

FAQs Course Progress and Attendance

1. Monitoring Attendance

Questi on no.	FAQ's on Course Monitoring Attendance	Actions taken by Hawk Institute	What students are required to do?
Q 1	Will my attendance be recorded daily on hourly basis?	Yes, Student's attendance will be recorded daily on hourly basis and will be submitted to training manager at the end of each week. Attendance reports will be generated and analysed weekly.	You are required to attend your classes regularly every day and maintain satisfactory attendance as per course progress requirements.
Q 2	Who will be responsible for analysing and monitoring my attendance?	Hawk Institute's Administration Manager will summarise and monitor attendance record at the end of each week. Student Administration will determine satisfactory and unsatisfactory attendance of students every fortnight.	You are required to attend your classes on regularly every day and maintain satisfactory attendance as per course progress requirements.
Q 3	What is satisfactory attendance? What is the percentage of attendance that I need to maintain?	Students are required to maintain a minimum of 80% of attendance to maintain satisfactory course progress.	You are required to attend all classes.
Q 4	What is Unsatisfactory attendance?	Hawk Institute will regularly monitor attendance and send warning letter to students if a student's attendance is at risk of falling below 80%, has fallen below 80% or has been absent for more than 5 consecutive days without approval. Not maintaining the above criteria means your attendance is unsatisfactory.	You must attend at least 80 per cent of the scheduled course contact hours for each course in which you are enrolled.
Q 5	Will I receive warning letters based on low attendance requirements?	Yes, Hawk Institute's Student Administration will send low attendance warning letter to students because low attendance will lead to unsatisfactory course progress which will further lead to students being reported to Department of Home Affairs via PRISMS.	If you have received low attendance warning letter, you should contact Student Administration immediately and discuss reason for low attendance and need of any support required. You are

			required to ensure that you regularly attend your classes and maintain satisfactory course progress so that you are not reported to DHA.
Q 6.	Will I be reported to DHA based on low attendance?	<p>No, Hawk Institute will not report a student based on unsatisfactory attendance.</p> <p>However, Low attendance might lead to unsatisfactory course progress which will further lead to you being reported to Department of Home Affairs via PRISMS.</p>	You are required to maintain satisfactory attendance in order to maintain satisfactory course progress requirements.
Q 7.	What should I do after receiving low attendance letter?	Hawk Institute Student Administration will meet you and will discuss strategies / implement intervention strategies to assist you to maintain satisfactory attendance and achieve satisfactory course progress.	You are required to meet concerned person in Student Administration within 3 days of receiving the letter or as soon as possible. You must discuss why you were absent, what were the circumstances and if you require any intervention strategy.
Q 8.	Do I need to apply for RPL on the basis of low attendance?	<p>Yes, According to attendance requirements of ASQA, If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.</p> <p>In this case, Hawk Institute will invite student to apply for RPL and institute will reduce the duration of the course to the minimum duration required given the student’s existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.</p>	You are required to meet concerned person in Student Administration.

2. Monitoring Course progress

Questi on no.	FAQ's on Course Monitoring Attendance	Actions taken by Hawk Institute	What students are required to do?
Q 1	What is satisfactory course progress?	Satisfactory course progress implies that a student is successful in completing or demonstrating competency in at least 50 % of the units as required in given study period* of the studies to achieve minimum competency level.	You are required to maintain satisfactory course progress i.e. be successful in demonstrating competency in at least 50 % of the units as required in given study period of the studies.
Q 2	What is Unsatisfactory course progress?	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period.	You are required to attend all classes so that you are aware about the teachings and assessments which will help you in maintaining satisfactory course progress.
Q 3	What is study period?	For Hawk Institute courses, study period are usually 10-12 weeks (1 Term).	-
Q 4	How and when will be the course progress monitored?	Course progress will be monitored based on assessments and your results in these assessments will determine satisfactory course progress	You are required to attend your classes regularly every day so that you can maintain satisfactory course progress.
Q 5	Who will be responsible for analysing and monitoring my course progress?	Hawk Institute Academic staff and will analyse and monitor your course progress. Academic Manager will consult with academic staff and determine satisfactory and unsatisfactory course progress of students every study period	You are required to attend your classes regularly every day so that you can maintain satisfactory course progress.
Q 6	Will I receive warning letters based on low course progress requirements?	Yes, Hawk Institute's Student Administration will send you 3 warning letters. 1 st warning letter: Hawk Institute will inform students if they are at risk of breaching their students' visa requirements to maintain satisfactory course progress on the basis of their assessment results.	You are required to maintain satisfactory course progress if you receive the 1 st warning letter. You are required to meet Student Administration to discuss further upon this so that intervention strategies can be implemented if needed. If intervention meeting is not attended or you have failed to

		<p>2nd warning letter: If student does not attend intervention meeting after sending first warning letter or has failed to follow the intervention strategy as agreed upon, it will be interpreted that student is still at risk of not making satisfactory course progress. In this case, Hawk Institute will send 2nd warning letter to student indicating that they are still at risk of not making satisfactory course progress and that they will be reported to department of Home Affairs via PRISMS if they continue to be at risk.</p> <p>3rd Letter Intention to report: Hawk Institute will inform students that even after two continuous warning letters, they have failed to meet satisfactory course progress requirements. Upon which, Hawk Institute is required to report unsatisfactory course progress to Department of Home Affairs (DHA) via PRISMS.</p>	<p>follow intervention strategy, it will be interpreted that you are still at risk of not making satisfactory course progress, in this case, you will be reported to DHA via PRISMS that you are at risk of breaching your student Visa requirements.</p>
Q 6.	Will I be reported to DHA based on unsatisfactory course progress?	<p>Yes, as mentioned above, students will be reported to the Department of Education (DET) in association with Department OF Home Affairs (DHA) via PRISMS.</p>	<p>You are required to maintain satisfactory course progress requirements.</p>
Q 7.	What should I do after receiving 2 nd warning letter?	<p>Hawk Institute will implement intervention strategies if required.</p> <p>If Students believe that they have maintained satisfactory course progress and attendance, then Hawk Institute will advise them that they have right to lodge complaints and appeal by using Hawk Institute's complaints and appeals policy available on website.</p>	<p>You are required to meet concerned person in Student administration within 5 days of receiving the letter or as soon as possible.</p> <p>You have the right to lodge an appeal.</p>

Q 8	What is complaints and Appeals and how does it work?	<p>Hawk Institute has implemented complaints and appeals policy for students.</p> <p>Detailed process and procedures on complaints and appeals policy is available on website of Hawk Institute.</p> <p>http://www.hawkinstitute.edu.au/</p>	<p>You can refer to internal appeals process within 20 working days of receiving the intention to report letter. If they are not satisfied with Internal appeals process, then they can lodge external appeal process through Commonwealth Ombudsman (refer Q9).</p>
Q 9	What is Commonwealth Ombudsman?	<p>Hawk Institute will refer students to an Commonwealth Ombudsman to lodge an external appeal or complain about the decision. The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.</p>	<p>You can refer to Commonwealth Ombudsman which offers free and independent service for overseas students. Refer to the link below:</p> <p>https://www.ombudsman.gov.au/How-we-can-help/overseas-students</p>
Q 10	Will my enrolment be kept active during complaints and Appeal process?	<p>Yes, Student's enrolment will be kept active until both internal and external appeals process have been completed.</p>	<p>Your enrolment will be kept active until both internal and external appeals process have been completed.</p>
Q 11	<p>At what last stage will I be reported to Department of Home Affairs? And</p> <p>What will be the after affects?</p>	<p>Hawk Institute will report unsatisfactory course progress via PRISMS, if:</p> <ul style="list-style-type: none"> • the internal and external complaints processes have been completed and the decision or recommendation supports the Hawk Institute's decision, 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, • the student withdraws from the internal or external appeals processes by notifying Hawk Institute in writing. <p>Student's CoE will be cancelled in the end.</p>	<p>Your Condition of Enrolment (CoE) will be cancelled which was given to you by the institute.</p>



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