

## PROGRESS, COMPLETION & ATTENDANCE POLICY

### 1. PURPOSE

This policy provides a documented process for monitoring students' academic progress and completion, intending to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments for international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 - Overseas student visa requirements. This policy determines the academic and attendance requirements for all Empyrean students.

### 2. SCOPE

- 2.1. This policy applies to all Empyrean students, current and prospective. This policy is relevant to EMPYREAN EDUCATION INSTITUTE as a registered training organisation required by the regulators and the Australian Department of Home Affairs to report on students' academic progress. This policy includes items for attendance monitoring requirements following E.E.I. policy and procedures.
- 2.2. The attendance of each client enrolled with Empyrean will be monitored closely to ensure full-time study activity, as attendance is necessary for satisfactory course progress. However, the Progress, Completion and Attendance Policy does not require the R.T.O. to report unsatisfactory attendance under the conditions of the overseas student visa. However, as part of our academic support and monitoring, our internal policy is that students must attend classes, and we record attendance at every class for both international and domestic students.

### 3. DEFINITIONS

<i>Academic performance</i>	Assessment of competency as a student progresses through the qualification
<i>CoE</i>	Confirmation of Enrolment
<i>Course</i>	Refers to the specific course a student is enrolled
<i>EEl</i>	Empyrean Education Institute
<i>Intervention Strategy</i>	A systematic plan of action consciously adopted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
<i>Learning Contract</i>	Intervention strategy
<i>Satisfactory course</i>	Attending scheduled classes, completing all assessments, and

<i>progress</i>	obtaining a Competency (C) in all the units in the prescribed study period.
<i>SSO</i>	Student Support Officer(s)
<i>Unit</i>	Unit of Competency
<i>Unsatisfactory course progress</i>	Where the student is deemed Not Competent (N.C.) in 50% or more of the units attempted in any study period
<i>V.E.T.</i>	Vocational Education and Training
<i>SMS</i>	Student Management System
<i>Study Period</i>	A study period is the regularly scheduled term of study between study breaks, often for ten weeks duration

#### 4. POLICY STATEMENT

- 4.1. Monitoring and awareness of student progress is essential in ensuring that students experiencing academic difficulties and at risk of failing can be identified in sufficient time and provided with appropriate academic support counselling and access to relevant student services.
- 4.2. All students are informed about the requirements for satisfactory course progress and attendance in each study period before their commencement in any course.

#### 5. ATTENDANCE RECORDS

- 5.1. Empyrean Education Institute will continue to record attendance in every training session via the aXcelerate SMS. This attendance record determines the last point of contact with students. It assists students who don't achieve competency on assessments regarding intervention strategy meetings or fail to achieve satisfactory academic completion or attendance requirements.

#### 6. RULES OF ATTENDANCE

- 6.1. There are two areas of the Attendance monitoring process: Lateness and Absence. When calculating a student's attendance, BOTH absence and lateness are considered.

#### 7. LATENESS

- 7.1. A student not sitting at the usual starting time will be marked late. Students who arrive at School and the training venue after 9:00 AM must report immediately to the Student Service Department. A record of lateness is kept. If an international student is marked as late (more than 30), this is recorded as a half day's absence on the international students' absentees register.

- 7.2. Students who arrive after 9:00 AM without previous notification of lateness when scheduled for training at a work-based training venue will not be allowed into the venue and will be marked absent for the entire day. If lateness records appear more than three times, E.E.I. may issue a warning letter or process for further action as appropriate.

## 8. ABSENCES

- 8.1. Students are expected to attend School and work-based training from the first day of term until the last day, including scheduled work experience.
- 8.2. If it is known that a student will be absent, permission should be sought in writing as early as possible. All notes requesting special permission for absence for reasons other than medical appointments should be addressed to Student Services and given as much notice as possible. Absence on grounds other than an illness or a medical basis is strongly discouraged as this may affect a student's ability to meet their attendance requirement and student visa requirement.
- 8.3. If a student is unexpectedly absent, the student should ring student services (08 92281600) before 9:00 AM on the first day of the absence. Student services will check any absence unaccounted for by 9:00 AM by telephone. If the absence is due to illness, upon their return to School, the student must present a medical certificate to the student service officer or trainer at the training premises.
- 8.4. Students may not leave the school premises during school hours unless their trainer receives a written request. If a student leaves School or any training premises without notice, she/he will be marked absent for half a day.
- 8.5. Students enrolled in the Certificate III courses with compulsory practical courses that miss more than one practical class with/without a medical certification must make up the practical class missed on another day when they do not have a scheduled practical class. This can be during the term or re-assessment weeks as approved by their assigned cookery trainer. This intends to ensure the student receives as much practical training as possible to qualify for the qualification.

## 9. COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

- 9.1. Empyrean Education Institute must manage students' course progress and workload to ensure they complete within the specified timeframe outlined in the Confirmation of Enrolment (C.O.E.) and per the registered course curriculum.

## 10. STUDENT LEAVE

- 10.1. Empyrean recognises that students may have to interrupt their studies for various reasons. However, Empyrean will not generally approve student leave during a study period unless compassionate or compelling reasons apply. Students must first complete and submit a student leave application, which the Empyrean Student Services will determine under liaison

with the Empyrean Academic Coordinator.

- 10.2.** Empyrean may approve/disprove leave applications dependent on the student's academic progress and subsequent course duration and pathway.

#### **11. APPROVED LEAVE- DOMESTIC STUDENT**

- 11.1. Students cannot apply for approved leave for a teaching period after the academic withdrawal date for that teaching period.
- 11.2. The maximum period of approved leave that may be granted in the first instance is 12 months.
- 11.3. To extend a period of approved leave, a student must apply in writing.
- 11.4. Students who have been granted approved leave and re-enrol by the stipulated re-enrolment date do not have to re-apply for readmission to their course.
- 11.5. Students who do not re-enrol by the due date for any teaching period and who have not been granted a period of approved leave are taken to have cancelled their enrolment and are considered as having discontinued their course.
- 11.6. Students who have been classed as having discontinued their course must re-apply for admission if they wish to resume their studies.

#### **12. APPROVED LEAVE INTERNATIONAL STUDENTS**

- 12.1. Applications for holiday leave during a teaching period will not be approved unless the student has applied for the leave period (the gap between two courses) before enrolment and had the application approved by E.E.I. Student Services before enrolment.
- 12.2. International students will be granted an approved leave for no more than two weeks for medical reasons, where a medical certificate states that the student could not attend classes.
- 12.3. If or when a student needs to take an approved leave for not more than two weeks for reasons other than medical, the student must pay the resit fee for the unit/units missed.
- 12.4. International students can temporarily suspend enrolment for a maximum period of six months.
- 12.5. Deferral, suspension or cancellation of enrolment may affect the student's visa.
- 12.6. If an international student's enrolment is suspended for more than six months, the student's visa may be cancelled by D.I.B.P.

#### **13. DURATION EXTENSION**

- 13.1. This policy recognises that EEI must only grant a student's study duration extension in limited circumstances. The extension can only be granted if the student is under an intervention

strategy due to compassionate and compelling circumstances.

- 13.2. EEI will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the student CoE, as the result of:
- 13.2.1. Compassionate or compelling circumstances as assessed based on verifiable evidence or;
- 13.2.2. Implementing or being in the process of implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress or Approved postponement or suspension of study has been granted. Considering the student's circumstances, all Intervention Strategies or Extensions will be assessed individually.
- 13.3. Except in the above circumstances, the expected study duration specified in the student's C.O.E. must not exceed the registered course duration.
- 13.4. If an extension to the duration of the student's enrolment is granted, EEI will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

#### **14. COMPASSIONATE OR COMPELLING CIRCUMSTANCES**

- 14.1. Serious illness to injury, where a medical certificate states that the student was unable to attend classes.
- 14.2. Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided).
- 14.3. Major political upheaval or natural disasters in the home country require emergency travel, which impacts their studies.

#### **15. MONITORING & TRACKING COURSE PROGRESS & COMPLETION**

- 15.1. Each course is set up within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and classes for delivery.
- 15.2. Students are then enrolled on the course, and a schedule is generated that students can access in the student portal.
- 15.3. Log-in details to the student portal will be provided to the student on their orientation day. More information is available from Student Services.
- 15.4. The class schedules and student progress for each study period are then monitored to ensure that students meet the minimum 50% competency requirement per study period and achieve satisfactory academic progress.

- 15.5. This process enables EEI to identify any students at risk of not completing within the expected duration on their CoE and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.
- 15.6. At Week 5 and Week 9 of each term, trainers fill in an "At Risk Register ", which indicates students at risk of not meeting the minimum completion rate of 50% of units conducted in a term period. These registers are forwarded to student services, to which reports are generated from the student management system and students who fail to achieve a better than 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with an SSO to plan an effective intervention strategy to progress to positive academic progress that enables the student to complete their studies as per the duration stated on their CoE.
- 15.7. Every student who receives a warning letter will be recorded on a register to ensure all students have an effective follow-up plan. This register also enables Empyrean staff to manage students' responses in an appropriate and unbiased procedure.
- 15.8. Students who fail to achieve satisfactory academic progress in two consecutive study periods and fail to engage in an intervention strategy will be issued a Cancel Enrolment letter as soon as practicable, notifying them of the following:
- 15.8.1. We intend to report the overseas student to the Australian Department of Home Affairs for unsatisfactory course progress.
- 15.8.2. International Students have the right to access our complaints and appeals process, following Standard 10 (Complaints and appeals), within 20 working days.

## **16. REPORTING FOR UNSATISFACTORY ACADEMIC PROGRESS- INTERNATIONAL STUDENTS**

- 16.1. Empyrean Education Institute will only report unsatisfactory course progress in PRISMS and advise the Australian Department of Home Affairs following section 19(2) of the E.S.O.S. Act if:
- 16.1.1. All internal and external complaints/appeals processes have been completed, and the decision or recommendation supports Empyrean Education Institute as the registered provider; or
- 16.1.2. The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- 16.1.3. The overseas student has chosen not to access the external complaints and appeals process; or
- 16.1.4. The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

- 16.2. Only when the above criteria are met can the student's case be referred to the Operation Manager for cancellation of CoE and the subsequent updating to the Australian Department of Home Affairs as soon as practicable.

## 17. ATTENDANCE MONITORING

- 17.1. Monitoring and recording attendance of Empyrean students will be conducted.
- 17.2. Each student's attendance is recorded and calculated throughout a term/study period using information from attendance records are input into the student management system (SMS).
- 17.3. The weekly attendance records are reviewed using this information in the SMS, and a report is generated to identify Students at risk of not satisfying attendance requirements.
- 17.4. The students identified as being at risk are notified by email, and their current attendance rate is given as an Attendance warning. The SMS records this notification against the contacted students' contact log.
- 17.5. Students with falling attendance will be notified by email on or before their attendance level reaches the 80% minimum. In each contact, the Attendance Warning issued will include:
- 17.5.1. A request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other help that may be viable
- 17.5.2. A statement explaining that Empyrean Education Institute is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa- overseas students
- 17.6. Should the student be absent for four consecutive days without prior approval, they will be contacted by email. They may also be phoned to initiate an intervention process and book an intervention interview.
- 17.7. Should the overall attendance rate of a student fall to 80%, a Final Attendance Warning Letter is sent to the student requesting an immediate intervention interview with student support staff and further warning the student of the imminent risk of reaching attendance percentages under the 80% minimum rate.
- 17.8. For five consecutive days absent without our prior approval or having reached attendance levels below 80%, the student is sent a Notification to Report letter outlining our intention to cancel the student enrolment and report the student to the Australian Department of Home Affairs (overseas students), the reasons and their right to access the appeals and complaints process within 20 days.
- 17.9. Any student who fails to attend and contact Empyrean within 14 days of the course start will have their enrolment immediately cancelled.

## 18. REPORTING FOR UNSATISFACTORY ATTENDANCE

- 18.1. Students whose attendance rates fall below 80% in a study period will receive an intervention notice from Student Services.
- 18.2. Students may also receive a Notice of Intention to Cancel if their attendance falls below 80% in any study period.
- 18.3. Empyrean Education Institute will only report unsatisfactory attendance in PRISMS and advise the Australian Department of Home Affairs following section 19(2) of the E.S.O.S. Act if:
  - 18.3.1. All internal and external complaints/appeals processes have been completed, and the decision or recommendation supports Empyrean Education Institute as the registered provider; or
  - 18.3.2. The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
  - 18.3.3. The overseas student has chosen not to access the external complaints and appeals process; or
  - 18.3.4. The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 18.4. Only when the above criteria are met can the student's case be referred to the Operation Manager for cancellation of CoE and the subsequent updating to the Australian Department of Home Affairs as soon as practicable.

## 19. EXTENSION TO COURSE DURATION

- 19.1. EEI will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the student CoE, as the result of:
  - 19.1.1. Compassionate or compelling circumstances as assessed based on verifiable evidence; or
  - 19.1.2. Implementing or being in the process of implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress; or
  - 19.1.3. Approved postponement or suspension of study has been granted; or
  - 19.1.4. Considering the student's circumstances, all Intervention Strategies or Extensions will be assessed individually.
- 19.2. Except in the above circumstances, the expected study duration specified in the student's C.O.E. must not exceed the registered course duration.

- 19.3. If an extension to the duration of the student's enrolment is granted, EMPYREAN EDUCATION INSTITUTE will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa.

## 20. PUBLISHING & DISSEMINATION OF COURSE PROGRESS MONITORING

- 20.1. Course Progress Monitoring information will be published in all student information so that students and future students will be notified of the following:
- 20.1.1. The requirements for achieving satisfactory course progress
  - 20.1.2. The process for assessing satisfactory course progress
  - 20.1.3. The Intervention strategies that will be implemented for students at risk of failing to achieve Satisfactory course progress
  - 20.1.4. The process for determining the point at which the student has failed to meet Satisfactory Course Progress
  - 20.1.5. Procedure for notifying students that they have failed to meet satisfactory course progress requirements
- 20.2. Empyrean Education Institute will also make this policy and intervention strategy readily available to staff and will instruct trainers and student service staff appropriately.

## 21. RESPONSIBILITIES

- 21.1. Trainers and SSO will be responsible for:
- 21.1.1. Reminding students of their attendance obligations;
  - 21.1.2. Reminding students of their requirement to maintain satisfactory academic progress;
  - 21.1.3. Informing students of the availability of counselling and support services should they be experiencing study and/or personal problems;
  - 21.1.4. Telling students that further action will be taken should they make unsatisfactory academic progress; and
  - 21.1.5. Informing students that other action will be taken should they not meet attendance requirements.
- 21.2. As soon as the SSO becomes aware of any student who fails to meet the intervention strategy, the SSO must inform the Academic Manager & Operation Manager.
- 21.3. Student Services or the Academic Manager shall be responsible for correspondence to or meetings with at-risk students.

21.4. The Academic Manager & Operation Manager are responsible for final decisions about students at risk and those deemed to have made unsatisfactory academic progress.

## 22. RELATED DOCUMENTS

- Student Intervention Policy
- Student Intervention Strategy Form
- Academic Progress Warning Letter
- Attendance Warning Letter
- Notice of Intention to Cancel
- Complaints and Appeals Form