

Overseas Student Visa Requirements (Course Progress and Attendance Policy)

Purpose

The purpose of this policy is to ensure that Hawk Institute 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.

This ensures compliance with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, as well as *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018* Standard P4.

Definitions

Academic staff includes ELICOS teachers as relevant to course/student.

CoE means Confirmation of Enrolment

DHA means Department of Home Affairs

ELICOS Standards means the *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018*

ELICOS Students means students enrolled in English Language Intensive Course for Overseas Students

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

PRISMS means Provider Registration and International Student Management System (PRISMS).

Training Product means English Language Intensive Course

Policy

1. 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.
- Hawk Institute monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Study Periods

Study Period known as one module of the level of course

- Students who do not meet course progress requirements are at risk that may affect their visa status

3. Determining if a student has meet course progress requirements

- Students must have demonstrated **satisfactory course progress requirements** by the end each study period, which is defined as follows:
 - Students must have achieved a passing grade of 50% on summative assessment tasks and attended at least 80% of total course classes in a study period of scheduled contact hours.
 - Details of summative assessments and which weeks they occur in are outlined in the Course Syllabus and communicated to students at the commencement of each new study period/level.

4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if:
 - They have not participated in formative and summative assessment tasks
 - They have not achieved a passing rate of (50%) on a summative assessment task
 - Their total study period attendance is at or below either 90% or 85% and at risk of dropping below minimum of 80%

5. Progress Monitoring

- All students progress will be monitored using the *Course Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
 - The monitoring report is updated by the Academic Manager/Nominee including a status of progressing, at risk or not progressing for all overseas students on each reporting date.
 - The Academic Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.

6. Intervention Strategy

- Hawk Institute 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 that documents the support that will be provided. This may include but not limited to:
 - 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;
- attending study clubs;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organizations where Hawk Institute 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.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
 - A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
 - An approved deferral or suspension of studies has been granted in accordance with Hawk Institute's *Deferral, Suspension and Cancellation Policy and Procedures*.
 - Compassionate or compelling circumstances apply (suitable evidence must be 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); or
 - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- 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 and Training (DET) 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, Hawk Institute will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Hawk Institute will be required to report the student to DET 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. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Hawk Institute *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Hawk Institute 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 by hawk institute including warning letters and the notice of intention to report.

9. Publication

- This policy and procedure will be provided to students prior to enrolment to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.

Procedures

1. Monitor course progress : Course progress will monitor at the end of each study period

National Code 2018: Standard 8

| Procedure | Responsibility |
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| <p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Use class activities, formative tasks and class participation to informally monitor students in class. • Use the <i>Course Progress and Attendance Monitoring Tool</i> to monitor formal progress • At the course monitoring point review students course progress to determine if students are at risk of not meeting course progress requirements. | <p>CEO/PEO/Trainer/Assessor/Administrator/Academic Manager</p> |

| Procedure | Responsibility |
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| <ul style="list-style-type: none"> Follow up with academic staff if records are incomplete | |
| <p>B. Risk of Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> Where a student’s course progress is at risk of unsatisfactory course progress, send a <i>First Warning Letter Risk of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy. Inform students of the implications of amending their CoE, if applicable. Record outcomes of the meeting in the <i>Intervention Contact</i>. Ensure <i>Intervention Contact</i> is signed by the student to state that they agree to the intervention strategy. Immediately implement intervention strategy as documented in the <i>Intervention Contact</i>. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and this may affect their visa status. To issue a new CoE to extend the duration of the student’s study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. Place all documentation on the student’s file. | <p>Academic Manager/ Student Support Officer</p> |
| <p>C. Monitor student’s progress following first warning</p> <ul style="list-style-type: none"> Monitor student’s progress according to the <i>Intervention Contact</i>. In collaboration with the student, adjust the <i>Intervention Contact</i> as required. Record outcomes of meetings in the <i>Intervention Contact</i>. Include the form in the student’s file. | <p>Academic Manager/ Trainer/Assessor</p> |
| <p>C. Risk of Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> If after two weeks, a student continues to indicate there is a risk of not demonstrating satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Risk of Unsatisfactory Course Progress</i> to the student inviting them to a meeting. At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required. Advise the student that if they continue to demonstrate unsatisfactory course | <p>Academic Manager</p> |

| Procedure | Responsibility |
|---|------------------------------------|
| <p>progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</p> | |
| <p>D. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. Inform student in the same letter of their right to access Hawk Institute's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. Students who choose to access this process will not be reported if they appeal within 20 working days indicating Hawk Institute's intention to notify. Students must continue to attend classes during the appeals process as specified in Hawk Institute's <i>Complaints and Appeals Policy and Procedure</i>. Hawk Institute will keep a copy of the Letter and any other relevant documentation | Academic Manager /Administrator |
| <p>E. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements | Academic Manager/CEO/Administrator |

2. Monitor attendance – Student attendance will be regularly monitored to ensure that Hawk Institute facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements

National Code 2018: Standard 8

| Procedure | Responsibility |
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| <p>A. Monitor and record attendance</p> <ul style="list-style-type: none"> Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administrator Administrator records attendance results in attendance monitoring tool. Generate and analyses weekly attendance reports. Use the <i>Course Progress and Attendance Monitoring Tool</i> to check if attendance is satisfactory. | Trainer/Assessor / Administrator/ Academic Manager |
| <p>B. Risk of Unsatisfactory attendance – Stage 1</p> | Director of Studies/ |

| Procedure | Responsibility |
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| <p>Where a student's attendance is drops below 90% but is above 80% or who have been absent for more than five consecutive days without approval</p> <ul style="list-style-type: none"> • send a First Warning Letter of Risk of Unsatisfactory Course Progress inviting the student to attend a meeting to develop an intervention strategy. • Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student. • Hawk Institute will offer student support services to students which include but not limited to academic and future progress advice and welfare matters to meet the overseas students visa requirements • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the <i>Intervention Contact</i>. • Ensure <i>Intervention Contact</i> is signed by the student to state that they agree to the intervention strategy. • Immediately implement intervention strategy as documented in the <i>Intervention Contact</i>. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that may affect their visa status. • Hawk Institute will keep a brief summary of this discussion, as well as a copy of this letter • Continue to monitor the student's attendance. | <p>Trainer/Assessor / Administrator</p> |
| <p>C. Risk of Unsatisfactory attendance – Stage 2</p> <ul style="list-style-type: none"> • Where a student's attendance drops below 85% but is above 80% or who have been absent for more than five consecutive days without approval, send a Second Warning Letter Risk of Unsatisfactory Course Progress inviting the student to attend a meeting to develop an intervention strategy. • At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Contact as required. • Hawk Institute will offer student support services to students which include but not limited to academic and future progress advice and welfare matters to meet the overseas students visa requirements • Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>. | <p>Academic Manager/ Trainer/Assessor / Administrator</p> |
| <p>D. Send a Final Warning including intention to notify DET via PRISMS</p> <ul style="list-style-type: none"> • If a review of a student's attendance record show that even if the student | <p>Academic Manager/</p> |

| Procedure | Responsibility |
|---|---|
| <p>attends classes every day for the rest of the study period, their attendance will not meet the 80% requirement.</p> <ul style="list-style-type: none"> • Issue a Notice of Intention to Report for Unsatisfactory Attendance of Hawk Institute's intention to notify DET via PRISMS. • 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 temporarily suspended as per Hawk Institute's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>. • Advise the student of the process for appealing against this decision via Hawk Institute's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions. • Students who choose to access this process will not be reported if they appeal within 20 working days of the Final Warning Letter indicating Hawk Institute's intention to notify. Student will remain enrolled at the Institute whilst appeal is in progress, student will be expected to attend classes and Course Progress will continue to be monitored during the appeals process as specified in Hawk Institute's Complaints and Appeals Policy and Procedure. • Hawk Institute 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 the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply • Hawk Institute will keep a copy of the Notice of Intention to Report any other relevant documentation. | <p>Trainer/Assessor / Administrator</p> |
| <p>E. Following the Notice of Intention to Report</p> <ul style="list-style-type: none"> • If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS by the Administrator for breach of attendance requirements. | <p>Academic Manager/ Trainer/Assessor / Administrator</p> |

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