

# Completion, Progress and Attendance Policy

## **PURPOSE:**

1. To provide a documented process for monitoring students completion, progress and attendance, in accordance with the RTO Standards 2015 and the ESOS National Code.

## **SCOPE:**

2. This policy applies to all Students who are commencing, have commenced or are continuing study with Superior Training Centre.

## **PROCEDURE:**

### **COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY**

3. Superior Training Centre is required to manage international student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.
4. In addition, Superior Training Centre must monitor each student's enrolment to ensure they:
  - a. Attend face-to-face learning on Superior Training Centre campus (and online classes if applicable)
  - b. Progress according to the students Training plan.

### **MONITORING AND TRACKING COURSE COMPLETION**

5. Superior Training Centre maintains and tracks course progress and attendances through the Student Management System:
  - a) Each course is setup within the Student Management System (SMS), with the required units, timeframes, delivery methods and sessions for delivery.
  - b) Students are then enrolled into the course and a Training Plan is printed and provided to the student.
    - i. The Training Plan will be provided to the student.
  - c) This Training Plan is then monitored to ensure that student is meeting the requirements and is on schedule.
    - i. This allows Superior Training Centre to identify any problems immediately and help minimise any adverse effects to the student
    - ii. This also assists Superior Training Centre to implement the necessary Intervention Strategies

## **EXTENSION TO COURSE DURATION**

6. Superior Training Centre will only extend the duration of the international students study where it is clear that the student will not complete the course within the expected duration, as specified on the students CoE, as the result of:
  - a) Compassionate of compelling circumstances,
  - b) After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
  - c) An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.
7. All Intervention Strategies or Extensions will be assessed individually, considering the circumstances of the student.
8. Except in the circumstances listed above, the expected duration of study specified in the international students CoE must not exceed the CRICOS registered course duration.

## **MONITORING COURSE PROGRESS**

1. Superior Training Centre support student's progression in their learning. (P042 Students Journey, P043 Student Journey PP)
2. Superior Training Centre tracks student's course progress via the enrolment within the Student Management System.
3. Superior Training Centre will monitor the student's academic performance and alert the student where necessary should they be falling below the requirement.
4. During the week Vocational Training Manager is receiving assessments from Trainers/Assessors.
5. After assessments are being validated, reviewed, and approved, Data Administrator incorporate them into the student management system.
6. Data Administrator enters assessment in SMS, checking LMS progress and if Exemplar Profiling is up to date and amended (Work Performance evidence of training for Apprentices and international Students).
7. After entering results, Data Administrator scans and files hard copy Assessments.
8. Simultaneously Student Services is informs students (and employer if applicable) of their results.
9. Student Services check if:
  - Student failed Assessment less than 65%, Academic Team is informed and arranges an appointment as opportunity and supporting student to achieve Competency in second attempt.
  - Student failed Assessment in second attempt less than 65% student will need to pay a fee specified on Student Handbook (P011 Student Fees and Charges Policy, P019 International

Student Handbook, P020 Domestic Student Handbook, P030 Assessment Resits Policy) and repeat the unit.

➤ Student failed Assessment less than 40% student will need to pay a fee specified on Student Handbook (P011 Student Fees and Charges Policy, P019 International Student Handbook, P020 Domestic Student Handbook, P030 Assessment Resits Policy P014 Additional Fees List) and repeat the unit.

➤ If applicable, Student Services liaises with Vocational Training Manager and Accounts regarding invoice and placement in class.

## **INTERVENTION STRATEGIES**

Superior Training Centre is required to implement Intervention Strategies for students not meeting the course requirements.

1. Superior Training Centre will review the academic progress of each student via the Training Plan and enrolment within the Training Management System. This will allow Superior Training Centre to identify 'AT RISK' students and whether:
  - a) The student has failed more than 50% of the units within the study period,
  - b) The student has fallen below 80% academic progress within the study period following a period of 50% or less completion, and
  - c) The student has been identified as unable to complete the course in the required duration
2. All students identified as 'AT RISK' will be sent an Intervention Form, outlining their current academic situation and a formal interview will be arranged.
  - a) An Intervention plan will then be formulated
  - b) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process
3. In the event Superior Training Centre varies a student's workload or expected duration of study on completion of the Intervention process, Superior Training Centre will:
  - a) Record this in the Student Management System as well as on the student's file
  - b) Issue a new CoE
  - c) Report this variation via PRISMS
4. Superior Training Centre will also inform international students to contact Department of Home Affairs to discuss any issues with their VISA requirements.
5. Strategies for Intervention may include, but are not limited to:
  - a) Extra Tuition
  - b) Modifications in workload
  - c) Extension in course duration
  - d) Personal counselling

## REPORTING

1. Superior Training Centre must report any international students who have an academic progress of less than 50% for two consecutive terms to Department of Home Affairs via PRISMS.
2. Students shall have 20 days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then STC will cancel the enrolment and report to Department of Home Affairs.

## MONITORING COURSE ATTENDANCE

1. Trainers will circulate an attendance sheet in Google docs during each class.
2. This data will be entered in an attendance and assessment matrix in STC server.
3. Student Services check class attendances daily
4. If student in was absent in more than 2 classes (or have not attended the nominal hours required as per Training Schedule), Student Services sends an email to the student (in case of Smart and Skilled students, employers are also informed)
5. Student must provide medical certificate or any supporting document to justify absence within 5 business working days.
6. Medical certificates are saved in soft files
7. Failure to provide medical certificates for theory and practical assessment days, a fee will be applicable (P011 Student Fees and Charges Policy, P019 International Student Handbook, P020 Domestic Student Handbook)
8. Student Services informs outcome and liaises with Accounts, Vocational Training Manager and Academic Administration.

## International Students

- Accounts confirms if student is up to date with payments.
- If the student is up to date with payments and Medical Certificate has been received, Student needs to be informed that absences are justified but Student can't miss anymore classes as won't meet required nominal hours of the units which will end up repeating unit and changing current Training Schedule (without cost).
- If the student is up to date with payments and Medical Certificate has not been sent to Student Services will follow up by phone calls and sending email reminder that Medical

Certificate will be needed by a specific date otherwise student will need to pay a fee specified on Student Handbook (P019 International Student Handbook Additional Fees List) and repeat the unit.

- If the student is behind payments, case will go to Sales Team to proceed with an Intervention Meeting where they will make an agreement with the student regarding payments and attendances.
- Student Services and Academic Team must be included and informed of Intervention Meeting, processes, and outcome.

### Domestic (Smart and Skilled) Students

- Student, employer, training coordinator and Academic team are informed of student's consistent lack of attendance including late arrivals or non-attendance.
- If Student provided Medical Certificate, Student and employer needs to be informed that absences are justified but Student can't miss anymore classes as it may affect the training plan between STC and student.
- If Medical Certificate has not been sent/provided to Student Services, Academic Administrator will follow up by phone calls and sending email reminder to both employer and Student.
- Medical Certificate will be needed by a specific date otherwise Academic Administrator will send an RTO notification form to Training Services and student will need to pay a fee specified on Student Handbook (P020 Domestic Student Handbook) and repeat the unit.
- Student Services will arrange intervention meeting with Student, Employer, Trainer, Vocational Training Coordinator and Academic Team if lack of attendance continues to occur.
- If Student Services try to contact Student or Employer with no success, Apprenticeship Support Provider will be notified, and RTO notification will be sent to Training Services from STC with intention to proceed with withdrawal from current Qualification.