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*Sydney School of Business and Technology*

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## **SC33-I - Course Progress and Attendance Monitoring P&P** **(Students studying English ONLY)**

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# SC33-I: Course Progress and Attendance Policy & Procedure

## Domestic and International Students

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### Purpose

The purpose of this policy is to ensure that OUR INSTITUTE monitors 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 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 6, 8 9, 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. & standard 1.1 & 2.8 for RTOs

### Definitions

**CoE** means Confirmation of Enrolment

**Standard for RTO** Standards for RTOs 2025

**Compassionate and Compelling Circumstances** include but are 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 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 OUR INSTITUTE is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

**DET** means Department of Education and Training

**Study period** is defined as one 5 weeks cycle of the course in which the student is enrolled.

**Course Progress Assessing and Recording** Student course progress is assessed at the end of every 5 week cycle via a summative level check test set by the English course coordinator as to meet the level requirements of the Common European Framework of Reference (CEFR). Testing is conducted every 5 weeks. The test is based on course content and is divided into five sections – speaking, listening, reading, writing and grammar/vocabulary.

Test themselves and results are collected by the English course coordinator and recorded electronically on the student progress files for continuous monitoring. Teachers will discuss these results with students and offer them encouragement and advice.

**a) Satisfactory Course Progress** is where students meet below requirements and do not fall into the categories identified as unsatisfactory course progress listed further below.

- Has an attendance pattern that is considered satisfactory of achieving satisfactory course progress.
- Does participate in the course as per the course schedule and attendance requirements.
- Having achieved a score of 50% on a week 5 summative level check, thus reported by class teacher on a cycle basis to the English course coordinator in addition to their weekly feedbacks.

**b) Unsatisfactory Course Progress** is where a student is:

- Is identified by a trainer/teacher as requiring intervention.
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress.
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course schedule or attendance requirements.
- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods (*1 study period relates to 5 weeks cycle*)
- Having not achieved a score of 50% on a week 5 summative level check, thus reported by class teacher on a cycle basis to the English course coordinator in addition to their weekly feedbacks.
- Wellbeing support contact details (Mental, medical, other...)

**Satisfactory attendance** is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 80%. This is where the student's attendance is at least 70% and provides genuine evidence demonstrating that compassionate or compelling circumstances apply as per Standard 8 of the National Code 2018.

**Unsatisfactory attendance** is where the student does not or cannot meet attendance requirements as specified above.

An **Intervention Strategy** may include one or more of the following interventions:

- SSBT will do everything it can to help you with your studies. If teachers consider that students are not making satisfactory progress, s/he will meet with them to talk about it and report outcome to the English Course Coordinator.

- Teacher may refer student to the English course coordinator or Student Contact Officer. Student may be given the opportunity to move to a lower level or to do extra activities to help them. Some of these may be:
  - Developing a learning contract with teacher or counsellor.
  - Having some individual sessions with your teacher (there may be some extra cost).
  - Having extra tasks set by your class teacher to work on particular area of weakness.
  - Having a student mentor appointed to you during class.
  - Advising students of opportunities for reassessment; and
  - Advising students of assistance such as:
    - receiving English language support;
    - reviewing learning materials with the student and providing information to students and in a context that they can understand;
    - providing extra time to complete tasks;
    - providing supplementary exercises to assist understanding
    - attending counselling;
    - receiving assistance with personal issues which are influencing progress;
    - receiving mentoring;
    - referral to external organizations where OUR INSTITUTE is unable to address the identified learning, academic or personal issues:

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

## **Policy**

### **1. Completion within expected duration**

- All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.
- International student must complete their studies within the expected duration specified on their Confirmation of Enrolment.
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress and attendance requirements as specified in the definitions in this policy. Where requirements are not met, OUR INSTITUTE course progress and attendance monitoring procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress or meeting attendance requirements or an approved deferral or suspension of studies has been granted in accordance with OUR INSTITUTE's Deferral, Suspension and Cancellation Policy and Procedure.

Students who do not meet course progress or attendance requirements are at risk of not achieving their required level.

- 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 DET via PRISMS.
- All variations in the student’s enrolment load, including the reasons for the variation will be recorded on the student’s file.

## 2. Reporting students

- Where a student attends less than 80% of the scheduled course contact hours or where the student’s attendance is at least 70% and does not provide genuine evidence demonstrating that compassionate or compelling circumstances apply as per Standard 8 of the National Code 2018. OUR INSTITUTE will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory attendance.
- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods (1 study period relates to 5 weeks cycle) and/or has failed to meet attendance requirements despite interventions implemented, student may have to repeat that cycle.
- Students have the rights to appeal against this decision as explained through OUR INSTITUTE *Complaints and Appeals Policy and Procedure as per Standard 2.8 of Standard for RTOs 2025*. If the student chooses to access this process, the student will not be reported until this process is complete.
- An appeal will only be considered if OUR INSTITUTE has not recorded or calculated the student’s marks attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student’s results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress and/or attendance.
- All records will be kept on the student’s file including attendance warning letters and the attendance notice of intention to report.

## Procedure

### 1. Monitor attendance

| Procedure   | Responsibility                                     |
|---|--|
| <p><b>E. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>• Teachers record students’ attendance on SMS and report each week to Training Administrator</li> <li>• Generate and analyse weekly attendance reports and send warning letters to students stating possible breach of their student visa.</li> </ul> | <p>Trainer/Assessor<br/>Training Administrator</p> |
| <p><b>F. Send a First Warning Letter</b></p> <ul style="list-style-type: none"> <li>• For students whose attendance falls below 80% (but is still above 70%),</li> </ul>  | <p>Training Coordinator (English)</p>              |

| Procedure   | Responsibility   |
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| <p>or who miss 5 consecutive days of class without approval (e.g. a medical certificate or approved temporary suspension of studies), send the <i>First Warning Letter for Unsatisfactory Attendance</i> advising them that they are in danger of breaching their student visa conditions in relation to attendance.</p> <ul style="list-style-type: none"> <li>• Send the <i>First Warning Letter for Unsatisfactory Course Progress</i> by post or email to the student's address</li> <li>• Include in the letter a request to attend an informal interview with the Training Coordinator (English) to remind the student of their attendance requirements and to discuss the reasons for falling attendance.</li> <li>• At the informal interview, offer students access to the appropriate support (as per the interventions listed in the <i>Course Progress and Attendance Monitoring Policy</i>) to assist them to meet attendance requirements.</li> <li>• Place a brief summary of this discussion, as well as a copy of this letter on the student's file and all subsequent warning letters.</li> </ul> | <p>Training Administrator</p>                                    |
| <p><b>G. Send a Second Warning Letter</b></p> <ul style="list-style-type: none"> <li>• If the <i>First Warning Letter for Unsatisfactory Course Progress</i> does not result in the student meeting attendance requirements, and the student's attendance stays the same or falls, send students <i>Second Warning Letter for Unsatisfactory Course Progress</i>.</li> </ul>  | <p>Training Coordinator (English)<br/>Training Administrator</p> |
| <p><b>H. Send a Final Warning including intention to notify DET via PRISMS</b></p> <ul style="list-style-type: none"> <li>• If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement.</li> <li>• Inform student in a <i>Final Warning Letter for Unsatisfactory Course Progress</i> of OUR INSTITUTE's intention to notify DET via PRISMS. Notify student that they must continue to meet attendance requirements despite issuance of the <i>Final Warning Letter / Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> <li>• Do not report students where the student's attendance is above 70% and the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances the student's studies may be temporarily suspended as per OUR INSTITUTE's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> </ul>   | <p>Training Coordinator (English)<br/>Training Administrator</p> |

| Procedure   | Responsibility                           |
|---|--|
| <ul style="list-style-type: none"> <li>Advise the student of the process for appealing against this decision via OUR INSTITUTE's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 working days of the Final Warning Letter indicating OUR INSTITUTE's intention to notify. Students may continue to attend classes during the appeals process as specified in OUR INSTITUTE's <i>Complaints and Appeals Policy and Procedure</i>.</li> </ul>   |  |
| <p><b>I. Following the Final Warning Letter</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, obtain Marketing Director's approval and report the student via PRISMS by the Training Administrator for breach of attendance requirements.</li> <li>DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider.</li> <li>Await advice from DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not.</li> <li>Register the PRISMS entry in the student's file on SMS.</li> </ul> | <p>Marketing Director<br/>Admissions</p> |

## 2. Monitor Course Progress

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|---|--|
| <p>Students assessment results are compared to their previous results for the same core skill. If the student has not improved since the last assessment, the trainer will consult with the training Coordinator (English) to discuss the best course of action. The training Coordinator and trainer will then meet with the student in question to provide support.</p> | <p>Training Coordinator (English)<br/>Training Administrator</p> |
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## Document Control

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| Revised by:    | Roy Bahri                                     |
| Revision Date: | 30.06.2025                                    |
| Standards:     | National Code 2018<br>Standards for RTOs 2025 |