

COURSE PROGRESS AND ATTENDANCE MONITORING

OVERVIEW

This document is to ensure that New Cambridge College Sydney 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.

COMPLIANCE

Standard 8 of the National Code 2018:

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Registered providers must:

- Monitor the overseas students' course progress and attendance according to the requirements of their sector
- Identify and offer support to those at risk of not meeting course progress or attendance requirements
- Only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- Only deliver online learning in accordance with the online learning requirements for their sector

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

POLICY

Students At Risk

NCCS identifies students at risks and offers them opportunities for reassessment, catch up classes or additional guidance and support through Academic Counselling.

- If a student receives a NYC result, NCCS will notify the student by email and provide the student with an opportunity to reassess the unit
- Students who are struggling with the course can speak with the Academic Coordinator or the Student Services and Admissions staff at any time
- Students may request extension to assessment deadlines
- Trainers may refer students to the Academic Coordinator or to Student Services and Admissions for additional support or counselling
- Trainers are notified of any students with NYC results so that they can encourage students to undertake reassessment and provide extra support and assistance in the class

The College also provides students with the following to assist them to be aware of their progress and manage their studies:

- 'Attendance Notice' emails when students are not attending classes
- 'Attendance Notice' SMS alongside Notice 2 and Notice 3 emails
- Access to the Student Portal to confirm unit results
- Emails to students who are not attending their first Term of classes
- Emails to students who receive NYC results
- Notices to Trainers to assist with follow up of students with NYC Results
- Contact calls made to students
- Contact calls made to agents
- SMS to students
- Catch up classes

Attendance in class

- Students who do not attend their classes are at risk of not being able to be deemed Competent in the unit/s of study which may lead to the student not meeting course progress requirements
- Where requirements are not met, NCCS course progress and attendance monitoring procedures will be followed
- NCCS reviews student attendance throughout the term and notifies students who are not attending regularly via email and SMS

Course Progress

- Students who do not meet attendance or course progress requirements are at risk of having their visas cancelled.
- A student is deemed to be at risk if they fail to attend or achieve competency in their unit/s delivered in a term.
- Where a student fails to achieve competency, they are notified of their result via email and offered Reassessment.
 - Students may be required to attend an appointment with the College and pay a Reassessment Fee prior to Reassessment being completed.
 - Students may undertake a maximum of 3 attempts to complete Reassessment, after which the student will need to reenrol in the subject.
- Students are advised of course progress requirements at Orientation, during their classes, and in their Student Handbook.
- NCCS uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.
- 'Study Period' is defined as the study term plus holiday at the end of the study term (if applicable).
- A student is deemed as not meeting course progress requirements if they have not passed more than 50% of their units in 2 consecutive study periods.
- Monitoring commences in Week 3 of each term, monitoring students' progress in the previous 2 terms of study.
- Monitoring commences with Warning 1 being issued and escalated to Warning 2 in the following 2 weeks, with the Intention to Report being issued in the following 2 weeks.
 - Week 3 – Issue Academic Warning 1 (based on previous 2 terms)

- Week 5 – Issue Academic Warning 2
- +2 Weeks – Issue Intention to Report Notice
- Students who are issued with an Intention to Report notice are advised that they have 20 working days to appeal the notice or correct their situation through intervention.
- All records of course progress monitoring are kept on file.

Intervention Strategy

- NCCS ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the Student Services Officer and may include one or more of the following strategies:
 - 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 that NCCS can provide 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 counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where NCCS 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.
- If further advice is required, the meeting may be scheduled with the Student Services and Admissions Manager or the RTO Manager.

Completion Within Expected Duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- NCCS monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

Extension To an Expected Course Duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is 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);
- where NCCS is unable to offer a pre-requisite unit; or
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
- An approved deferral or suspension of studies has been granted in accordance with NCCS's *Deferral, Suspension and Cancellation Policy and Procedure*.
- 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 (the Department) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, NCCS will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Blended Learning Enrolment

- NCCS is delivering Training and Assessment in a Blended Learning environment with students accessing their classes face-to-face at the College
- NCCS continues to provide students with access to the College facilities
- NCCS will ensure it takes all reasonable steps to support students who may be disadvantaged by:
 - Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.
 - Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

Reporting Students

- Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, NCCS will be required to report the student to the Department via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per NCCS *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.
- NCCS will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas 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 overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

ASSOCIATED DOCUMENTS AND FORMS

- *Monitoring student course progress*
- *Complaints and Appeals Procedure*
- *Complaints and Appeals Form*
- *Student Intervention Form*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
06/05/2020	Update formatting of document and update of Attendance requirements due to COVID (16/4, Blended)	Samantha
19/04/2021	Addition of attendance in class requirements	Claire
27/04/2022	Updating of wordings	Claire
22/11/2023	Reviewed for currency	Catherine
15/11/2024	Reviewed for currency and update to attendance notifications	Catherine
28/05/2025	Updated references to Student Handbook & Roles	Catherine