



Global Business College of Australia Pty Ltd

trading as

Global Business College of Australia (GBCA)

ELICOS Progress, Attendance and Intervention Policy

Policy & Procedure 30

337-339 La Trobe Street, Melbourne VIC 3000

338 Queen Street, Melbourne VIC 3000

DOCUMENT CONTROL

Department	GBCA Training & Learning GBCA Student Administration GBCA Student Support	Author(s)	GBCA Training & Learning	
Quality Controlled Policy No. & Title Version	Policy 30 ELICOS Progress, Attendance and Intervention Policy and Procedure V1.1	Approved	GBCA Compliance	
		Authorised	Compliance Manager	
Standards	National code 2018 - Standard 8 Overseas student visa requirements ELICOS standard P1	Distribution	Internal	GBCA Manager GBCA Staff
			External	GBCA Students

REVISION RECORD

Date	Version	Revision description
13 Mar 2018	1.0	GBCA creates policies and procedures against The National Code 2018 and the ELICOS standard 2018
20 Nov 2018	1.1	Revised policy to incorporate student leave

1.0 Purpose

1.1 This policy is designed to govern the student attendance monitoring processes across Global Business College of Australia's English language intensive courses for overseas students (ELICOS). This is to ensure that GBCA meet the requirements of the National Code 2018:

Standard 6: Student Support Services

Standard 8: Overseas student visa requirements - ELICOS and where a condition is set on GBCA's registration by an ESOS agency (ASQA) to monitor its students by attendance.

ELICOS standard P1

1.2 Student visa conditions require that students maintain satisfactory academic progress/attendance in their course.

2.0 Scope

This policy applies to all student administration and student support operations within GBCA. This includes:

Student Administration & Services Manager - recording, monitoring & reporting student attendance, generating student attendance report, issuing warning letters and Notice of intention to report to identified students and reporting students via PRISMS.

Teacher - teaching the students and also recording attendance and assessments on a daily basis

Academic Manager - managing teachers and providing academic counselling to students at risk.

3.0 Responsibility

3.1 The Academic Manager is responsible for the implementation of this policy and procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

4.0 Definitions

4.1 "Unsatisfactory attendance" is defined by GBCA as have an attendance rate below 80% of the required face-to-face class time.

5.0 Requirements

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

GBCA is required to manage student's course progress to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.

In addition, GBCA must monitor each student's enrolment to ensure they:

- Are attending at least twenty hours of face to face learning per week.

MONITORING AND TRACKING COURSE COMPLETION

1. GBCA maintains and tracks course progress through the Student File:
 - a) Students are enrolled through the Student File, which includes their level, class, term of enrolment, contact details, attendance, academic progress and marks as well as any other administrative information relative to the student.
 - b) During the student orientation, students will have a copy of the Learning Outcomes both printed and emailed.
 - i. The Learning Outcomes are in addition to the Confirmation of Enrolment
 - ii. The Learning Outcomes cover the target knowledge and skills in each level of course
 - c) Teachers ensure that throughout their enrolment that students are developing in line with the Learning Outcomes
 - i. Global Business College of Australia understands that some students acquire the target knowledge and skills faster and are able to level up more quickly than normal
 - ii. Global Business College of Australia understands that some students require more time to acquire the target knowledge and skills, students who are struggling are allowed to remain in the same level or move down a level if the material is too difficult
 - iii. Teachers and the Academic Manager refer to the Learning Outcomes to help students continue to improve
 - iv. When students are unable to improve, the Learning Outcomes aid the Academic Manager implement the necessary Intervention Strategies
2. GBCA maintains and tracks course progress through the enrolment process within the Student File. Academic progress is measured through a variety of forms of assessment both formative and summative. These assessments vary between courses. Results are recorded by the teacher and then entered into the Student File by GBCA staff. Assessments include, but are not limited to: weekly tests, oral presentations, homework and essays.

EXTENSION TO COURSE DURATION

3. GBCA will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE. Extension of a CoE will be processed according to Policy 19 Deferral, Suspension and Cancellation.
4. All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
5. Except in the circumstances listed above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

MONITORING COURSE PROGRESS

6. GBCA tracks student's course progress via the enrolment within the Student File.
7. GBCA will monitor the student's academic performance during and at the end of each course, and alert the student where necessary should they be falling below the requirement.

PROGRESS MONITORING DURING THE COURSE / INTERVENTION STRATEGIES

8. GBCA is required to implement Intervention Strategies for students not meeting the course requirements.
9. GBCA will review the academic progress of each student via the Curriculum Overview and enrolment within the Student File. This will allow GBCA to identify 'AT RISK' students and whether:
 - a) The student has missed or has average score of less than 60% on two consecutive weekly formative assessment, or three weekly formative tests so far during the course, or less than an average of 60% on a summative test.
 - b) The student has been identified by their teacher as unable to complete the course in the required duration
10. 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
11. In the event GBCA varies expected duration of study on completion of the Intervention process, GBCA will:
 - a) Record this in the Student File as well as on the student's file
 - b) Issue a new CoE
 - c) Report this variation via PRISMS
12. GBCA will also inform the student to contact DIBP to discuss any issues with their VISA requirements.
13. Strategies for Intervention may include, but are not limited to:
 - a) Academic counselling with a study plan
 - b) Extra Tuition

- c) Extension in course duration
- d) Personal counselling

PROGRESS MONITORING AT THE END OF THE COURSE

- 14. If a student gets less than 60% of the final summative tests, they will be issued with the first warning letter of not achieving satisfactory course progress. The student will stay at the same level for at least 5 more weeks.
- 15. More intervention strategies will be put in place, and the next review date of the first warning letter will be in five weeks.
- 16. At the next review date, if the student continues to not meet satisfactory course progress or the intervention requirements as per the intervention arrangement, they will be issued with a second and final warning letter.

REPORTING

- 17. GBCA must report any student who has 'unsatisfactory course progress' for two consecutive ten-week cycles to DIBP via PRISMS.
- 18. 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 GBCA will report to DIBP at the first available opportunity.

PROVIDING COURSE FEEDBACK TO STUDENTS

- 19. All written assessments are accompanied with written feedback.
- 20. Face-to-face individual overall feedback is provided every two weeks.

MONITORING COURSE ATTENDANCE

- 21. Attendance is monitored by teachers daily through the class roll.
- 22. Attendance will be marked for each session. Students who late arrive by more than 15 minutes will be marked absence for that session.
- 23. Attendance will be marked 100% during public holidays.
- 24. Students who wish to take leave during study time must submit a leave request form to the Academic manager. The leave request form must be submitted at least 5 days prior to the leave. The academic manager only approves leave based on compassionate or compelling reasons. As a guide some examples of compelling or compassionate grounds are:
 - 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 (Where possible a death certificate should be provided);

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - a traumatic experience which has impacted on the student (these cases should be supported by police or psychologists' reports) which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime,
25. Student leave will be excluded from calculating student attendance rate.
26. Before courses begin, teachers will receive a class attendance roll (either in hard or electronic copy) for the courses they teach.
27. Teachers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll.
28. At the end of each week, attendance data is input into a spreadsheet by the Teacher and then forwarded to the Student Administration & Services Manager.
29. The method for calculating the attendance rate will be as follows:
- calculation of attendance will be made on each Monday of the course starting from Week 2, or
 - if a student is absent for more than three (3) consecutive days without approval, the teacher will notify the Student Administration & Services Manager, she then contacts the student to check that they are safe and if necessary, warn the student of their attendance obligations. Student Administration & Services Manager will request a meeting with the student. A written record will be kept of this meeting.
 - **Average completion attendance: It measures the percentage of minutes that the Learner has attended for classes run to date within a single timetable**
 - **Maximum Possible Average Attendance: It measures the average attendance of the student if they attend 100% of the remaining classes until the end of each 10 week course.**
30. At any point in time that a student's **average completion attendance** is below 85%, the Student Administration & Services Manager will send a warning letter to the student. The warning letter will be sent to the student's nominated email address. If a student is under 18, a copy of the letter will be sent to the student's guardian in Australia.
- ~~31. If a student's attendance continues to decline below 80%, the student will be notified in writing (a Notice of Intention to Report) of GBCA's intention to report the student's unsatisfactory attendance to the Department of Home Affairs (DoHA). Students will also be notified of their right to access GBCA's complaints and appeals process within 20 working days.~~
32. On the occasion of each warning sent to the student, the Academic manager will meet with the student to discuss their attendance record and a plan to ensure the student's overall attendance **of each 10 weeks course** remains above 80%. A written record (Form SA041 Minutes of meeting: intervention arrangement) will be kept of this and any follow up meetings.
33. If a student's **average completion attendance** continues to decline below 80% **and the maximum possible attendance also drop below 80%**, the student will be notified in writing (a Notice of Intention to Report) of GBCA's intention to report the student's unsatisfactory attendance to the Department of Home Affairs (DoHA). Students will also be notified of their right to access

GBCA's complaints and appeals process within 20 working days.

34. The Notice of Intention to Report issued must describe intervention so far, warning letters already sent and what has taken place and the intention to report the student. It also must detail the student's right to appeal the decision and provide advice on what the student must do regarding their visa.
35. A student may appeal on the following grounds:
 - GBCA's failure to record or calculate the student's marks accurately,
 - compassionate or compelling circumstances, or
 - GBCA documented policies and procedures that have been made available to the student.
36. After the 20-working day period, if a student does not submit an appeal or the student's appeal is unsuccessful, the Compliance Manager will report the matter to DoHA via PRISM as a course variation caused by unsatisfactory attendance.
37. The Academic Manager receives notification through the Student File whenever a student drops below 80% attendance.
38. GBCA may choose not to report a student for attending less than 80% where all of the conditions below are met:
 - the student produces documentary evidence demonstrating that compassionate or compelling circumstances apply
 - the student has attended at least 70% of the scheduled course contact hours.
39. If the appeal shows that there was an error in calculation, and the student actually made satisfactory attendance, GBCA does not report the student, and there is no requirement for intervention.
40. If the student chooses not to access the complaints or appeals processes within the 20- working day period or withdraws from the process.

OR

On completion of the appeals process unsatisfactory attendance is confirmed, they will be reported to DET and DoHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory attendance.