

1. Purpose

1.1. The purpose of this policy is to set out the guidelines to ensure students at Quality Training & Hospitality College (QTHC):

- a. complete their course within the expected duration
- b. are aware of circumstances whereby the duration of their course may be varied

The principle on which students may extend the duration of their course are defined by compassionate and compelling circumstances, course progress and intervention strategies as well as approved suspension or deferrals. Students may extend their studies only up to the maximum duration of the course registered on CRICOS Register.

1.2. Under Standard 8 of the National Code 2018, QTHC is required to systematically monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled, to be proactive in identifying, notifying and counselling students at risk of not meeting course requirements and to report students to the DHA via PRISMS who have breached course progress requirements.

1.3. QTHC must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

1.4. QTHC must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

2. Scope

2.1. This policy applies to all overseas students on a student visa enrolled into a VET course at QTHC. This policy is applied by all relevant administrative, academic, support and management staff members. This policy is made available to all staff, students, prospective students and agents acting on behalf of QTHC, via student handbooks, student orientation, Novacore Management System and the company website.

3. Definitions

3.1. At risk – A student, whose progress is such that they may be unable to complete the required assessment work within the study period.

3.2. CoE – Confirmation of Enrolment

3.3. DHA – Department of Home Affairs

3.4. Intervention strategy – is defined as an individual plan developed by QTHC's ISSO in consultation with the student and relevant training staff. The primary purpose of the intervention strategy is to provide specific assistance and/or advice to address the issues preventing the student from achieving satisfactory course progress and/or completing the course within the expected duration.

3.5. ISSO – International Student Support Officer

3.6. PRISMS – Provider Registration and International Student Management System

3.7. QTHC – Quality Training & Hospitality College

3.8. Study Period – A study period is defined as a term (10 weeks)

3.9. VET – Vocational Education and Training

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4. Policy

4.1. Course Progress Policy

- 4.1.1. To achieve satisfactory course progress, a student must show competence in 75% or more of prescribed assessments for a study period.
- 4.1.2. ISSO will monitor course progress every 4 weeks to generate course progress % for each student and discuss direct with trainer any students sitting at 75% or less to determine if they are at risk of not meeting course progress.
- 4.1.3. Other reasons a student could be deemed “at risk” of not making satisfactory course progress if QTHC trainer or ISSO makes a recommendation based on their experience with the student.

Factors for recommending a student may be “at risk” of not making satisfactory course progress may include:

- Failure to achieve competence in consecutive assessments
 - Failure to submit consecutive assessments
 - Poor attendance record (See section 4.2)
 - Poor participation in class
 - Requests for additional time to complete assessments
 - Requests for additional help to complete assessments
 - Demonstrated learning difficulties
 - Demonstrated language difficulties
 - Demonstrated compassionate or compelling circumstances
- 4.1.4. Once QTHC determines if a student is deemed as being “at risk” the ISSO will:
- a. Issue 1st Warning Letter and request student to attend a counselling session with the ISSO in conjunction with the trainer (if required); and/or
 - b. ISSO counsels student and activates intervention strategy, if required to ensure the student can complete their studies within the expected duration. See section 5.5.
- 4.1.5. Where the student has been unable to meet the terms of their intervention strategy, the ISSO, in consultation with the trainer will issue a 2nd Warning Letter requesting the student to attend a further counselling session with ISSO and trainer and/or QTHC staff member. At this meeting the following steps will be taken;
- a. adjust the intervention strategy, or
 - b. advise student of QTHC intention to report, this will be followed by Formal Letter advising of Intention to Report being issued to student.

4.2. Course Attendance Policy

- 4.2.1. Students are required to attend classes for a minimum of 20 hours per week as stipulated in the Letter of Offer and as a requirement of their student visa conditions. Students are required to attend all scheduled training. QTHC classroom trainer will record student attendance every day, this includes lateness or leaving early.

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- 4.2.2. QTHC uses attendance as a key indicator of course progress. To maintain satisfactory attendance with QTHC, students must attend at least 80% or more of scheduled contact hours monitored across 1 study period.
- 4.2.3. ISSO will monitor attendance every 4 weeks to generate attendance % for each student.
- Students with an attendance percentage below 80% and who are currently meeting QTHC course progress requirements will be issued a 1st Attendance warning letter requesting them to meet with ISSO to be counselled about their poor attendance and not meeting their visa obligations
 - Students with an attendance percentage below 80% and what are not meeting QTHC course progress requirements, please refer to 4.1.4.
- 4.2.4. If a student is sick, they must notify, by telephone, on 1300 511 888 or direct to their trainer on the first day of sickness to advise of their absence at least 30 minutes prior to their training start time or at the earliest possible opportunity. Other than in exceptional circumstances, notification should be made personally.
- This notification procedure should be followed on each day of sickness, unless the student is covered by a doctor's medical certificate. A doctor's certificate or statutory declaration is required for all multiple day periods of sickness.
- 4.2.5. If a student is absent for multiple consecutive days without advising the college, QTHC will take all reasonable steps to contact the student (e.g. telephone and email). If necessary, to ensure the safety of the student, QTHC will contact the student's emergency contacts or education agent for further follow up.
- 4.2.6. If a student has been absent for 3 consecutive weeks of study without advice, and is unable to be contacted (through the steps outlined in section 4.2.5), QTHC will consider the student to have abandoned the course. In accordance with the QTHC Deferral, Suspension & Cancellation Policy, the student will be issued with a 'letter of intention to report', and the student will be given 20 days to appeal as outlined in the letter. If the student chooses to appeal, QTHC will assess the appeal in line with the QTHC Complaint's and Appeals Policy. If the appeal process is exhausted and the appeal is rejected, or the student does not lodge an appeal within 20 days of receiving the notice, QTHC will initiate the cancellation of the student's enrolment in accordance with QTHC's Deferral, Suspension & Cancellation Policy. QTHC will also report the student to the Department of Home Affairs via PRISMS, for breaching the terms of their student visa due to not making satisfactory course progress due to non-attendance.
- 4.2.7. On occasion, circumstances may present themselves which prevent the student from being able to attend class for an extended period of time. Students are able to apply for leave as course suspension in accordance with the QTHC Deferral, Suspension & Cancellation Policy.

Students must be aware that for their course suspension to be approved, only circumstances deemed to be compassionate or compelling are acceptable. Students will need to provide evidence to support their application.

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5. Procedures

5.1. Course trainers to record student progress

- 5.1.1. At the completion of each unit of competency, trainers to ensure that the assessment requirements are fully met. Assessment requirements are outlined on the second page of the assessment booklet for each unit. This may involve the completion of the written assessment, project work, industry logbook, practical observation and/or verbal assessment to ensure the student is fully competent.
- 5.1.2. When assessment collected from student, trainer to update Class Unit Coversheet together with student signature confirming completed assessment has been submitted to trainer.
- 5.1.3. Trainer to submit class unit coversheet together with marked assessments within 14 days of assessment due date to administration for processing, compliance checking and entering results on Vettrak Student Management System.
- 5.1.4. When assessment marked as Competent, Trainer to update Online Cross Tab Report for each student using the relevant key on Online Cross Tab Report.

5.2. Course trainers to assist students in maintaining course progress requirements

- 5.2.1. Trainer to review Class Unit Coversheet and Online Cross Tab Report to identify any student who has not submitted completed assessment by assessment due date. Trainer to meet with/contact student(s) who did not complete assessment tasks due to absence, to discuss assessment requirements, and to mentor student(s) to assist them to complete written assessment tasks and/or schedule catch up practical sessions. Student to complete remaining assessment work and to return to trainer within seven (7) days or agreed timeframe. This communication to be noted in Class Log Book and on Class Unit Coversheet.
- 5.2.2. Trainer to meet with student(s) who are:
 - a. deemed not yet competent in a unit due to incomplete or incorrect written assessment or project work at the next available session to discuss assessment requirements and to mentor student to assist them complete remaining work. Student to complete remaining assessment work and return to trainer with seven (7) days or agreed timeframe. All communication to be noted in Class Log Book and on Class Unit Coversheet
 - b. deemed not yet competent in a unit due to not demonstrating competence under observation in a practical session, to give feedback on performance and to schedule additional practical session(s), to provide the student(s) with the opportunity to demonstrate competence. All communication to be noted in Class Log Book and on Class Unit Coversheet

5.3. Course Trainers to record student attendance

- 5.3.1 Trainer to record student attendance each day at the beginning and middle of each training day, this includes lateness and leaving early. This is recorded on the Online Attendance Register
- 5.3.2 For students who have not attended class, with no advice, the Trainer will call the student within the first 3 hours of class start time to follow up. If necessary, the trainer may seek assistance for follow up through the ISSO. This communication to be noted in Trainer Log Book.

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5.3.3 Where the student is absent for three consecutive scheduled classes with no notification, and where the Trainer and/ISSO have not been successful in contacting the student. The ISSO will take all reasonable steps as per 4.2.5.

5.3.4 Students who have missed 3 consecutive sessions with no advice will be deemed at risk of not meeting course attendance requirements.

5.4. Course trainers together with ISSO to identify and assist students who are at risk of not meeting course progress requirements including attendance

5.4.1. Once QTHC determines if a student is deemed as being “at risk” the ISSO will issue 1st Warning Letter and request student to attend a counselling session with the ISSO in conjunction with the trainer/QTHC staff member.

- a. Where a student is deemed to be having an attendance issue only, the student will be counselled about their attendance and their student visa obligations. The student will be monitored closely over the next 4 weeks. OR
- b. Where a student is deemed to be at risk of not meeting satisfactory course progress, the student will be counselled about their course progress and student visa obligations and an intervention strategy will be activated to ensure the student can complete their studies within the expected duration. See section 5.5

5.5. Intervention Strategy

5.5.1. Where a student's course progress is at risk, and an intervention strategy will be developed, the below process is to be followed:

5.5.2. ISSO will provide the student with the opportunity to discuss any issues or problems which may be affecting the student's course progress. The ISSO may try to seek clarity on these issues and address any concerns.

The ISSO together with the student and other relevant QTHC staff members, will determine what additional support will be provided to the student, an intervention strategy form will be completed which will detail a strategy to ensure that the student is able to continue and complete their studies to meet course progress requirements.

This intervention strategy will be signed by both the student and the appropriate QTHC staff members and a copy will be filed in the student's administration file.

Appropriate intervention measures could include:

- Setting up compulsory tutorial or reassessment catch-up classes;
- Arranging counselling for assistance with personal or other issues;
- Providing advice to the student regarding study habits (e.g. maintaining required class attendance);
- Reducing the student's academic load and extending the student's course duration due to compassionate and compelling circumstances (ensuring that the student still meets their attendance requirements);
- Assisting students by advising of opportunities for the students to be reassessed for tasks in subjects or units they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and/or
- Where appropriate discussing with students about the suitability of the course in which they are enrolled.

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5.5.3. Following the implementation of an intervention strategy, ISSO together with trainer will continue to monitor the academic progression of the student in accordance with this policy.

5.5.4. Students who do not meet the requirements of the intervention strategy will be issued with a 2nd Warning Letter and request to attend a counselling session with the ISSO in conjunction with the trainer/QTHC staff member. At this meeting

- a. Where the ISSO and QTHC staff member determine a reasonable adjustment should be made to allow the student extra time and additional assistance to meet the terms of the original intervention strategy, the intervention strategy will be reviewed and adjusted accordingly. Reasons this may occur could include; student has made a reasonable attempt to complete required actions by set due dates, however has requested an extension with additional support to complete.
- b. If there are compassionate or compelling circumstances as to why the student is unable to meet the terms of the intervention strategy, the intervention strategy will be reviewed by the ISSO and trainer/QTHC staff member to discuss an alternative intervention strategy, to ensure the student can complete their studies
- c. If the student has been unable to meet the terms of the intervention strategy and no compassionate or compelling circumstances exist, the student will be considered in breach of QTHC's Course Progress and Attendance Policy and will be deemed to have failed to meet satisfactory course progress. The ISSO will initiate the cancellation process accordance with the QTHC Deferral, Suspension & Cancellation Policy. In accordance with the QTHC Deferral, Suspension & Cancellation Policy, the student will be issued with a 'letter of intention to report', and the student will be given 20 days to appeal as outlined in the letter. If the student chooses to appeal, QTHC will assess the appeal in line with the QTHC Complaint's and Appeals Policy. If the appeal process is exhausted and the appeal is rejected, or the student does not lodge an appeal within 20 days of receiving the notice, QTHC will initiate the cancellation of the student's enrolment in accordance with QTHC's Deferral, Suspension & Cancellation Policy. QTHC will also report the student to the Department of Home Affairs via PRISMS, for breaching the terms of their student visa due to not making satisfactory course progress.

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