

## Course Progress and Attendance Policy and Associated Procedures

### 1. Purpose of the policy

1.1. This policy and associated procedures outline Gills College Australia's (GCA) approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their Confirmation of Enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

1.2. This policy meets the requirements of

1.2.1. Standard 8 - Overseas student visa requirements - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) as stipulated vide the Education Services for Overseas Students Act 2000 (ESOS Act)..

### Policy statements

### 2. Overview

2.1. GCA will monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

2.2. The duration of the course as specified on the student's CoE will never exceed that registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

2.3. GCA will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable. GCA will inform the students who do not meet course progress requirements that they are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Course Brochure and within the Orientation process.

2.3.1. There should be evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements

2.3.2. GCA will have processes in place to determine the point at which the overseas student has failed to meet satisfactory course attendance or course progress

2.4. All records of course progress and monitoring will be maintained.

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### 3. **Monitoring course progress and attendance**

- 3.1. A number of strategies will be used to determine whether a student is at risk of, or is making unsatisfactory progress and attendance.
- 3.2. Course progress and attendance is monitored weekly during each study period as follows:
- 3.2.1. By reviewing satisfactory completion of assessments.
  - 3.2.2. By reviewing the student's attendance record to ensure that they attend a minimum of 80% of their scheduled classes and have not been absent for more than 5 consecutive days without approval for a leave of absence.
  - 3.2.3. By assessing the student's participation in class.
  - 3.2.4. Course progress monitoring will determine the need for a student to participate in an intervention strategy. GCA commits to an early intervention approach.
  - 3.2.5. A student will be deemed at risk and be required to participate in an intervention strategy if:
    - 3.2.6. they have an overall result of Not Yet Competent for a unit
    - 3.2.7. do not attend classes on a regular basis
    - 3.2.8. do not participate in learning activities within the classroom.
- 3.3. All course progress and attendance monitoring is achieved by reviewing data on the student management system.

### 4. **Intervention strategy**

- 4.1. Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.
- 4.2. The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.
- 4.3. Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:
- 4.3.1. First warning letter: after failing one or more assessment tasks of a unit following resubmission and/or not meeting a minimum of 80% attendance and or course program requirements.

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4.3.2. Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.

4.3.3. Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.

## 5. **Exceptions**

5.1. There are limited circumstances where a registered provider may decide not to report an overseas student for falling below 80 per cent attendance

5.1.1. The overseas student is still attending at least 70% of the scheduled course contact hours and in the assessment of GCA is:

5.1.1.1. maintaining satisfactory course progress

5.1.1.2. provides genuine evidence of compassionate or compelling circumstances.

## 6. **Extension to an expected course duration**

6.1. GCA can only extend the overseas student's enrolment if:

6.1.1. GCA has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment.

6.1.2. GCA has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or

6.1.3. An approved deferral or suspension of the overseas student's enrolment has occurred.

6.2. If GCA extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study.

6.3. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website

6.3.1. <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

6.3.2. <https://www.studyaustralia.gov.au>

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6.4. Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

6.4.1. serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes

6.4.2. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

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

6.4.4. a traumatic experience, which could include:

6.4.4.1. involvement in, or witnessing of a serious accident; or

6.4.4.2. 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)

6.4.5. 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.

6.4.6. These are only some examples of what may be considered compassionate or compelling circumstances.

6.5. GCA will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist GCA may consider documentary evidence provided to support the claim, and may keep copies of these documents in the overseas student's file.

## 7. Reporting

7.1. Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions implemented, GCA will:

7.1.1. notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance

7.1.2. inform the student of the reasons for the intention to report

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7.1.3. advise the student of their right to dispute the decision by accessing GCA Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

7.2. GCA will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

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

7.2.2. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or

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

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

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

## Procedures

### 8. Assess course progress and attendance

8.1. Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

8.2. Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the Student Management System. An attendance rate is calculated each week.

8.3. Contact student via email if the student has been absent for more than 5 consecutive days without approval or they will not be able to achieve 80% attendance, Inform the student that their immediate attendance is required and they will receive a First Warning Letter as specified below.

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## 9. Provide first warning and commence intervention strategy

- 9.1. Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance. Include the letter on the student's file.
- 9.2. Use the Intervention Form to guide the meeting with the student.
- 9.3. Document agreed interventions on the **Intervention Strategy Form** and implement immediately. Include the Intervention Form on the student's file.
- 9.4. Monitor progress through regular communication and document progress on form.
- 9.5. In consultation with the student, adjust the intervention if required and update the Intervention Form
- 9.6. Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

## 10. Provide second warning

- 10.1. Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance.
- 10.2. Use the Intervention Form to guide the meeting with the student.
- 10.3. Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.
- 10.4. Document any agreed adjusted interventions on the Intervention Form and implement immediately
- 10.5. Monitor progress through regular communication and document progress on form
- 10.6. Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements

## 11. Advise of Notice of Intention to Report

- 11.1. Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.

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11.2. If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.

11.3. Complete all actions associated with cancellation such as removal of student's email account, access to GCA property and so on.

## 12. Responsibilities

12.1. Trainers and assessors are responsible for notifying the Administration and Student Support Officer (ASSO) and GCA Campus Manager regarding the students they consider to be having difficulties with course progress and/or attendance.

12.2. The Administration and Student Support Officer (ASSO) is responsible for:

12.2.1. reviewing data to check course progress and attendance

12.2.2. issuing warning letters and notices of intention to report on the direction of the campus manager

12.3. The GCA Campus Manager is responsible for:

12.3.1. conducting meetings with students and developing and monitoring intervention strategies, along with the Trainer and ASSO as required

12.3.2. reviewing student appeals in relation to course progress

12.3.3. reporting students through PRISMS.

12.3.4.

## 13. Associated Forms

13.1. The Warning letters will be issued via the Student Management System (SMS). The following forms will be used:-

13.1.1. Warning Letter 1 (via the SMS)

13.1.2. Warning Letter 2 (via the SMS)

13.1.3. Intervention Strategy Form

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