Academic Progress, Completion and Attendance Policy

1. Purpose and Legislative Background

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy meets 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; and the Standards for RTOs 2025.

2. Scope

This policy applies to all overseas students current and prospective as well as those continuing study. This policy is relevant to Winslow College as a registered training organisation, required by the regulators and Australian Department of Home Affairs to report upon students' academic progress, rather than attendance. *Within this policy are policy items (Section 4.4 Attendance Monitoring) for attendance monitoring requirements should Winslow College be required by ASQA to use attendance-based monitoring now or in the future. (8.10)*

3. Definitions

Academic performance	Assessment of competency in each unit of competency as students' progress through the qualification.
CoE	Confirmation of Enrolment.
Course	Refers to the specific course in which a student is enrolled
Intervention Strategy	• Systematic plan of action consciously adapted to address and reduce the causes of academic failure to complete studies within the course duration. • Intervention strategy as devised by the Student Support Officer/RTO Manager.
At Risk	"At Risk" student is a student who is considered as not (or potentially not) meeting academic progress requirements for any reasons, including:

	• where the student has failed or is not deemed Competent in 50 percent or more of the units attempted in any study period. • fails a prerequisite unit in a term/ study period.
Satisfactory academic progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
Unsatisfactory academic progress	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that term/ study period.
Student Support Officer	Person at Winslow College, who monitors the academic progress based on the results compiled and entered on SMS.
Unit	Unit of Competency.
SMS	Student Management System used by Winslow College.
Study Period	At Winslow College a study period is defined as the regular scheduled term of study between study breaks of 11 weeks duration.
Satisfactory course attendance	Defined as successfully attending at least 80% of the schedule classes during the study period.

4. Policy statement

The attendance of each student enrolled with Winslow College will be monitored closely to ensure there is full-time study activity, as attendance is necessary for satisfactory academic progress. However, the Progress, Completion and Attendance Policy does not require Winslow College to report unsatisfactory attendance under the conditions of the overseas student visa.

All overseas students are clearly informed about the requirements to achieve satisfactory academic progress and, where applicable, attendance in each study period, prior to their commencement in any course.

Winslow College implements documented course progress policies and procedures, which are provided to staff and students, that specify the:

- requirements for achieving satisfactory course progress
- process for assessing satisfactory course progress

- procedure for intervention for students at risk of failing to achieve satisfactory course progress
- process for determining the point at which the student has failed to meet satisfactory course progress, and
- procedure for notifying students that they have failed to meet satisfactory course progress requirements.

All overseas students are clearly informed about the requirements to achieve satisfactory academic progress and, where applicable, attendance in each study period, prior to their commencement in any course.

Winslow College will assess the course progress of the student at the end point of every study period.

4.1 Course completion within the expected duration of study

4.1.1 Winslow College is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

4.2 Monitoring and tracking academic progress and completion

4.2.1 Winslow College maintains and tracks academic progress via the Results and the Student Management System (SMS). Alerts and warnings are communicated to the Students by the Academic Support Officer.

4.2.2 Each course is setup within the SMS, with the required units, timeframes, delivery methods and sessions for delivery.

4.2.3 Students are enrolled into the course and a Class Schedule is provided to the student on the orientation day, this includes all term breaks, and **each term is a study period**.

4.2.4 The class schedules for each term/ study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and are achieving satisfactory academic progress.

4.2.5 Assessors forward the results for their respective students for updating the Results and the SMS at the end of each Unit.

4.2.6 The academic support officer(s) notify the students via SMS in case they are deemed 'Not Competent' for any unit of study during the term/ study period advising them to contact the trainer/ assessor for clarity on the assessment requirements and a resubmission.

4.2.7 **Academic progress is then monitored and intervened via the reports from the SMS as per the Intervention Policy and Procedures.**

4.2.8 Students' intake that does not align with the semester start dates will have their academic progress assessed for the duration remaining in the compulsory study period, for example: student begins in midterm shall have their academic progress monitored for units of competence in the remaining weeks of that term. If the student commences the course after the midterm intake start date, that period will not be taken into consideration during the calculation of meeting satisfactory academic progress requirements for that study period.

4.2.9 If required, Winslow College will implement an intervention strategy that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy will specify:

a. procedures for contacting and counselling identified student
b. strategies to assist identified students to achieve satisfactory course progress; and
c. the process by which the intervention strategy is activated.

4.3 Reporting a student for unsatisfactory academic progress

4.3.1 Winslow College will only report unsatisfactory academic progress on PRISMS and advise Australian Department of Home Affairs if:

a) All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Winslow College as the registered provider, or
b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
c) the overseas student has chosen not to access the external complaints and appeals process, or
d) the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

4.3.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancelation of CoE, thereby notifying the Australian Department of Home Affairs of the student's breach.

4.3.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Behaviour Policy.

4.4 Attendance monitoring

Winslow College trainers will monitor student attendance, participation, and progress. Trainers will advise the Student Support Officer in a timely manner if the student is identified as requiring academic support and/or counselling.

4.4.1 Winslow College requires, and it is a student visa requirement for overseas students to attend campus for a minimum of 80% of the scheduled course contact hours.

4.4.2 If it required by ASQA to monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted.

4.4.3 *Policy items and processes for attendance monitoring requirements:*

a) Student attendance and participation in scheduled classes is monitored in accordance with ASQA requirements. Where students do not attend classes regularly, they would be sent warning letters notifying them of consequences including cancellation of enrolments based on "Student Notified Cessation of Studies". This clause is also used where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment.

b) When a student is identified as not attending classes without any notification of any grounds for compelling and compassionate circumstances, Winslow College will notify the student at the end of second week requiring them to come and meet the Student Support team and their trainer. This is to assist overseas students who are at risk of not being able to complete their course within the nominated duration (including from their participation in tuition activities). If the student does not respond and continues to absent himself/herself even after 4 continuous weeks, the enrolment will be cancelled, the reasons for cancellation will be stated as "student notifies cessation of studies at Winslow College".

c) "Student notifies cessation of studies at Winslow College" is also applicable where no information has been received from the student, but the student just fails to return after an arranged holiday break, suspension, or deferment. The status of the CoE will result in the status of the CoE for the student changing to 'Cancelled'.

4.4.4 *Processes for attendance monitoring requirements:*

a) Each students' attendance is recorded and calculated over the period of a term/study period using information from class attendance sheets which are input to the SMS.

b) Using this information in the SMS, the weekly attendance records are reviewed, and a report is generated to identify Students at risk of not satisfying attendance requirements.

c) The student identified as being at risk are notified by email. This notification is recorded in the SMS against the contacted students' contact log.

d) Should the student be absent for five consecutive days absent without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process and book an intervention interview. The first warning Letter will warn the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.

e) If a second five consecutive days absence occurs without prior approval or having reached attendance levels close to a minimum of 80%, the student is sent a 2nd warning letter calling for a meeting. At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required. Advise the student that if their attendance drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress.

f) Students who will be falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact the Attendance Reminder Notice issued will include:

i. a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable.

ii. a statement explaining that Winslow College is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with

attendance below 80%, which may ultimately result in the cancellation of the student's visa.

g) 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 Winslow College will issue a Notice of Intention to Report for Unsatisfactory Attendance of Winslow College intention to notify DHA via PRISMS.

h) Do not report students where 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 suspended as per Winslow College Deferral, Suspension and Cancellation Policy and Procedure.

i) Advise the student of the process for appealing against this decision via Winslow College's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.

4.4.5 Australian Department of Home Affairs will be notified only after the student has received an Intention to Report Letter and is subject to the outcome of any appeals, which is in favour of reporting the student to DHA. Where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances They will not be reported. In some instances, the student's studies may be suspended as per Winslow College Deferral, Suspension and Cancellation Policy and Procedure. Where a student's appeal is successful, they will not be reported. However, the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether to report the student to Australian Department of Home Affairs.

4.4.6 If the student uses the 20-day period after receiving an Intention to Report Letter to appeal and is successful, Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether to report the student to Australian Department of Home Affairs.

4.4.7 Winslow College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress.

4.5 Reporting for unsatisfactory attendance

4.5.1 Winslow College will only report unsatisfactory attendance in PRISMS and advise Australian Department of Home Affairs, if:

a) All internal and external complaints/appeals processes have been completed, and the decision or recommendation supports Winslow College as the registered provider, or

b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or

c) the overseas student has chosen not to access the external complaints and appeals process, or

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

4.5.2 Only when the above criteria are met the student's case may be referred to the Administration Coordinator for cancelation of CoE and thereby notifying the Australian Department of Home Affairs of the student's breach.

4.6 Extension to course duration

4.6.1 Winslow College 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 expected duration, as specified on the students COE, as the result of (8.16):

a) Compassionate or compelling circumstances as assessed based on demonstrable evidence, or

b) Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory academic/ course progress, or

c) Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy).

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

4.6.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

4.6.3 If an extension to the duration of the student's enrolment is granted, Winslow College 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.

5 Responsibilities

Role within RTO	Area of responsibility
CEO	Approval authority
RTO Manager	Development / Review and Compliance
Student Support Officers and trainers	Implementation, Monitoring and Evaluation
Student Administration	Complaints and Appeals

6 Related Legislation and Regulations

The related legislation and regulations of Transfer of Provider Policy are as below at Winslow College:

a) Standards for Registered Training Organisations (RTOs) 2025

7 Related policies and documents

The following are the related policies and documents for academic progress, completion and attendance policy:

b) Student Intervention Policy

c) The Progress reports from the SMS

d) 'Unsatisfactory Academic Progress' 1st Warning

e) 'Unsatisfactory Academic Progress' 2nd Warning

f) 'Intention to report - Unsatisfactory Academic progress' Letter

g) Reassessment Approval letter

h) Intervention Strategy Form

i) Complaints and Appeals Form

j) Academic Progress Report letter

k) Attendance Reminder Notices and other warning letters. [Where section 4.4 Attendance Monitoring is relevant]