutoring, and placement in a more appropriate class to get them back on the right track to succeed and achieve satisfactory progress requirements.
- 2.10 This policy is available to staff and students on MCOHB's website and staff portal

3.0 Definitions

Academic progress	Successful completion of units of the course or course increments of the course the student is enrolled in, and the time frame specified in the students CoE
Assessment	Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or a vocational education and training (VET) accredited course.
Attendance	The number of hours or percentage of time present in class to successfully complete the course and/or unit of competency, inclusive of all theory and/or practical components required. In order to complete the course work an 80% attendance rate is recommended for all nationally recognised qualification training courses.
Attendance warning letter	Letters that are sent to students due to non-compliance with their course attendance requirements. Issued as a first warning and second warning.

Being AT Risk	Being “at risk” of failing to achieve satisfactory course progress requirements occurs when a student does not meet the course progress requirements and: • fails to achieve more than 50% of the expected course progress requirements of a specific qualification as defined in the training plan undertaken in any study period; • is in danger of being unable to complete a course within the expected duration of study as recorded on the PRISMS register after having their program reviewed by the Academic/Student Support Department. • fails to achieve pre-requisite units.
Candidate	The person presenting for an assessment.
Compassionate and compelling circumstances	Serious illness or injury, where a medical certificate states that a student was unable to attend classes, • bereavement of close family member such as parent or grandparent, • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies or • witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports) • suffers from a traumatic experience • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
Client	A person (learner/candidate) or an organisation that uses or purchases training and/or assessment services.
Confirmation of Enrolment (CoE)	The Confirmation of Enrolment (CoE) is an official document that provides important information about an international student’s enrolment status. This document is required to be submitted to the Department of Home Affairs before applying for a student visa.
Competence (Competent)	An individual is considered competent when they are able to consistently apply their knowledge and skills to the standard of performance required in the workplace, assessed benchmarks or the training package requirements. When assessed is recorded as “COMPETENT or C”. Both workplace and off the job training and assessment aim to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.

Compulsory Study Period	A period of study in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.
Consecutive unsatisfactory progress	Is defined as not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that study period as defined and implemented in the training plan.
Course	Full time registered University or Vocational Education and Training courses or ELICOS courses offered by or through an RTO and registered on Registered Providers CRICOS scope of registration.
Course progress	Course progress requirements are met on the successful completion of units and/or pre-requisite units where the assessments are scheduled in each study period and identified in the training plan. These requirements are used to benchmark against a student's progress. The course progress requirement varies due to different courses and study periods.
Credit transfer	The agreed value of the achievement or partial achievement of one qualification when related to another qualification. This value translates to the learner as equivalent to an exemption from undertaking a component or components of the destination qualification based on the acceptance that these components have already been successfully completed through previous formal study. This exemption reduces the amount of time and learning required in achieving the second qualification.
Full time study	The amount of study for a particular Course which is approved by the accrediting body for the Course, or in cases where the accrediting body gives no such approval, means minimum of 20 contact hours per week.
Intervention Strategy Plan (ISP)	A documented process which outlines the academic support and/or assistance to a student identified as "being at risk" of or not achieving satisfactory course progress in any study period. The strategies in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student's workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting upon student.

Integrated learning	An approach to learning that covers the clustering of multiple units/elements from relevant competency standards. This approach focuses on the assessment of a 'whole of job' role or function that draws on a number of units/elements of competence. This learning approach also integrates the assessment of the application of knowledge, technical skills, problem-solving and demonstration of attitudes and ethics. <i>From National Quality Council, Training Package Glossary.</i>
Learning	An active process of the acquisition of skills, knowledge and emotional dispositions that is influenced by external contributions, but ultimately determined and regulated by individuals. The learning process occurs with the integration of intellectual development and experience.
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 of scheduled course hours.
Mode of Study	Attendance including face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning.
Monitoring of student course progress	Monitoring refers to an active checking of course progress; 'Recording' means that there must be a documented record of the student's achievement within each unit; 'Assessing' requires the provider to consider a student's demonstrated achievement, progress or competency.
Not Yet Competent (NYC)	An individual is considered Not Yet Competent when they are unable to consistently apply their knowledge and skills to the standard of performance required in the workplace, assessed benchmarks or the training package requirements. When assessed is recorded as "NOT YET COMPETENT or NYC" .
Principal Course of Study	The principal course of study that refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

PRISMS	The Provider Registration and International Students Management System (the electronic system that holds CRICOS course and provider registration details and the electronic Confirmation of Enrolment) and reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act.
Recognition processes	A term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. Under the relevant VET regulatory framework, competencies may be attained a number of ways, including through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL/RCC, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of training packages or competency outcomes specified in AQF-accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients, and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.
Recognition of Current Competency (RCC)	Assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.
Recognition of Prior Learning (RPL)	An assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards, for entry to and/or partial or total completion of, a qualification.
Satisfactory course progress	Satisfactory course progress means that students have successfully completed the competencies in 50% or more of the course requirements scheduled for the study period and have not been identified as being "at risk".
Skill	An ability to perform a particular activity, which may be developed by training or practice, and which may be intellectual, manual, motor, perceptual or social. Specified skills are identified as part of each competency standard, and competence usually requires a combination of skills in the application of cognitive and psycho-motor functions.

Study Period	A study period is a period of time measured in weeks. The study period begins from the student's actual commencement date. The course may contain one or more study periods. For courses of less than 15 weeks, the entire course will be a single study period. For longer courses, there will be more than one study period. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period which may be shorter due to a course coming to an end, but it will still be considered as a full study period. The study periods of all courses are prominently listed in the Enrolment Form, Letter of Offer, and Student Agreement so that students have full access to all necessary information regarding study periods prior to commencing their course.
Student Course Variation (SCV)	3.1 .Student Course Variations, are created through PRISMS to inform the Dept. Home Affairs of any change to an accepted student's enrolment, or their failure to meet visa conditions.
Student Management System (SMS)	An approved NCVER AVETMISS Data Entry Tool for the collection and storage of a VET students information, collected by an RTO during the students course of study of an AQF accredited qualification.
Summative assessment	Is any method of evaluation/assessment performed at the end of a unit that allows the measurement of a learners skills and knowledge against standardized criteria. The purpose of summative assessment is to determine if the learner has inculcated the skills and knowledge of a unit of competency at the end of a particular unit of work to be determined as competent.
VET Student Loan	VET Student Loans (VSL) is an Australian Government loan program that is available to eligible students studying higher-level vocational education and training qualifications to pay for their tuition fees. The VET Student Loan is a loan from the Commonwealth and: • The loan will remain a personal debt until it's repaid to the Commonwealth • The loan may, until the debt is repaid, reduce a student's take home (after tax) wage or salary and may reduce the student's borrowing capacity

4.0 Requirements

- 4.1 . The course progress of each student is monitored, recorded and assessed for all units of the course for which the student is enrolled to ensure the course will be completed within the expected duration.
- 4.2 . **Attendance:** To achieve satisfactory attendance, students must attend at least eighty percent (80%) of scheduled contact hours of their study period for the course in which they are enrolled.
- 4.3 . Attendance rolls will be recorded at each scheduled class day by the trainer in charge of the class. Student admin will collect the attendance rolls from trainers at the completion of the training period or the next morning if the study period is a night class.
- 4.4 . Student admin will check the attendance rolls against the students attendance sheet daily to determine that the student is meeting the required attendance percentage or days.
- 4.5 . It is the students' responsibility to ensure they attend all classes. It is also the student's responsibility to notify and discuss any absences their teacher/trainer.
- 4.6 . Where a student's attendance percentage is less than eighty percent (80%) or they are recorded missing five (5) consecutive scheduled class days, will be issued with a warning letter, unless prior to the warning letter being issued, the student is able to provide a medical certificate, or other acceptable reason which can be substantiated for missing the required attendance of scheduled classes.
- 4.7 . MCOHB assesses each student's course progress at the endpoint of each study period. The process for assessing course progress involves the review of completed assessments as identified in the study period.
- 4.8 . To provide support to students and to identify students '**at risk**', students are monitored for suitable course progress of units in the middle of their study period.
- 4.9 . Where MCOHB has assessed the student as being '**at risk**', it will inform the student and implement an intervention strategy. All causes, academic and/or non-academic, such as personal issues that lead to unsatisfactory progress, will be discussed and reviewed.
- 4.10 . Students who are identified as being '**at risk**' in the middle of the study period with regards to their course progress requirements are sent reminder letter/email about the risk of failing to complete course progress requirements of at least 50% or more of their course as shown in the training plan.
- 4.11 . Those students who are '**at risk**', whether through the formal or informal intervention, will be interviewed, supported and placed on an intervention strategy.
- 4.12 . If an international student is identified as not making satisfactory course progress in a second consecutive compulsory study period, MCOHB must notify the student in writing of its intention to report them to the Department of Home Affairs for unsatisfactory course progress via PRISMS.
- 4.13 . If a domestic student is identified as not making satisfactory course progress in a second consecutive compulsory study period, MCOHB must notify the student in writing of its intention to cancel their enrolment.

- 4.14 In the written notice to an international student, the student is informed that they can access MCOHB's complaints and appeals process under Standard 10 of the National Code 2018 and that the student has 20 working days plus 2 working days for postage handling to do so.
- 4.15 In the written notice to a domestic student, the student is informed that they can access MCOHB's complaints and appeals process under and that the student has five (5) working days plus 2 working days to allow for postage if applicable.
- 4.16 International students who have unsatisfactory academic progress will be reported to the Department of Home Affairs and may risk having their student visa cancelled. Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs will send a Notice of Intention to Cancel Enrolment and CoE prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the notice and explain their situation. The student does not need to attend a Department of Home Affairs office.
- 4.17 International students who, after intervention and/or due to compelling reason, decide to move to another field of study within MCOHB, will not be reported to the Department of Home Affairs for unsatisfactory course progress. Domestic students will not have their enrolment cancelled.
- 4.18 Where an international student has chosen not to access the complaints and appeals process or withdraws from the process or the process is completed with the outcome supporting MCOHB (i.e. the student's appeal was unsuccessful), the Department of Home Affairs must be notified as soon as practicable of the student not achieving satisfactory course progress through PRISMS. If the student's appeal is successful, or there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through MCOHB's intervention strategy, and the student will not be reported. Attendance monitoring and recording
- 4.19 To achieve satisfactory attendance, students must attend at least eighty percent (80%) of scheduled contact hours of their study period for the course in which they are enrolled.
- 4.20 It is the students' responsibility to ensure they attend all classes. It is also the student's responsibility to notify and discuss any absences their teacher/trainer.

5.0 MCOHB meets the requirements of ASQA's Fact sheet: overseas student attendance

- 5.1 .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, unless otherwise specified by ASQA.
- 5.2 .Students are also expected to progress through their course so that they complete the course within the nominated course duration.
- 5.3 .The National Code defines course progress as: 'the 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'.
- 5.4 .MCOHB delivers training prior to assessment to achieve skill-based competencies. MCOHB facilitates learning so that students can consistently apply knowledge and skill to the standard of performance required in a workplace.

- 5.5 .Where a student's attendance percentage is less than eighty percent (80%), or they are recorded missing five (5) consecutive scheduled class days will be issued with a warning letter, unless prior to the warning letter being issued, the student is able to provide evidence satisfactory to the teacher/trainer regarding their absences from class.
- 5.6 .International students whose attendance falls below 80% or they are recorded missing five (5) consecutive scheduled class days, may have their Confirmation of Enrolment (CoE) cancelled, after receiving an Intention to Report Letter. Domestic students may have their enrolment cancelled.
- 5.7 .Every teacher/trainer is to have a student attendance sheet for their individual class session and ensure that the attendance sheet is completed at the commencement of class and when the class session ends.
- 5.8 .Where a student is found to be absent from the class session, the teacher/trainer is to note the absence of the student.
- 5.9 .The teacher/trainer is to provide a copy of the attendance sheet to student admin at the end of the class session and student admin are to enter the attendance data into the student management system against the individual student's personal attendance record.
- 5.10 Where a student's attendance falls below 80%, or they are recorded missing five (5) consecutive scheduled class days without reasonable evidence, including medical evidence to justify the absences, a warning letter will be issued to the student.
- 5.11 Where a student does not remedy their non-attendance after receiving the first warning letter, a second warning letter will be issued to the student
- 5.12 If after issuing the second warning letter, the student continues to be absent from class without reasonable evidence, including medical evidence to justify their absences and their attendance is below 80%, or they have not returned to an acceptable attendance pattern, the international students will be issued with an Intention to Report Letter, providing the student with an opportunity to respond to the concerns about the student's absences, prior to MCOHB taking steps to report the student to Department of Home Affairs.
- 5.13 Domestic students will be sent an Intention to Cancel Enrolment Letter providing the student with an opportunity to respond to the concerns about the student's absences, prior to MCOHB taking steps to cancel their enrolment.

6.0 Absences from class

- 6.1 .Students who are absent for 20 minutes or more from any class session will be marked only for the hours they attend that class. This includes late arrival or early departure from class.
- 6.2 .For online training if a student does not activate their video and audio at the commencement of the online training session and for a period of ten (10) minutes, or they do not notify the online trainer that they are having technical difficulty with logging on to the online training session, then they are deemed to be absent, and will be marked absent from the training.
- 6.3 .Students, referred to sub-clause 5.1 above, may be monitored and where lateness to class or early departure from class is ongoing, they may be issued with a warning letter in accordance with clause 6 above.

7.0 Absences due to medical and other reasons

- 7.1 .A student who is absent from class due to medical reasons is required to provide a medical certificate for the absence. Absences relating to medical reasons and where a medical certificate is provided for that absence will still be counted when calculating an attendance percentage.
- 7.2 .Medical certificates will only be accepted where they have been signed by registered medical practitioners, health practitioners or approved health specialists.
- 7.3 .Medical certificates that are backdated for an absence will not be accepted unless the Director of Studies is satisfied that there is a legitimate reason for the medical certificate being backdated.
- 7.4 .A student is required to provide written notification for all absences where it is known by the student in advance that they will not be attending class. These absences will still be counted when calculating an attendance percentage. The written notice is to be an application for leave from study.
- 7.5 .Students who miss scheduled classes because they were ill, incapacitated, or due to a critical incident are required to complete and submit a Student Notification of Non Attendance Form immediately they are affected by their circumstance or upon return to their classes.
- 7.6 .The Student Notification of Non Attendance Form is available from MCOHB's website or reception.
- 7.7 .Students who have been absent due to medical or other reasons are to submit a study leave application attaching the required evidence to support their leave application and reason why they missed their scheduled class/s.

8.0 Attendance review procedure

- 8.1 .If a student's attendance falls below 80 per cent (but above 75 per cent), they will be issued with a first warning letter by the Director of Studies. This letter will require the student to provide information and evidence explaining their absence/s.
- 8.2 .Where the student continues to be absent without sufficient explanation, the Director of studies will issue the student with a second warning letter again asking the student to provide information and evidence explaining their absence/s.
- 8.3 .If a student continues to be absent from class without significant cause (attendance below 80 per cent and the above warning letters have previously been issued or has missed more than 5 consecutive scheduled classes) the student will be issued with an Intention to Report Letter, giving the student an opportunity to respond.
- 8.4 .The Director of Studies and the Student Administration Manager will then decide if it is necessary to report the student to the Department of Home Affairs or depending on the student's response to the Intention to Report Letter, may consider other options.

- 8.5 .The unsatisfactory course attendance will only be reported on PRISMS where:
- a. ...the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - b. ...the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or the student has chosen not to access the external complaints and appeals process, or
 - c. ...the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 8.6 .Students will be sent the appropriate warning notifications based on the attendance level at the time when the monitoring report is reviewed.
- 8.7 .All documents issued to the student in the attendance receive procedure are to be recorded on the individual student's academic file.

9.0 Monitoring Academic Progress Procedure

- 9.1 .Progress monitoring is completed within two weeks of the end of each study period. The Academic/Student Support Officer and/or Manager will run an attendance exceptions report from the SMS and review the academic progress of all students and identify those students who are "at risk". Specific monitoring periods may vary for students enrolled progressively. However, they will be monitored within two weeks of the end of their designated study period. These students may be identified in the subsequent monitoring period.
- 9.2 .In order to progress satisfactorily and maintain a full-time study load, students must demonstrate competency in seventy percent (70%) or more of enrolled units of competency within each study period.
- 9.3 .The academic school in which the student is enrolled to study, will ensure that academic progress is monitored by the teaching/training staff at all times and that appropriate intervention strategies are implemented as soon as issues emerge in relation to an individual student's academic progress and who are identified as being at risk of not making satisfactory course progression.
- 9.4 .Should a student fail the same unit or subject twice, they will be deemed as not making satisfactory course progression. This includes previous versions of the unit or subject.
- 9.5 .Should a student fail a practice-based learning activity where the failure constitutes failure in the unit or subject, they will be deemed at risk of not making satisfactory course progression.
- 9.6 .A student who has not demonstrated satisfactory course academic progress, for two consecutive study periods is not meeting course progression requirements and will be unable to complete their course within the duration specified in the student's CoE. This will be a breach of their student visa conditions. Trainer/teaching staff monitoring responsibilities
- 9.7 .Teaching/training staff are required to monitor the academic course progression of individual students throughout their study period.

- 9.8 .Teaching/training staff will use a variety of assessment processes to monitor academic course progression of a student, to identify whether a student is making satisfactory academic progress to complete the course within the duration specified in the student's CoE. These processes may include, but are not limited to the review of:
- a. .student's attendance record.
 - b. .class participation.
 - c. .submission of class work or assignments, including quality or work submitted, timing etc.
 - d. .resubmissions of class work for assessment.
 - e. .requests for extension of class work or assignments, or additional help required to complete assignments or class work.
 - f. .feedback from teacher/trainer.
 - g. .not yet competent or failed grades on assignments.
 - h. .English ability or ability to apply basic English communication, written or oral.
 - i. .results of assignments and units/subjects.
- 9.9 .MCOHB monitors domestic and international students for all study periods the student is enrolled in, including compulsory study periods and non-compulsory periods. A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 of the CRICOS Standards or in the case of a domestic student, they are granted a leave of absence or RPL/RCC. An example of non-compulsory period is a term break period.
- 9.10 A student's attendance rate will be based on their raw attendance data as recorded in attendance rolls and entered in the student management system with the attendance rate being calculated with the total class hours for the study period as the denominator and the number of hours attended as the numerator. Absences related to verified medical certificates will be included in the total number of hours absent.
- 9.11 Where a student's enrolment is temporarily suspended, either in advance or retrospectively, in accordance with the provisions on Deferment, Suspension or Cancellation of Study during Enrolment under CRICOS Standard 9, the number of class hours expected to be attended during the affected study period will be reduced.
- 9.12 When reporting a student for unsatisfactory attendance in PRISMS any mitigating circumstances such as absences covered by validated medical certificates will be recorded in an appropriate note by MCOHB.
- 9.13 Attendance monitoring will occur after each class, when the trainer will be responsible for marking a student present or absent on the student roll and in the student management system. The student admin manager or team leader will have access to this system and check attendance each week on a Friday.

10.0 Milestones will be marked three times in each study period

- 10.1 Students attendance records will be checked:
- ...In the fourth week of the study period, based on the first three weeks of attendance out of a total of 60 scheduled class hours, and with regard to their maximum potential attendance rate for the whole study period assuming 100% attendance for the remaining class hours.
 - ...In seventh week of the study period, based on the first six weeks of attendance out of a total of 120 scheduled class hours, and with regard to their maximum potential attendance rate for the whole study period assuming 100% attendance for the remaining class hours.
 - ...In the week following completion of a semester, based on attendance for the total number of scheduled class hours for the semester.
- 10.2 The Trainer of the student has responsibility for identifying individual students who may be at risk of not meeting satisfactory course academic progress during a module/course period.
- 10.3 A final review of student academic performance will occur following the grade release at the completion of each study period.
- 10.4 Once a student has been identified as making unsatisfactory course progress, the Director of Studies will issue the student with a Course Progress Warning Letter.
- 10.5 A Course Progress Warning Letter will require the student to meet with the Director of Studies to discuss their course progress, and if necessary, activate an Intervention Strategy Plan (ISP).

11.0 Intervention strategies and course review

- 11.1 MCOHB is to implement intervention strategies where a student has been absent for more than five (5) consecutive days without prior written approval or without providing a medical certificate for such absences, or who are at risk of not meeting the course attendance requirements and before the student's attendance drops below 80 percent of the course contact hours.
- 11.2 All students identified as being '**at risk**' will be sent an appropriate warning letter by email and post, requiring them to attend a intervention support meeting, there are four (4) intervention letters which will be sent students at various stages of poor course progress.
- 11.3 The four notice letters are:
- Letter 1: Unsatisfactory Course Progress and/or Attendance Warning Letter
 - Letter 2: Absence & Academic Progress 2nd and last Intervention letter
 - Letter 3: Poor Academic Attendance and Course Progress meeting follow up Letter
 - Letter 4: Intention to Report letter (international student) domestic students will receive Intention to Cancel Enrolment letter.
- 11.4 After receiving the 2nd warning letter, the student must attend the mediation intervention strategy meeting within five working days plus 2 working days for the postage handling.

- 11.5 A copy of the warning letter and all other relevant documents will be placed and recorded in the student management system.
- 11.6 The course supporting interview and intervention meetings will be initiated by the Academic/Student Support Manager, however appropriate personnel such as student support officers/trainers or counsellors may be called in to assist.
- 11.7 Where necessary the Director of Studies in consultation with the students Head trainer will develop an Intervention Strategy Programme (ISP) in consultation with the manager of student administration and the student. The ISP will outline the strategies to be adopted and the support services that the student can access to assist with improving their academic performance.
- 11.8 Any ISP must be agreed to in writing and signed by the head trainer and the student and be approved by the Director of Studies.
- 11.9 It is the student's responsibility to participate in and complete the strategies outlined in their ISP and to maintain contact with the nominated staff member/s identified in the ISP, to help the student complete their ISP.
- 11.10 A student may receive an Intention to Report Letter if they fail to comply with the ISP.
- 11.11 The Head trainer, Manager for student administration and the Teacher/Trainer of the student, will continue to monitor the course progress of a student with an ISP for the remainder of the current study period, and, if required, into the next study period.
- 11.12 A student who demonstrates competency in more than seventy percent (70%) of the units of competency undertaken in the semester in which the ISP applies, or in the next study period, will no longer be considered at risk and the ISP may be suspended or cancelled.
- 11.13 A student, who is the subject of an ISP during the study period and then achieves less than 70% competency in enrolled units of competency will receive an Intention to Report Letter, unless the Head of School in which the student is enrolled, deems otherwise.
- 11.14 All international students identified as maintaining an unsatisfactory attendance level and/or academic progress will be notified in writing via an Intention to Report Letter.
- 11.15 The Director of Studies will decide if it is necessary to report the international student to the Department of Home Affairs or depending on the student's response to the Intention to Report Letter, and may consider other options.
- 11.16 Notification to the Department of Home Affairs (International Students)
- 11.17 The Intention to Report Letter is a formal notification to the student that MCOHB intends to report their non-compliance with their course attendance requirements and/or unsatisfactory academic progress, to the Department of Home Affairs.
- 11.18 International Students, who maintain unsatisfactory progress in two (2) consecutive study periods, will receive an Intention to Report Letter.
- 11.19 Domestic students who maintain unsatisfactory progress in two (2) consecutive study periods, will receive an Intention to Cancel Enrolment letter.

- 11.20 Students, who maintain unsatisfactory progress in two (2) study periods that aren't consecutive, will not be reported, unless they did not comply with the agreed ISP.
- 11.21 Domestic Students, who maintain unsatisfactory progress in two (2) study periods that aren't consecutive, will not receive an intention to Cancel Enrolment, unless they did not comply with the agreed ISP.
- 11.22 Where an international student does not lodge an appeal within twenty (20) working days of the date of the Intention to Report Letter or where their appeal is rejected, the student will be reported to the Department of Home Affairs for their non-compliance with their course attendance requirements and/or their unsatisfactory academic progress, within fourteen (14) days.
- 11.23 Where a domestic student does not lodge an appeal within five (5) working days of the date of the Intention to Cancel Enrolment or where their appeal is rejected, the student will have their enrolment cancelled for their non-compliance with their course attendance requirements and/or their unsatisfactory academic progress, within fourteen (14) days.
- 11.24 In deciding to report or not report a student to the Department of Home Affairs, MCOHB will take into account all evidence provided by the student in their response to the Intention to Report Letter, in particular, where a student provides evidence of compassionate or compelling circumstances that have impacted on a student's ability to attend class or undertake study.

12.0 Students that have State Government Funding or VET Student Loans

- 12.1 MCOHB is to implement intervention strategies where a student has been absent for more than five (5) consecutive days without prior written approval or without providing a medical certificate for such absences, or who are at risk of not meeting the course attendance requirements and before the student's attendance drops below 80 percent of the course contact hours.
- 12.2 All students identified as being 'at risk' will be sent an appropriate warning letter by email and post, requiring them to attend a intervention support meeting, there are four (4) intervention letters which will be sent students at various stages of poor course progress.
- 12.3 The four notice letters are:
- Letter 1: Unsatisfactory Course Progress and/or Attendance Warning Letter
 - Letter 2: Absence & Academic Progress 2nd and last Intervention letter
 - Letter 3: Poor Academic Attendance and Course Progress meeting follow up Letter
 - Letter 4: Intention to Cancel Enrolment letter.

- 12.4 After receiving the 2nd warning letter, the student must attend the mediation intervention strategy meeting within five working days plus 2 working days for the postage handling.
- 12.5 A copy of the warning letter and all other relevant documents will be placed and recorded in the student management system.
- 12.6 The course supporting interview and intervention meetings will be initiated by the Academic/Student Support Manager, however appropriate personnel such as student support officers/trainers or counsellors may be called in to assist.
- 12.7 Where necessary the Director of Studies in consultation with the students Head trainer will develop an Intervention Strategy Programme (ISP) in consultation with the manager of student administration and the student. The ISP will outline the strategies to be adopted and the support services that the student can access to assist with improving their academic performance.
- 12.8 Any ISP must be agreed to in writing and signed by the head trainer and the student and be approved by the Director of Studies.
- 12.9 It is the student's responsibility to participate in and complete the strategies outlined in their ISP and to maintain contact with the nominated staff member/s identified in the ISP, to help the student complete their ISP.
- 12.10 A student may receive an Intention to Cancel Enrolment Letter if they fail to comply with the ISP.
- 12.11 The Head trainer, Manager for student administration and the Teacher/Trainer of the student, will continue to monitor the course progress of a student with an ISP for the remainder of the current study period, and, if required, into the next study period.
- 12.12 A student who demonstrates competency in more than seventy percent (70%) of the units of competency undertaken in the semester in which the ISP applies, or in the next study period, will no longer be considered at risk and the ISP may be suspended or cancelled.
- 12.13 A student, who is the subject of an ISP during the study period and then achieves less than 70% competency in enrolled units of competency will receive an Intention to Report Letter, unless the Head of School in which the student is enrolled, deems otherwise.
- 12.14 All students identified as maintaining an unsatisfactory attendance level and/or academic progress will be notified in writing via an Intention to Cancel Enrolment Letter.
- 12.15 Students who maintain unsatisfactory progress in two (2) consecutive study periods, will receive an Intention to Cancel Enrolment letter.
- 12.16 The Director of Studies will decide if it is necessary to report the student to the respective Government Funding provider or depending on the student's response to the Intention to Cancel Enrolment Letter may consider other options.
- 12.17 The Intention to Cancel Enrolment Letter is a formal notification to the student that MCOHB intends cancel their enrolment and will report their non-compliance with their course attendance requirements and/or unsatisfactory academic progress, to the respective Government Funding provider and cancel the student's enrolment.

- 12.18 Students, who maintain unsatisfactory progress in two (2) study periods that aren't consecutive, will not be reported, unless they did not comply with the agreed ISP.
- 12.19 Where a student does not lodge an appeal within ten (10) working days of the date of the Intention to Cancel Enrolment Letter or where their appeal is rejected, the student will be reported to the respective Government Funding provider for their non-compliance with their course attendance requirements and/or their unsatisfactory academic progress, within fourteen (14) days.
- 12.20 Where a student does not lodge an appeal within five (5) working days of the date of the Intention to Cancel Enrolment or where their appeal is rejected, the student will have their enrolment cancelled for their non-compliance with their course attendance requirements and/or their unsatisfactory academic progress, within fourteen (14) days.
- 12.21 In deciding to report or not report a student to their respective Government Funding provider, MCOHB will take into account all evidence provided by the student in their response to the Intention to Cancel Enrolment Letter, in particular, where a student provides evidence of compassionate or compelling circumstances that have impacted on a student's ability to attend class or undertake study.

13.0 Extending course duration

- 13.1 MCOHB will only extend an international student's enrolment where it is in accordance with *Standard 8 of the CRICOS Standards*, MCOHB:
- 13.2 there are compassionate or compelling circumstances, as assessed by the registered provider based on demonstrable evidence, or
- 13.3 the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- 13.4 an approved deferral or suspension of the overseas student's enrolment has occurred under *Standard 9* (Deferring, Suspending, or Cancelling the overseas student's enrolment).
- 13.5 If MCOHB extends the duration of the student's enrolment, the student is advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- 13.6 **Domestic Students:**
- 13.7 MCOHB will only extend a domestic student's enrolment where:
- there are compassionate or compelling circumstances, as assessed by the registered provider based on demonstrable evidence, or
 - the registered provider has implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting their course progress requirements,
- 13.8 Domestic students have to submit a request to the Director of Studies detailing why they should be granted an extension to their course duration and their enrolment agreement. MCOHB is **NOT** obliged to extend a student's course duration.

14.0 Reporting unsatisfactory course progress or unsatisfactory course attendance International Student

14.1 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

- a. ...notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance,
- b. ...informs the overseas student of the reasons for the intention to report,
- c. ...advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with *Standard 10 of the National Standards (Complaints and appeals)*, within 20 working days
- d. ...The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with *section 19(2) of the ESOS Act* if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period,
 - 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 the registered provider in writing.

14.2 The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and for VET courses, the student is maintaining satisfactory course progress.

15.0 Course Progress monitoring diagram

