



# Skilled Up Institute

*unfold your career*

RTO Number: 40471 | CRICOS Code: 03666M

## Monitoring Course progress & Attendance Policy and Procedure *CRICOS Students*

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# Monitoring Course Progress and Attendance Policy & Procedure

## 1. Purpose

The purpose of this policy is to ensure that Skilled Up Pty Ltd Trading As Skilled Up Institute (SUI) monitors student progress to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (eCoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress and 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 student visa requirements.

This policy establishes principles and processes to monitor the assessments of the students studying VET courses. It allows Skilled Up (SKUP) as the registered provider to meet its obligations under

### Statutory and regulatory compliance

- Standards for RTOs 2015
  - Clause
- National Code 2018
  - Standard 6 – student support
  - Standard 8 – course progress
  - Standard 10 – complaint and appeal

## 2. Scope

1. The CEO/RTO manager is responsible for the implementation of this policy and procedure to ensure that staff are aware of its application and implement its requirements
2. Skilled Up Institute (SUI) has developed and will implement the course monitoring and attendance system that ensures that it:
  - 2.1 Complies with the Standards for RTOs 2015 & National code 2018 requirements of the relevant training package or VET accredited course; and
  - 2.2 Provides the opportunity for student to complete their qualifications successfully.
  - 2.3 For a learner to be assessed as competent SUI will demonstrate:
    - the learner's ability to perform relevant tasks in a variety of workplace situations, or simulated workplace situations
    - when performing tasks, learners have an understanding of what they are doing and why they are doing it.

The learner's ability to integrate performance with understanding to show they are able to adapt to different contexts and environments

The learner's ability to demonstrate their learning progress in one study period.

3.1 Provide opportunities for students to complain and appeal against decisions

### 3. 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 students 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, Skilled Up Institute (SUI) 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 Skilled Up Institute(SUI) Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress including their attendance requirements are at risk of having their visas cancelled.
- 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 Department of Education 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 has demonstrated unsatisfactory course progress in two consecutive study periods and/or has failed to meet attendance requirements despite interventions implemented, Skilled Up Institute (SUI) will be required to report the student to the Department of Education via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance.
- Students have the right to appeal against this decision as explained through Skilled Up Institute (SUI) Pty Ltd *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.

- An appeal will only be considered if Skilled Up Institute (SUI) Pty Ltd has not recorded or calculated the student's marks and/or 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.
- Skilled Up Institute will issue notification of intent to withdraw or cancel an enrolment, when a student is absent for more than 50 per cent of their scheduled classes, in three months, and has made no submission nor attended any intervention strategy meeting and has been flagged as "student at risk" after mid-term.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

## 1. Procedure

### 1. Monitor course progress

Procedure	Responsibility
<p><b>A. Meet with the student to discuss Early intervention strategies</b></p> <ul style="list-style-type: none"> <li>• Where a student's course progress is unsatisfactory as defined above, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an early intervention strategy at the end of week 11 of student term 1.</li> <li>• Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. Complete the early intervention strategy form signed by: trainer/assessor, student and RTO manager</li> <li>• Inform student of the implications of amending their eCoE, if applicable to extend the duration to complete the qualification due to non-course progress.</li> <li>• Record outcomes of the meeting in the <i>Intervention Meetings (early intervention strategy form)</i>.</li> <li>• Ensure form is signed by the student to state that they agree to the intervention strategy and additional support to complete their course.</li> <li>• Implement intervention strategy as soon as possible and within five working days of the meeting.</li> <li>• The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.</li> <li>• To issue a new eCoE to extend the duration of the student's study, the administrator finds the eCoE concerned and selects the SCV report option, including reasons for granting the extension.</li> <li>• Place all documentation on the student's admin file and record event/s in the Vettrak</li> </ul>	RTO Manager/Course coordinator/Operations Manager
<p><b>B. Monitor student's progress</b></p> <ul style="list-style-type: none"> <li>• Monitor student's progress through a fortnightly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</li> </ul>	RTO Manager/Course coordinator/Operations Manager

Procedure	Responsibility
<ul style="list-style-type: none"> <li>Review and update the intervention strategy as required.</li> <li>Discuss revisions with the student.</li> <li>Implement any revised interventional strategy immediately.</li> <li>Record outcomes of each meeting in the <i>Intervention Meetings and Strategy Form</i>.</li> <li>Include the form in the student's file.</li> </ul>	
<p><b>C. Send Second Warning Letter to student</b></p> <ul style="list-style-type: none"> <li>Where the student continues to fail to demonstrate satisfactory course progress, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</li> <li>At the meeting, discuss the reasons for continuing unsatisfactory course progress and advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	RTO Manager/Course coordinator/Operations Manager
<p><b>D. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>Review students' course progress within five days of the completion of the study period and where the student has failed 50% or more of the units in their course for two consecutive study periods and despite interventions implemented, the student will be informed of the intention to report them via PRISMS.</li> <li>Send letter to the student notifying them of the intention to report. The <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i> will be sent by post to the student as an attachment to an email.</li> <li>Inform student in the same letter of their right to access Skilled Up (SKUP) Pty Ltd's Complaints and Appeals process and that they have 20 working days in which to do this from 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 Skilled Up Institute (SUI) intention to notify. Students must continue to attend classes during the appeals process as specified in Skilled Up Institute (SUI) <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>Place a copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	RTO Manager/Course coordinator/Operations Manager
<p><b>E. 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, report the student via PRISMS for breach of attendance requirements with seven working days.</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 the 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>Include a hard copy of the PRISMS entry on the student's file.</li> </ul>	RTO Manager/Course coordinator/Operations Manager

## 2. Monitor attendance

Procedure	Responsibility
<p><b>F. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to the RTO manager</li> <li>Record attendance results in Vettrak.</li> <li>Generate and analyse weekly attendance reports (Attendance Cross Tab)</li> </ul>	<p>RTO Manager/Course coordinator/Operations Manager</p>
<p><b>G. Send a First Warning Letter</b></p> <ul style="list-style-type: none"> <li>For students whose attendance falls below 85% (but is still above 80%), or who miss five 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 Course Progress</i> (also SMS to student on their designated number) advising them that they are in danger of breaching their student visa conditions in relation to attendance.</li> <li>Send the <i>First Warning Letter for Unsatisfactory Course Progress</i> by post to the student's address and electronically as an attachment to an email.</li> <li>Include in the letter a request to attend an informal interview with the Principle Executive Officer/Delegate/RTO manager to remind the student of their attendance requirements and to discuss the reasons for falling attendance.</li> <li>At the informal interview, offer the student access to the appropriate support (as per the interventions listed in the <i>Monitoring Course Progress and Attendance 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.</li> <li>Welfare officer support available for student (if require)</li> </ul>	<p>RTO Manager/Course coordinator/Operations Manager</p>
<p><b>H. 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> <li>A copy of the letter is placed in their student file.</li> </ul>	<p>RTO Manager/Course coordinator/Operations Manager</p>



Procedure	Responsibility
<p><b>I. Send a Notification (final warning) including intention to notify Department of Education 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 Skilled Up Institute (SUI) intention to notify Department of education via PRISMS due to low attendance. Notify student that they must continue to meet attendance requirements to ensure that completing the assessment requirements despite issuance of the <i>Final Warning Letter / Notice of Intention to Report for Unsatisfactory Course Progress</i> due to low attendance</li> <li>• Do not report students where the student’s attendance is above 70% and the student has satisfactory course progress as defined in the <i>Monitoring Course Progress &amp; Attendance Policy</i> or if 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 Skilled Up Institute (SUI) <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> <li>• Advise the student of the process for appealing against this decision via Skilled Up Institute(SUI) <i>Complaints and Appeals</i> 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 days of the <i>Final Warning Letter</i> indicating Skilled Up Institute (SUI) intention to notify. Students may continue to attend classes during the appeals process as specified in Skilled Up Institute (SUI) <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• Place a copy of the <i>Final Warning Letter</i> and any other relevant documentation on the student’s file.</li> </ul>	<p>RTO Manager/Course coordinator/Operations Manager</p>
<p><b>J. 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, report the student via PRISMS by the Principle Executive Officer for breach of attendance requirements.</li> <li>• Department of Education 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 Department of education 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>• Include a hard copy of the PRISMS entry in the student’s file.</li> </ul>	<p>RTO Manager/Course coordinator/Operations Manager</p>



## Definitions

**CoE** means Confirmation of Enrolment

**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 Skilled Up Institute (SUI) 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 term of the course in which the student is enrolled.

**Satisfactory Course Progress** is where students do not fall into the categories identified below.

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

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor 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 five consecutive days or more
- Does not participate in the course as per the course schedule or attendance requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

**Satisfactory attendance** is defined as where a student attends at least 70% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 70%. This is where the student's attendance is at least 70% and they are maintaining satisfactory academic performance in one study period.

**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:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- 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 access to supplementary or modified materials
  - providing supplementary exercises to assist understanding
  - attending academic skills programs;
  - attending tutorial or study groups;
  - receiving individual case management;
  - attending study clubs;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where Skilled Up Institute (SUI) Pty Ltd 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.

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

## Document control

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