

ATTENDANCE, COURSE PROGRESS AND INTERVENTION POLICY

PURPOSE

The purpose of this policy is to specify Spring Hill Colleges' approach to recording and monitoring student attendance, course progress and intervention in compliance with the National Code 2018, with the requirements of the ESOS Framework and specifically the ESOS Act 2000 and student visa requirements.

Spring Hill College has chosen to implement the [Department of Education–DIBP approved course progress policy and procedure](#).

SCOPE

This policy applies to all the international students studying in Australia on a student visa and who are enrolled in VET qualifications offered by Spring Hill College.

PRINCIPAL

Monitoring Course Attendance

Spring Hill College ensures that there is a clear correlation between students' academic progression and class attendance. The administration team review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements.

On orientation day, students receive their course timetable, which includes details such as class start and end times, term breaks, and any holidays. This helps students plan their schedules and stay informed about important dates throughout the term.

Recording Student Attendance

- The admin team of each campus uses the approved attendance register which includes details such as student name, student ID, course details and class information.
- If the admin team is aware why the student was absent, an "SUSP" or "S" (whichever is applicable) will be recorded in the attendance register.
- The attendance register is given to the trainers at the start of the week.
- Before using the attendance register, the trainer checks that the Course/Unit details on the class attendance register are accurate and marks the corresponding boxes to confirm the record is true and accurate.
- The attendance is recorded twice daily on full days— once for each session at 9:00 am and 1 pm.
- If a student has not signed the attendance register within 30 minutes after the class starts, the trainer will mark them as 'A' for the session.
- If a student is late the student will sign beside the 'A' and their record will reflect as absent for the session.
- The trainer/assessor returns the completed attendance register to administration at the end of the specific group's academic week.

Calculating Student Attendance

- The attendance is calculated over each study period.

- The attendance data from the attendance register is recorded in the SHC's attendance monitoring tool by the administration team.
- A formula is configured in the attendance monitoring tool which determines the student's projected attendance.
- The attendance monitoring tool facilitates any necessary student communications.

Notification of unsatisfactory attendance

Notification of missing 5 consecutive scheduled days:

- Any absences of 5 consecutive scheduled days or more without approval will be investigated as a matter of urgency.
- The admin will attempt to contact the student directly after it has been identified that the student has missed 5 consecutive days.
- If the student is not reachable the admin will contact the student's agent or next of kin or emergency services.
- Where contact is established, the admin will arrange a time to meet and counsel the student with the campus manager and explain the importance of notifying the college when absent. This appointment should be scheduled as soon as possible and, where possible, within seven (7) days of establishing contact.
- Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period, the formal process will begin.

Student warning Notifications <i>(All the warning letters are sent to students by SHC's admin staff)</i>		
First Warning Letter	When a student's projected maximum possible attendance falls between 90% and 85% over the study period	Students will receive first warning letter as a communication to attend a meeting to identify reasons for not attending and remind the student of their enrolment responsibility to maintain attendance as per their visa requirement.
Second Warning Letter	When a student's projected maximum possible attendance falls between 85% and 80% over the calculation period	Students will receive a second warning letter – students will be notified that a further fall in attendance may lead to the student being reported to DoHA for breach of their student visa. Admin will schedule an intervention meeting between the student and the campus manager. In the event of the No show the student will be called for follow-up advising of the no show and requiring a show cause as to why they failed to attend the meeting.
Notice of Intention to Report	When a student's projected maximum possible attendance falls below 80% over the calculation period that means the attendance has dropped below the defined levels and there is no possibility of the student	Students will receive a final warning letter - Notice of Intention to Report - Students will have 20 working days to appeal in writing their absences. Students are advised that they may initiate SHC's Complaints and Appeals Policy and Procedure. SHC will not finalise the student's attendance status in PRISMS until the outcome is finalized. (Refer to reporting section)

Student warning Notifications *(All the warning letters are sent to students by SHC's admin staff)*

	reaching that level by the end of the study period	
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Important Notes

Warning letters are issued progressively and in order (First, Second, and Notice of Intention to Report), even if the attendance falls rapidly between calculations this is because issuing warning letters progressively and in order ensures fairness, transparency, and compliance with regulations. It gives students multiple opportunities to address attendance issues while fostering communication and identifying underlying challenges. This approach minimises disputes, supports student well-being, and maintains the college's reputation by demonstrating a structured and compassionate process.

Exemptions maybe Considered

- Compassionate and Compelling circumstances
- The intervention strategy has been implemented
- An approved deferment or suspension on the ground of compassionate or compelling circumstances

Record Keeping

All records will be kept on the student's file and within the student management system, including warning letters and the Notice of Intention to Report.

Monitoring Course Progress

The purpose of this policy is to ensure that SHC's students maintain satisfactory course progress through the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory course progress and taking remedial actions.

The intention of this policy is to provide all the students with the best opportunity to meet their course requirements and study goals to ensure that students do not breach their visa requirements and complete their course within the expected duration specified in the students CoE.

Policy

- SHC outlines and informs the overseas student the requirements to achieve satisfactory course progress before they commence the course
- Students are assessed for their course progress at endpoint of each Study period.
- For satisfactory course progress students are required to achieve competency in a minimum of 50% of enrolled units in each study period.
- Students may apply for an extension via email from their trainer. SHC may allow two weeks' extensions, except in compassionate or compelling circumstances that warrant additional time.

Procedure

- Once the unit is concluded the trainer enters the student's unit outcome in the unit result sheet including non-submissions.

- Admin reviews the unit result sheet and transfers the student's final result to the course progress monitoring tool.
- Campus managers review the course progress monitoring tool to determine if the student has successfully completed at least 50% of the unit for the study period.
- Campus managers also monitor the course progress of the student regularly that are on intervention.
- Students who fail to achieve the minimum 50% competency will be sent notification of unsatisfactory course progress and will be required to attend an Intervention Strategy Meeting.

Notification of unsatisfactory course progress

Student warning Notifications <i>(All the warning letters are sent to students by SHC's admin staff)</i>		
First Warning Letter	Where a student achieves less than 50% course progress in a given study period	Students are advised to attend the intervention Strategy meeting with the Campus Manager within a week of issuing the first Warning letter. Intervention Strategy will be recorded in the student's file and will be monitored by the Campus manager for course progress.
Second Warning Letter	Student who fails to adhere with the intervention strategy in the consecutive study period for which warning letter 1 was issued and the satisfactory course progress (above 50%) has not been maintained.	If the student is not adhering to the intervention Strategy a second Warning letter and a revised intervention Strategy is provided to the student in a meeting with Campus Manager. Revised intervention will be recorded in the student file and will be monitored by the Campus manager weekly for course progress.
Notice of Intention to Report	Students who fail to achieve satisfactory academic progress in two consecutive study periods and have not engaged in an intervention Strategy previously will be issued with an intention to report letter	All students who fall below the 50% satisfactory course progress requirement over two consecutive terms and have no supporting reasons shall be reported to DoHA via PRISMS for a breach of their visa condition, specifically not meeting satisfactory course progress requirements. Students are advised that they may initiate SHC's Complaints and Appeals Policy and Procedure. SHC will not finalise the student's course progress status in PRISMS until the outcome is finalized. (Refer to reporting section)

Student may appeal on the following grounds:

- Compassionate and Compelling circumstances
- The intervention strategy has been implemented
- An approved deferment or suspension on the ground of compassionate or compelling circumstances

Intervention strategy

An intervention strategy will be applied if the student:

- Has been identified as “At risk”
- Where projected attendance falls below 90%
- is not achieving at least 50% competency for a study period

Student “At risk” must participate in an intervention strategy. The intervention strategy is developed to meet the student’s needs and is documented in an Intervention Strategy Form.

- Students are monitored throughout the study period to ensure they are not 'at risk' of falling behind. This is done through observation, involvement in class, and timely assessment submission. Spring Hill College supports its students through ongoing monitoring and mentoring when this occurs.
- Trainers and Assessors regularly remind students that assessments MUST be completed in class.
- The Campus Manager develops an Intervention strategy to assist students in course progression/ attendance. This may involve study plans and a calendar of important dates.

Intervention strategies discussed during the meeting but not limited to:

- identify the best support strategies to suit the situation and plan the implementation.
- academic and personal support/counselling is offered to the student internally or externally as appropriate.
- planned regular follow-ups and feedback from the trainer to track progress and keep communication open.
- re-sitting unit assessments.
- receiving individual assistance/mentoring.
- attending counselling (external assistance).
- receiving assistance with personal issues influencing progress (maybe external help).
- any other support appropriate to the individual circumstances.

All records MUST be recorded on an Intervention Form and signed and accepted by the student and a representative at Spring Hill College.

Extension to an expected course duration

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

- compassionate or compelling circumstances apply (verifiable evidence is provided), and
- 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 requirements.

Course Duration Variation

SHC will adjust the duration of a course for an individual international student if that student already has the skills and knowledge to complete assessment without attending training, while still ensuring the course requirements are adhered to.

If it becomes apparent that a larger group or cohort is progressing and not maintaining full attendance, SHC will consider reviewing the course structure including duration, and varying if required.

Reporting

Spring Hill College will only report unsatisfactory course progress in PRISMS if:

- the student's course progress remains unsatisfactory at the end of the notice period (20 working days); or
- 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.

Spring Hill College will not report unsatisfactory course attendance on PRISMS if:

- if the student's attendance is at least 70 per cent
- if the student is maintaining satisfactory course progress

All records will be kept on the student's file and within the student management system, including warning letters and the Notice of Intention to Report.

Note: For the purpose of the Course Progress, Attendance, and Intervention Policy refer to APPENDIX A: ACRONYM & DEFINITIONS section

APPENDIX A: ACRONYM & DEFINITIONS

SHC	Spring Hill College
VET	Vocational Education and Training
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
CoE	Confirmation of Enrolment
PRISMS	Provider Registration and International Students Management System
DoHA	Department of Home Affairs
ISM	Intervention Strategy Management
A	Absent
P	Present
L	Approved Leave
H	Public Holiday
S	Sick (Medical Certificate)
At Risk (Course Progress)	If a student does not demonstrate competency in at least 50% of the Units of Competency completed during any study period, they are deemed to be "at risk" of failing to meet the requirements for Course Progress, which could hinder their ability to finish the course within the expected time frame.
At Risk (Attendance)	When a student's projected maximum possible attendance falls below 80% in a study period.
Scheduled Contact Hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study session and examinations. Students must attend full time study as per their timetable.
Study Period	A study period is defined as a term of 10 weeks duration (not including scheduled course breaks)
Academic Week	At Spring Hill College, the Academic week is defined as follows: For regular classes: Sunday to Saturday For weekend classes: Monday to Sunday
Compassionate Or Compelling Circumstance	Spring Hill College classes any compassionate or compelling circumstance as those that are generally beyond the control of the student, when they have an impact on the student's course progress, attendance or wellbeing. Students must show evidence of such a circumstance wherever reasonable, e.g., a medical certificate may be requested. These include:

	Illness, injury or stress (vicarious stress) Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time. Permanent or temporary disability (that has occurred during the duration of the course) Evidence required: a medical certificate signed by a doctor or general practitioner stating that the student was/is unable to attend classes for an extended period of time. Bereavement of close family members Evidence required (any of the following): Statutory Declaration, Death Certificate, a letter from a funeral home. Incident or issue causing distress to a student impacting on their capacity for study, e.g. involvement in a serious accident, witnessing or being the victim of a serious crime Evidence required: Police report, counsellor/ psychologists' report. Other Evidence required: any relevant certified document attesting that the situation is outside a student's control and affects their ability to study
Intervention Strategy	The purpose of intervention strategy is to provide guidance to an international student that has been identified as "at risk", where they have not been able to meet satisfactory course progress as outlined in this policy
Satisfactory Course Progress	Satisfactory course progress is defined as a student who has successfully completed and achieved competency in at least 50% or more of the course requirements in that study period.
Unsatisfactory Course Progress	Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period.
Satisfactory Course Attendance	Satisfactory course attendance is defined as when a student has attended at least 80% or more of the scheduled contact hours for each study period.
Unsatisfactory Course Attendance	Unsatisfactory course attendance is defined as when the students projected maximum possible attendance falls below 80% in a study period.
Unit Result Sheet	The unit result sheet monitors students' course progress and records the number of attempts they have to pass the assessment.
Tracking sheet	A tracking sheet is a course progress monitoring tool used by campus managers to monitor students course progress.

Document Control			
Version	Date	Author	Change Description
V1.0	20/04/2024	Ashima	First copy of the policy
V1.1	24/01/2025	Vijay Kumar	Included the acronyms and definitions