



## International Students Monitoring Course Progress and Attendance Policy

### DOCUMENT CONTROL

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### REVISION RECORD

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## 1. Introduction

Overseas students are required to meet and maintain satisfactory course progress and attendance requirements under visa condition 8202 and under Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## 2. Definitions / acronyms

Canterbury College	Canterbury College Ltd or any controlled entities of Canterbury College Ltd.
Compassionate or compelling circumstances	<p>Circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:</p> <ul style="list-style-type: none"> <li>• Serious illness, where a medical certificate states that the student was unable to attend classes;</li> <li>• Bereavement of close family members such as parents or grandparents;</li> <li>• Major political upheaval or natural disaster in the home country requiring Emergency travel that has impacted on their studies;</li> <li>• A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist reports); where the school was unable to offer a pre-requisite unit;</li> <li>• Inability to begin studying on the course commencement date due to delay in receiving a student's visa.</li> </ul> <p>For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.</p>
Expected	The length of time it takes to complete the course studying full time. This is the



duration	same as the registered course duration on CRICOS
School day	Any day for which the school has scheduled course contact hours.
Study Period	First to last day of each school semester – 2 terms in each semester and 2 semesters in one school year.

### 3. Policy Statement

#### 3.1 Course Progress

- a) Canterbury College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each study period of enrolment according to Canterbury College's course assessment requirements.
- c) Students who have begun part way through a study period will be assessed according to Canterbury College's course assessment requirements after completing one full study period.
- d) To demonstrate satisfactory course progress, students will need to achieve competency (in competence based subjects) or a C grade in 80% of subjects studied. Where the benchmark is not being met, the College will give consideration to the effort made by the student. This is exemplified through demonstrated improvement in the use of the English language, student engagement in class, reasonable completion of student homework and submission of assessment pieces.
- e) If a student does not achieve satisfactory course progress in at least 80% of subjects studied in an assessment period, the Dean will meet with the student to develop an intervention strategy for academic improvement. This may include:
  - i. additional supervised study periods
  - ii. tutorial assistance
  - iii. other intervention strategies as deemed necessary
- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following study period by the Dean and records of student response to the strategy will be kept. Parents will be kept informed of the student's academic progress while the student is receiving intervention.
- h) If the student does not improve sufficiently academically and achieve satisfactory course outcomes by the end of the next assessment period, Canterbury College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process. Following the outcome of the internal process, if the student wishes to complain or lodge an external appeal about a decision made or action taken by Canterbury College, he/she may contact the Overseas Student Ombudsman at no cost. This must be done within 10 working days. Please see Canterbury College's Complaints and Appeals Policy for further details.
- i) The school will notify the ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days; or



- ii. withdraws from the complaints and appeals process; or
- iii. the complaints and appeals process results in favour of the school.

### **3.2 Completion within expected duration of study**

- a) As noted in 1a, the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each study period will include an assessment of whether the student's progress is such that they are expected to complete their studies within the expected duration of the course.
- c) Canterbury College will only extend the duration of the student's study where the student has not completed their course within the expected duration due to:
  - i. the student can provide evidence of compassionate or compelling circumstances;
  - ii. the student has or is, participating in an intervention strategy as outlined in 1e
  - iii. An approved deferment or suspension of study has been granted in accordance with Canterbury College's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report via PRISMS and/or issue a new COE if required. In this case, the student will need to contact the Department of Home Affairs to seek advice on any potential impact on their visa, including the need to obtain a new visa.

### **3.3 Course attendance**

- a) Satisfactory course attendance is attendance of above 80% of the scheduled course contact hours.
- b) Student attendance is:
  - i. checked and recorded daily;
  - ii. assessed regularly;
  - iii. recorded and calculated over each study period.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer, or evidence that leave has been approved by the Dean or Head of College.
- e) Any absences longer than 3 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by the Year Level Coordinator/Coordinator of International Student Welfare / Dean each week over a study period to assess student attendance using the following method:
  - i. Calculating the number of hours, the student would have to be absent to fall below the attendance threshold for a study period, e.g. number of study days x contact hours x 20%; For example, a 20-week study period with 5 contact hours a day would equal 500 contact hours. 20% of this is 100 hours.
  - ii. Any period of exclusion from class will be assessed under Canterbury College's Deferment, Suspension and Cancellation Policy.
- g) Parents of students at risk of breaching Canterbury College's attendance requirements will be contacted by phone or email and students will be counselled and offered any necessary support when they have been absent for more than 10% of the study period.



- h) If the calculation at 3.3f indicates that the student has not passed the attendance threshold for the study period, Canterbury College will assess the student against the provisions of Item 3.1. Where the student has failed to meet the minimum attendance requirement, and Item 3.1 does apply, the school will promptly advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) Canterbury College will notify the ESOS Authority via PRISMS of the student not achieving satisfactory Course attendance as soon as practicable where:
  - i. the student does not access the complaints and appeals process within 20 days;
  - ii. the student withdraws from the complaints and appeals process by notifying the Head of College in writing;
  - iii. the complaints and appeals process results in favour of the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
  - i. the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g. medical illness supported by a medical certificate; and
  - ii. has not fallen below 70% attendance for the study period.
- k) The method for calculating 70% attendance is the same as that outlined in 3.3f with the following change: number of study days x contact hours x 30% or number of study days x number of days per week x 30%.
- l) If a student is assessed as having nearly reached the threshold of 70% attendance, the Head of College will assess whether a suspension of studies is in the interests of the student as per Canterbury College's Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under Canterbury College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.3h – 3.3i.

#### **4. Associated documents**

International Students – Complaints and Appeals Policy

#### **5. Review**

This policy and its associated procedures, quick reference guides and protocols will be reviewed on an annual basis Canterbury College, however, reserves the right to review this policy at any time.

#### **6. Acknowledgements**

Canterbury College acknowledges the ISQ School Handbook for Cricos Registration – Policies and Procedures.

#### **7. Guidelines/Procedure/Process**

N/A