



COURSE PROGRESS AND ATTENDANCE MONITORING

OVERVIEW

The purpose of this policy is to ensure that NVR Education Australia 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.

COMPLIANCE

Standard 8 of the National Code 2018:

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Registered providers must:

- Monitor the overseas student's course progress and attendance according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

COURSE ATTENDANCE & PROGRESS POLICY AND PROCEDURE

COURSE ATTENDANCE REQUIREMENTS

- Students are required to maintain satisfactory attendance in order to meet their unit and course requirements
- Students are required to study for at least 20 hours per week by attending 14 hours scheduled classes plus 6 hours per week of structured Self-Paced Learning (completed via the Learner Management System)
- Students must complete their scheduled structured Self-Paced Learning (Distance Learning) activities each week which will ensure they complete the required 6 hours.
- Students must ensure their attendance is captured by the Trainer for each session.

COURSE ATTENDANCE

- Students are advised of attendance requirements in week 1 of each term of study and in their course orientation.

COURSE PROGRESS AND ATTENDANCE MONITORING

- Students who do not attend their classes are at risk of not being able to be deemed Competent in the unit/s of study which may lead to the student not meeting course progress requirements
- Where requirements are not met, NVR course progress and attendance monitoring procedures will be followed.
- NVR reviews student attendance throughout the term and notifies students who are not attending regularly by email and SMS
- Marketing Managers will make contact calls to students not attending regularly

Student Services Staff

- Communicate with all students their Term start date
- Routinely monitor attendance and send attendance notices from RTO Teams
- Process any Doctor's Certificates and update attendance sheets accordingly
- Address any other issued that a student presents that may impact their attendance

Trainers and Assessors

- Communicate with students during the course the attendance requirements of the unit
- Encourage students who are at risk to increase their attendance to meet requirements

Marketing Managers

- Make contact calls to students at risk

STUDENTS AT RISK

NVR Education Australia identifies students at risk and offers them opportunities for reassessment, catch up classes or additional guidance and support through Academic Counselling.

- If a student receives a NYC result, NVR Education Australia will notify the student by email and provide the student with an opportunity to reassess the unit.
- Students who are struggling with the course can speak with the Academic Coordinator or the Student Services and Admissions at any time
- Students may request extension to assessment deadlines
- Trainers may refer students to the Academic Coordinator or Student Services and Admissions for additional support or counselling
- Trainers are notified of any students with NYC results so they can encourage students to undertake reassessment and provide extra support and assistance in the class.

The College also provides students with the following information to assist them to be aware of their progress and manage their studies:

- Access to the Student Portal to confirm unit results
- Emails to students who are not attending classes regularly
- Emails to students who receive NYC results
- Email reminders to students with previous NYC results
- Notices to Trainers to assist with follow up of students with NYC Results
- Contact calls made to students
- Contact calls made to agents
- SMS to students
- Catch up classes



COURSE PROGRESS AND ATTENDANCE MONITORING

COURSE PROGRESS

- A student is deemed to be at risk of not making course progress if they fail to attend or achieve competency in their unit/s delivered in a term.
- Where a student fails to achieve competency, they are notified of their result via email and offered Reassessment.
 - Students may be required to attend an appointment with the College and pay a Reassessment Fee prior to Reassessment being completed
 - Students may undertake a maximum of 3 attempts to complete reassessment prior to the student needing to reenrol in the subject
- Students are advised of course progress requirements in each course and in their course orientation.
- Students who do not meet attendance or course progress requirements are at risk of having their visas cancelled.
- NVR Education Australia uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.
- Academic conduct requirements are explained to students in their Student Handbook, during their course and in their course orientation.
- Study period is defined as study term plus the holiday at the end of the study term (if applicable).
- A student is deemed as not meeting course progress requirements if they have not passed more than 50% of their units in 2 consecutive study periods.
- Monitoring commences in Week 3 of the following study term with Warning 1 being issued and escalated to Warning 2 in the following 2 weeks with the Intention to report being issued in the following 2 weeks.
- Students who are issued with an Intention to Report notice are advised that they have 20 working days to appeal the notice or correct their situation through intervention.
- All records of course progress monitoring & intervention are kept on file.

Student Services Staff

- Monitor students with 'NYC' results and provide reassessment to students who request to begin the reassessment process
- Routinely monitor student results and monitor academic progress, issuing warnings accordingly
- Meet with students to discuss their case and provide any further materials or support
- Record all meeting details in the student's contact log and the Reassessment Register
- Create any required study plan or intervention strategy
- File any received documents

Marketing Managers

- Make contact calls to students who are being monitored

INTERVENTION STRATEGY

COURSE PROGRESS AND ATTENDANCE MONITORING

- NVR Education Australia 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 based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the Student Experience Officer or Academic Coordinator and may include one or more of the following strategies:
 - Advising students on the suitability of the course in which they are enrolled and possible alternatives.
 - Advising students of opportunities for reassessment; and
 - Advising students of assistance that NVR Education Australia can provide such as:
 - receiving 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.
 - receiving individual case management.
 - attending counselling.
 - receiving assistance with personal issues which are influencing progress.
 - receiving mentoring.
 - referral to external organisations where NVR Education Australia 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.

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.
- NVR Education Australia monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

EXTENSION TO AN EXPECTED COURSE DURATION

- Extensions to the course duration specified on the CoE are only allowed where:
 - Compassionate or compelling circumstances apply, and demonstrable evidence is 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;

COURSE PROGRESS AND ATTENDANCE MONITORING

- a traumatic experience which has impacted 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;
- where NVR Education Australia is unable to offer a pre-requisite unit; or
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
- An approved deferral or suspension of studies has been granted in accordance with NVR Education Australia's *Deferral, Suspension and Cancellation Policy and Procedure*.
- 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 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, NVR Education Australia will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Admissions & Student Services Manager

- Review any variations to a student's course of study and update accordingly in RTO Teams and PRISMS
- Provide the student with notices about the variations

ONLINE OR DIRECT LEARNING ENROLMENT

- In the case of an Individual Study Plan, some units may be offered as Direct Learning
- A student's participation in direct learning classes will be monitored.
- NVR Education Australia will ensure it takes all reasonable steps to support students who may be disadvantaged by:
 - Additional costs or other requirements, including students with special needs, from undertaking online or direct learning.
 - Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or direct learning.

REPORTING STUDENTS

- Where a student has demonstrated unsatisfactory course progress in a study period despite interventions being implemented, NVR Education Australia will be required to report the student to Immigration 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.
- Students have the right to appeal against this decision as per NVR Education Australia's *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- NVR Education Australia will only report unsatisfactory course progress in PRISMS if:

COURSE PROGRESS AND ATTENDANCE MONITORING

- 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 on the student's file including warning letters and the notice of intention to report.

Admissions & Student Services Manager

- Review the intervention efforts and contact log of the student
- Discuss with the Marketing Manager and attempt any last efforts to contact the student or agent
- Confirm the status of the student and follow 'Processing Student Cancellations'

ASSOCIATED DOCUMENTS AND FORMS

- *Complaints and Appeals Procedure*
- *Complaints Form*
- *Appeals Form*
- *Student Intervention Form*
- *Deferral, Suspension and Cancellation Policy & Procedure*
- *Reassessment Register*

DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
06/07/2020	Update formatting of document	Samantha
19/04/2021	Addition of monitoring schedule	Samantha
16/06/2022	Revision of attendance monitoring schedule	Samantha
20/07/2023	Removal of reference to COVID	Samantha
24/06/2025	Update to attendance procedures & role titles	Samantha