

COURSE PROGRESS AND ATTENDANCE POLICY AND ASSOCIATED PROCEDURES



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COURSE PROGRESS AND ATTENDANCE POLICY AND ASSOCIATED PROCEDURES

PURPOSE OF THE POLICY

This policy and associated procedures outline Campbell Institutes' approach to ensuring all students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration. This policy and associated procedures also outline the procedures for managing unsatisfactory course progress.

This policy and associated procedures meet the requirements of Standard 2.3 the Outcome Standards for RTOs, as well as Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

DEFINITIONS

- At Risk means any student at risk of not progressing satisfactorily in their course.
- CoE means Confirmation of Enrolment.
Course progress means the progress made by an overseas and domestic student in achieving the learning outcomes for each unit of competency within a course, as specified in the course requirements.
- CRICOS means Commonwealth Register of Institutions and Courses for Overseas Students.
- DHA means the Department of Home Affairs, previously known as the Department of Immigration and Border Protection.
- Intervention strategy means a course of actions to identify and support students who are not making satisfactory course progress.
- NITR Notice of Intention to Report to DHA
- SMS means Student Management System
- PRISMS means Provider Registration and International Students Management System.
- Registered Education Provider means a registered higher education provider, VET provider, ELICOS, or Foundation Programs provider that provides courses to international students.
- SMS means Student Management System
- Study Period means a scheduled period of time during which a learner completes a one or more Units of Competency (UOC).
This will be either 5, 6, or 12 weeks depending on the qualification the student is enrolled in. SIT40521 and SIT50422 comprise 5 or 6 weeks, RII60520 comprise 6 weeks, and BSB80120 comprise 6 or 12 weeks.
- UOC means Unit of Competency
- Unsatisfactory attendance means an attendance rate of below 80%, in each study period.

OVERVIEW

Campbell Institute monitors domestic and international students' course progress, this includes academic progress and attendance, to ensure a student can complete their course within the required duration.

The duration of the course as specified on the student's CoE will not exceed that registered on the CRICOS register.

Campbell Institute advises students, before they commence their course, of the requirements to achieve satisfactory course progress, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook and within the Orientation.

All records of course progress and monitoring will be kept.

MONITORING COURSE PROGRESS AND ATTENDANCE

A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory progress and attendance.

Course progress and attendance is monitored during each study period as follows:

- At the halfway point of each study period, assessment submissions are reviewed. Students who have not submitted required assessments or have received a “Not Yet Satisfactory” outcome will receive an informal warning. They will be notified by email through the Student Management System (SMS), advising that they may be at risk of unsatisfactory course progress and are encouraged to take immediate steps to improve. At the end of the study period, after failing one or more assessment tasks of a unit following resubmission, a formal warning is issued. Continued non-compliance will result in a second warning in the next study period. Continued non-compliance in the next study period will result in a Notice of Intention to Report (NITR), in accordance with intervention procedures
- Attendance is recorded for each scheduled class. Weekly checks are conducted to ensure students maintain at least 80% attendance. Any absences of five or more consecutive scheduled days (except where approved leave applies) triggers an informal text message notification to the student advising they have not met the required attendance requirements. At the mid-point of each study period, students at risk of not meeting attendance requirements, are notified via email through the Student Management System (SMS) and are advised they are at risk and must improve. At the end of the study period, if attendance remains below 80%, a formal warning is issued. Continued non-compliance will result in a second warning in the next study period. Continued non-compliance in the next study period will result in a Notice of Intention to Report (NITR), in accordance with intervention procedures.
- By assessing the student's participation in class.
Course progress monitoring will determine the need for a student to participate in an intervention strategy. Campbell Institute commits to an early intervention approach as stated above.
A student will be required to participate in an intervention strategy if, following review at the end of a study period, they have been identified as at risk due to:
 - have an overall result of Not Yet Competent for a Unit of Competency
 - have attendance below 80% across scheduled class days during a study period without approved leave
 - non-participation in class

Course progress and attendance monitoring is achieved by reviewing data on the LMS and SMS.

INTERVENTION STRATEGY

Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in the Intervention Form.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of an informal warning, two formal warning letters and an intention of notice to report (NITR) as follows

- First warning letter: after failing one or more assessment tasks of a unit following resubmission and/or not meeting a minimum of 80% attendance requirements.
- Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting a minimum of 80% attendance requirement despite an intervention strategy.
- Notice of intention to report: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting a minimum of 80% attendance requirement despite an intervention strategy.

EXCEPTIONS

An exception may be made where a student is attending at least 70% of the course contact hours and is maintaining satisfactory progress.

EXTENSION TO AN EXPECTED COURSE DURATION

Extensions to the course duration specified on the CoE will be allowed if:

- Compassionate or compelling circumstances apply and demonstrable evidence of such is provided
- Where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.

Students are advised to contact the DHA to seek advice on their student visa.

REPORTING

Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period, despite interventions implemented, Campbell Institute will:

- Notify the student the intention to report the student for unsatisfactory course progress and/or attendance
- Inform the student of the reasons for the intention to report
- Advise the student of their right to dispute the decision by accessing Campbell Institute's Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Campbell Institute will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- 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.

PROCEDURES

1. ASSESS COURSE PROGRESS AND ATTENDANCE

- 1.1 Review data from SMS on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
- 1.2 Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the SMS. An attendance rate is calculated each week.
- 1.3 Contact the student via text message or email if:
 - They have not submitted required assessments or have received a "Not Yet Satisfactory".
 - They have been absent for five consecutive scheduled days without approved leave; or
 - If their attendance indicates they are at risk of falling below 80%.

This contact should be repeated until the student responds. Inform the student that their immediate attendance / assessment resubmission is required or that they will receive a First Warning Letter as specified below.

2. PROVIDE FIRST WARNING AND COMMENCE INTERVENTION STRATEGY

- 2.1 Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance from the SMS.
- 2.2 Use the Intervention Form to guide the meeting with the student.

- 2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
- 2.4 Monitor progress through regular communication and document progress on form.
- 2.5 In consultation with the student, adjust the intervention if required and update the Intervention Form.
- 2.6 Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements.

3. PROVIDE SECOND WARNING

- 3.1 Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance from the SMS.
- 3.2 Use the Intervention Form to guide the meeting with the student.
- 3.3 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.
- 3.4 Document any agreed adjusted interventions on the Intervention Form and implement immediately.
- 3.5 Monitor progress through regular communication and document progress on form.
- 3.6 Sign off on form when the intervention is complete and the student is meeting course progress/attendance requirements

4. ADVISE OF NOTICE OF INTENTION TO REPORT

- 4.1 Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance from the SMS.
- 4.2 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for Unsatisfactory Course Progress/Attendance.
- 4.3 Complete all actions associated with cancellation such as removal of student's email account, access to Campbell Institute's property and so on.

RESPONSIBILITIES

The Senior Compliance Manager is responsible for:

- Reviewing data to check course progress and attendance
- Conducting meetings with students and developing and monitoring intervention strategies
- Reporting students through PRISMS.

The Academic Enrolment Coordinator is responsible for:

- Issuing warning letters and notices of intention to report from the SMS

The CEO or delegate is responsible for:

- Reviewing and making decisions on student appeals in relation to course progress and attendance

Trainers and assessors are responsible for:

- Submitting attendance records
- Marking assessments and ensuring results are entered into the LMS
- Notifying the Senior Compliance Manager of students, they consider to be having difficulties with course progress and/or attendance

The Academic Enrolment Coordinator is responsible for:

- Updating attendance records via the SMS
- Ensuring LMS results are uploaded into the SMS

VERSION CONTROL

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2021	SC9-I Course Progress and Attendance PP	Released for comment	Harpreet Singh (CEO)	01.06.2023
1.1	10.10.2023	Campbell Institute Course Progress Policy and Procedure V1.1 October 2023	Updated procedure Editorial changes Updated Campus Address	Harpreet Singh (CEO)	09.10.2024
1.2	02.09.2024	Campbell Institute Course Progress Policy and Procedure V1.2 September 2024	Revised procedure Added reference to legislation	Harpreet Singh (CEO)	01.09.2025
1.3	31.10.2024	Campbell Institute Course Progress Policy and Procedure V1.3 October 2024	Change name of Policy and Process Revised procedure	Harpreet Singh (CEO)	30.10.2025
2.0	17.07.2025	Course Progress and Attendance Policy and Associated Procedures	Change name of Policy and Process Updated to meet Standard 2.3 of the Outcome Standards for RTOs Revised procedure	Harpreet Singh (CEO)	16.07.2026