

## Course Progress and Attendance Monitoring Policy

### 1. Scope

This policy is applicable to Oxford House (“OHC”).

### 2. Purpose

OHC is committed to providing all students maximum opportunity to develop and demonstrate the competence required to achieve their educational aspirations. The purpose of the Course Progress and Attendance Policy is to provide information on the:

- 2.1 Rules for meeting course progress requirements under the ESOS Act 2000 and National Code 2018.
- 2.2 identification of students who are, or are ‘at risk’ of, failing to meet academic progress requirements (“making unsatisfactory academic progress”)
- 2.3 intervention strategies to ensure that students have access to appropriate support mechanisms
- 2.4 processes relating to the exclusion of students who continue to be making unsatisfactory academic progress.

### 3. Policy Statements

- 3.1 OHC students are advised of their responsibilities to meet their visa requirements prior to enrolment, at Orientation and in the Student Handbook.
- 3.2 OHC regularly monitors all enrolled students’ course progress to assist:
  - a) Students to meet their study goals; and
  - b) International students to satisfy relevant conditions in their student visas, such as maintaining satisfactory course progress and completing their studies within the expected duration set out in their Confirmation of Enrolment (CoE).
- 3.3 In implementing this Policy, the monitoring interval will be a study period. The length of each study period depends on the course the student is enrolled in and are specified below:

**Study Periods:**

**High School Preparation:** One Term

**All other ELICOS courses:** 12 week teaching block

- 3.4 OHC will maintain accurate and systematic records of academic progress which includes monitoring attendance.
  - a) All students are encouraged to make use of OHC support services to enhance the outcomes of their studies at OHC.
  - b) OHC will initiate an intervention process for students identified as making unsatisfactory academic progress. If a student fails to engage with the Intervention process/ follow the

agreed Intervention Strategy and continues to make unsatisfactory academic progress, OHC is obliged to report the overseas student to the relevant Government authority via PRISMS.

- 3.5 Students who continually make unsatisfactory academic progress will be reported via PRISMS. All such students will be given an opportunity to access OHC's complaints and appeals process prior to any cancellation of COEs.
- 3.6 OHC may cancel a student's Confirmation of Enrolment (CoE) and report a student for making unsatisfactory course progress to the Australian Government via PRISMS if:
  - a) The student fails to engage with the Intervention process or to follow OHC's Intervention Strategy; and
  - b) Continues to fail to maintain satisfactory course progress in a subsequent study period.
- 3.7 OHC will only cancel a student's CoE and report a student for unsatisfactory course progress in PRISMS if:
  - a) The internal and external appeal processes have been completed and the decision or recommendation supports the cancellation.
  - b) The student has chosen not to access the internal appeal process within the 20 working day period; or
  - c) The student has chosen not to access the external appeal process following an unsuccessful internal appeal; or
  - d) The student withdraws from the internal or external appeals processes by notifying OHC in writing.

## **4. Procedural Statements**

### **Monitoring academic progress**

- 4.1 In ELICOS academic progress is monitored through a combination of attendance and classroom assessment of skills and proficiencies mapped to the Common European Framework (CEFR). An ELICOS student is deemed not to be making satisfactory academic progress where at the end of a teaching block a student has not achieved CEFR proficiency for their level, or where they have achieved less than 80% attendance.
- 4.2 For High School Preparation students' individual academic progress is monitored on students' attendance and academic success in a term as measured by mid-term and end of term assessments.
- 4.3 At the end of each 4 weekly testing period, students who are identified as having failed to progress will be identified for intervention.
- 4.4 The intervention process will be initiated by;
  - a) Written notification to each student identified as 'at risk', inviting them to
  - b) An initial meeting with the Program Manager, and/ or relevant designated staff.
- 4.5 Initial intervention meeting will discuss any issues pertaining to the student's unsatisfactory performance and develop a formal strategy ("Intervention Strategy") to ensure the

- student's future academic success.
- 4.6 An Intervention Strategy may include:
- Access to academic support
  - Referral to personal guidance counsellors (*internal or external*)
  - Ongoing monitoring of the student, e.g. compulsory meetings with staff member/s
  - A recommendation that a period of deferment or temporary suspension of studies be taken
  - Any other support mechanisms that OHC and the student reasonably determine.
- 4.7 Once an Intervention Strategy is agreed to by OHC and the student, a copy must be provided in writing to the student (and to their parent/guardian in the case of a student under 18) and will include, the:
- Specifics of the Intervention Strategy, such as the steps that will be taken by the student and the timeframe of the Intervention
  - Information regarding implications of ongoing unsatisfactory academic progress, and
  - OHC's complaints and appeals process – in case the student wishes to appeal the necessity for intervention.
- 4.8 All discussions and activities with students relating to the intervention process must be recorded in BECAS and the individual student records. This includes referrals to internal and external support services and any formal letters or copies of Intervention Strategies.

### **Failure to maintain satisfactory academic progress**

- 4.9 Where a student fails to maintain satisfactory academic progress after an Intervention Strategy is implemented or where they fail to participate in the Intervention process, then an Intention to Report Notification (ITR) will be sent to the student and to their parent/guardian in the case of a student under 18 notifying them that they are to be reported to the relevant Government Department via PRISMS.
- 4.10 The student will also be advised they have 20 days to access OHC's complaints and appeal process.
- 4.11 Possible outcomes of appeals process include:
- Appeal upheld, because:
- there was an administrative error made in calculation and the student has made satisfactory progress. In this case, no further action will be taken.
  - there are compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student.
- Appeal dismissed, In this case the student is reported via PRISMS for failing to meet academic progress / attendance unless the student accesses the external appeal process within 7 days.

All documentation relating to appeals must be filed in the student's file.

### **Monitoring Attendance requirements**

- 4.12 Students on a student visa and studying in the ELICOS or high school programs are

required to maintain a minimum of 80% attendance.

### **Attendance less than 85%**

- 4.13 On a weekly basis the Administration Manager will run a report to show students on a student visa at attendance below 85% to allow for warning to students prior to falling below 80%.
- a) An initial Warning letter will be sent giving the student 7 days to contact OHC. The letter is also recorded on the student's e-file and in the Initial Warning spreadsheet.

### **Consecutive Days Absent**

- 4.14 Where a student has been absent for five consecutive days without medical certificate:
- a) The class teacher should bring it to the notice of the Program Manager. For example: Student could be absent for the whole week, from Monday to Friday or could be absent for the last 2 days of the previous week and the first 3 days of the following week.
  - b) Program Manager must make contact and advise student of seriousness of the situation. Record of conversation to be entered into BECAS.
  - c) If the Program Manager is unable to contact the student, the local guardian/Agent/Parents should be contacted at the earliest to inform them of the situation.
- 4.15 In addition to personal contact, an Initial Warning Letter must be sent. Copies of letter to be placed in student's e-file and noted in the student diary of the SMS. The letter will be sent by Student Services.
- 4.16 Students are included in the Weekly Attendance Report under "Initial Attendance Warning." Provided by administration to the Campus Directors.

### **Attendance less than 80%**

- 4.17 An Intention To Report Notification (ITR) will be sent to the student for failing to meet attendance requirements. The ITR will give the student the opportunity to appeal the ITR within 20 days of the letter.
- 4.18 The Students to be included in Weekly Attendance Report under "Intention to Report" and added to the Intention to Report spreadsheet.
- 4.19 If student does not respond after 20 working days or the appeal is denied, the students CoE can be cancelled via PRISMS.
- 4.20 OHC may decide not to report a student for breaching the 80% attendance requirement where the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances exist. These could include but are not limited to:
- a) Serious Illness or injury;
  - b) Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
  - c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - d) Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and

this has impacted on the student.

- e) Such decisions and supporting evidence must be recorded on Student file and in Diary note of BECAS

4.21 OHC will continue to monitor student's attendance after such decision and is conditional that the student must still be attending at least 70 per cent of the scheduled contact hours. Mandatory reporting and CoE cancellation apply for student who fall below 70% attendance".

### **Monitoring Completion within expected duration**

4.22 OHC implements the following in order to ensure that students are in a position to complete the course within the expected duration as specified on the student's CoE:

- a) All students are required to participate in all timetabled classes of the course they have enrolled in. Students cannot vary their study load below 20 hours per week.

### **Extending the Duration**

4.23 When it is evident that a student will not complete their course in the expected duration specified in the CoE, OHC may take steps to issue a new CoE where it is clear the student will not complete the course as a result of:

- a) Evidenced compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
  - i) Serious Illness or injury;
  - ii) Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
  - iii) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
  - iv) Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student.
- b) Having failed occasional testing but not sufficient to be identified by OHC intervention process.
- c) Having OHC's intervention strategy implemented
- d) Taken an approved deferment or suspension of study

4.24 If OHC extends the duration of the student's enrolment, OHC will advise the student to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa

4.25 Should OHC refuse an extension of duration of the student's enrolment OHC will confirm in writing and advise the student to contact immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa. All students have access to the 'Complaints and Appeals Policy and Procedures'.