

Progress, Completion and Attendance Policy and Procedures

1. Purpose

The purpose of this policy is to establish a framework that assists in:

- monitoring students' academic progress and completion
- ensuring completion within the CoE duration
- reporting students' unsatisfactory performance to relevant Immigration and Education departments

This policy has been developed to satisfy the requirements of:

- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 - Overseas student visa requirements

2. Scope

Policy shall be applicable to all current and prospective students. The scope includes:

- Attendance monitoring
- Academic progression

3. Definitions

Golden Wattle Group Pty Ltd T/A Meridian Vocational College	MVC
Academic performance	Assessment of competency as a student progresses through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
Unsatisfactory course progress	Where the student is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in any study period
SSO	Student Support Officer(s)
Unit	Unit of Competency
VET	Vocational Education and Training
Study Period	A study period is the regular scheduled term of study between study breaks.

4. Monitoring Student Progress

- Monitoring of student progress plays an essential role in ensuring that students experiencing academic difficulties are:
 - identified at appropriate time
 - assisted with appropriate academic support and mentoring
 - directed to appropriate student support services
- Prior to commencement of any course and during pre-enrolment discussions all MVC students are clearly informed about:
 - Course progression requirements and
 - Attendance requirements

5. Attendance

As a registered training organisation, MVC is required by the regulators and Australian Department of Home Affairs to report upon students' academic progress.

Note: MVC need not report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of MVC's academic support MVC shall monitor and record student attendance in accordance with the given timetable. Trainers and assessor shall record and monitor attendance in every scheduled training session.

6. Course Completion Within the Expected Duration of Study

- MVC is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the CoE and in accordance with the CRICOS registered course curriculum.
- MVC shall monitor each student's enrolment to ensure they:
 - take no more than one-third of their course Online or by Distance learning, and
 - are enrolled in at least one face to face subject in each compulsory study period.

7. Monitoring and Tracking Course Progress and Completion

MVC endeavours to:

- setup each course within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery
- enrol students into the course
- provide training plan having defined term breaks to the students on their orientation day
- monitor every student's training plan to ensure that minimum 50% competency requirement is met, and satisfactory academic progress is achieved.
- monitor students' attendance in accordance with the timetable
- send out warning letters via Student Management System to students at risk and advise them to hand in any outstanding assessments for processing

Note: Warning letters notifies the student about options for connecting with a SSO, who plans an effective intervention strategy for the student that assists in student's positive academic progress and ensures completion as per the duration stated on their CoE.

- monitor the student's intervention plan through the Student Management System
- follow-up tasks and manage student response in an appropriate and unbiased manner
- issue an intention to report letter to the students who are unable to:
 - engage in an intervention strategy
 - fail to achieve satisfactory academic progress in the given time period

Intention to report notifies students of:

- our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress,
- their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

8. Reporting for Unsatisfactory Academic Progress

MVC will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:

- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports MVC as the registered provider, or,
- 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,
- the student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

When the above criteria are met only then the student's case will be referred to the CEO for cancelation of a CoE and the subsequent updating to Australian Department of Home Affairs via PRISMS as soon as practicable.

Note: Instances of misconduct and allegations of misconduct are addressed in the Student Misconduct Policy.

9. Attendance Monitoring

MVC shall:

- record each students' attendance and update Student Management System every fortnight
- generate report from Student Management System to identify students at risk of not satisfying attendance requirements
- send email notification to students identified at risk

Note: Notifications are recorded in Student Management System against the contacted students' contact log.

Conditions:

MVC shall:

- contact student by email or phone to initiate an intervention process and book an intervention interview, If the student remains absent for four consecutive days without prior approval
- send final Attendance Warning Letter should the attendance rate of a student fall to 80%. This letter includes:
 - immediate intervention interview with student support staff
 - consequences of reaching attendance percentages under the 80% minimum rate.

10. Extension to Course Duration

MVC will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the duration specified on the respective COE, as the result of:

- Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or;
- Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or;
- Approved deferment or suspension of study in accordance with Standard 9 (see Deferral Suspension Cancellation Policy)

Note: All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.

Re-enrolment to the same course may also be offered depending on the requirements and circumstances.

- Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.
- If an extension to the duration of the student's enrolment is granted, MVC will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

11. Publishing and Dissemination Of Course Progress Monitoring

Course Progress Monitoring information will be published in all student information so that students and/or future students are aware of:

- the requirements for achieving satisfactory course progress
- the process for assessing satisfactory course progress
- the intervention strategies implemented for students at risk of failing to achieve Satisfactory course progress
- the process for determining the point at which the student has failed to meet Satisfactory Course Progress
- procedure for notifying students that they have failed to meet satisfactory course progress requirements

12. Related Legislation and Regulations

- Education Services for Overseas Students (ESOS) Act 2000
- *The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2025

13. Related Documents

- Student Intervention Policy and Procedure
- Complaints and Appeals Policy

Attendance Monitoring Procedure

RTO Manager or nominated Admin staff shall be responsible for the implementation of this procedure.

Student attendance monitoring every Fortnight

No.	Who	Actions
1.1	Admin	a) Login to WiseNet b) Generate report No. 0230 c) Apply Date Filter <ul style="list-style-type: none"> - Select course start date - Select CUSTOM - Enter dates for the fortnight for which attendance is being entered (e.g. 18/5/2020 – 31/5/2020) - Generate Report - Export the report in Excel
For students with regular Absenteeism		
1.2	Admin	a) Login to WiseNet b) Locate student's profile in WiseNet c) Check attendance and overall attendance percentage d) Open logbook for students current enrolled course e) View email log to check if any warning letter has been sent to the student f) Send warning letter according to email log (first warning, second warning or intention to report) g) Update High Risk Register available in Google Drive h) Highlight the student record with Green colour if the student's attendance percentage has improved
Post First /Second Warning Letter		
1.3	Admin	a) Arrange Intervention Meeting with the RTO Manager b) Send meeting minutes (outcome) to the student and Trainer c) Set up review tasks in WiseNet in accordance with the meeting outcome d) Monitor tasks
Intention to Report (ITR)		
After all warnings if attendance has not improved		
1.4	Admin	a) Send Intention to report notification to the student (20 working days allotted for student to follow-up before cancellation) b) Update High Risk Register c) Notify CEO for cancellation
RTO Manager's Responsibility		
1.5	RTO Manager	a) Check attendance report subscribed monthly at info@mvc.edu.au b) Check students with attendance less than 80% c) Check if any action has been taken previously d) Take action if required

Student Course Progression- Procedure

RTO Manager or nominated Admin staff shall be responsible for the implementation of this procedure.

STEP 1 – Refer Course Progression Review Schedule

No.	Who	Actions																								
1.1	Course Progression Review Schedule	<p>Note: Student course progression review shall be conducted in accordance with the table below:</p> <table border="1"> <thead> <tr> <th>Qualification</th> <th>Duration in weeks</th> <th>Review Occurrence</th> </tr> </thead> <tbody> <tr> <td>SIT30816- Certificate III Commercial Cookery</td> <td>52</td> <td>Quarterly (4 times a year)</td> </tr> <tr> <td>SIT40516- Certificate IV Commercial Cookery</td> <td>30</td> <td>Quarterly (2 times a year)</td> </tr> <tr> <td>SIT50416- Diploma of Hospitality Management</td> <td>30</td> <td>Quarterly (2 times a year)</td> </tr> <tr> <td>SIT60316- Advanced Diploma of Hospitality Management (CT)</td> <td>30</td> <td>Quarterly (2 times a year)</td> </tr> <tr> <td>BSB51918- Diploma of Leadership and Management</td> <td>52</td> <td>Quarterly (4 times a year)</td> </tr> <tr> <td>BSB61015- Advanced Diploma of Leadership and Management</td> <td>52</td> <td>Quarterly (4 times a year)</td> </tr> <tr> <td>BSB80215- Graduate Diploma of Strategic Leadership</td> <td>52</td> <td>Quarterly (4 times a year)</td> </tr> </tbody> </table>	Qualification	Duration in weeks	Review Occurrence	SIT30816- Certificate III Commercial Cookery	52	Quarterly (4 times a year)	SIT40516- Certificate IV Commercial Cookery	30	Quarterly (2 times a year)	SIT50416- Diploma of Hospitality Management	30	Quarterly (2 times a year)	SIT60316- Advanced Diploma of Hospitality Management (CT)	30	Quarterly (2 times a year)	BSB51918- Diploma of Leadership and Management	52	Quarterly (4 times a year)	BSB61015- Advanced Diploma of Leadership and Management	52	Quarterly (4 times a year)	BSB80215- Graduate Diploma of Strategic Leadership	52	Quarterly (4 times a year)
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STEP 2 – Review

No.	Who	Actions
2.1	RTO Manager or nominated Admin Staff	<p><u>IDENTIFICATION</u></p> <p>a) Generate Training Plan for the student. b) Review the Training Plan c) If student is deemed Not Yet Competent (NYC) in 50% or more of the units, then d) Review Student Attendance status e) Mark Student as High Risk in High Risk Register</p> <p><u>NOTIFICATION</u></p> <p>f) Send email notification (First Warning Letter) to the student to advise course progression and attendance status</p> <p><u>ASSISTANCE</u></p> <p>g) Invite student to attend intervention meeting with the RTO Manager (and Trainer & Assessor if required)</p>

STEP 3 – Intervention Meeting (Assistance/ Support)

No.	Who	Actions
3.1	RTO Manager	<p>a) Conduct intervention meeting with the student who has failed to meet satisfactory course progression (and/or attendance) requirements Refer Intervention Strategy Form (Doc No. 898)</p> <p>b) Advise student on available support options including mentoring and 1:1 session with the Trainer and Assessor (if required)</p> <p>c) Create follow-up task in Wisenet for next progress review</p>

Student Course Progression- Procedure

RTO Manager or nominated Admin staff shall be responsible for the implementation of this procedure.

		<p>Note: Next review of the training plan must be conducted after 1 month of intervention meeting.</p> <p>d) Send intervention meeting notes to the student and relevant trainer and assessor</p>
<p>STEP 4 – Post Intervention Meeting Follow-up (After 1 month of intervention meeting)</p>		
4.1	RTO Manager	<p>a) Review the student’s Training plan after 1 month of the intervention meeting. [Refer High Risk Register]</p> <p>b) IF student has progressed as desired Update High Risk Register ELSE Send second Warning letter (<i>or Final Warning whichever deems suitable</i>) to the student to notify unsatisfactory course progression (and/or attendance)</p> <p>c) Take necessary action as per the agreed intervention meeting minutes.</p>