Attendance and Course Monitoring Policy and Procedures

1. Purpose

The purpose of this policy is to ensure that **Worldwide Skills Development Pty Ltd t/a The Future Culinary Academy (herein referred to as ''FCA'')** monitors and records attendance and course progress of international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet attendance and course progress requirements.

The intention of this policy is to provide all the students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This policy ensures compliance with Standard 6 and 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)*, *Standards for RTOs 2025* - Standard 2.3, 2.4, 2.5, 2.7 & 2.8 of the *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025 and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025.*

This policy has been implemented to ensure that students maintain satisfactory attendance and course progress requirements.

2. Responsibility

Academic Coordinator and Student Support Officer are responsible for the implementation of this policy and ensuring that staff members are aware of its application and implement its requirements.

FCA will monitor and record course attendance every fortnight. Course progress will be monitored throughout the course of study in which the student is enrolled. Attendance and Course progress will be monitored along with each other, this is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

FCA will provide support to the students who are unable to meet attendance and course progress requirements by inviting them for a meeting and implementing intervention strategies to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.

Students who are not attending classes may mean that they might not be able to achieve satisfactory course progress. If student is unable to meet satisfactory course requirements despite repeated warnings and implementation of intervention strategies, the student will be reported to the Department of Home Affairs (DHA) via PRISMS when student fails to demonstrate competency in at least 50% of the units in two consecutive study periods.

3. Definitions

CoE - CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before the Department of Home Affairs (DHA) can issue a student visa.

DHA means Department of Home Affairs. The Department of Home Affairs is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, counterterrorism, the protection of our sovereignty, citizenship, and social cohesion.

ESOS Act means the Education Services for Overseas Students Act 2000. Federal Government act that regulates the provision of education and training services to international students in Australia and which stipulates student VISA conditions. It sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

Cth means Commonwealth of Australia

Study Period is defined as **one term of a course** in which a student is enrolled. The duration of a term may differ depending on the qualification. For detailed information regarding the length of study periods for each course, students should refer to the FCA Student Handbook.

National Code 2018: National Code of Practice for Providers of Education and Training to Overseas Students 2018. Under the ESOS Act, the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code 2018 supports the effective administration of the ESOS legislative framework by the Commonwealth, state, and territory governments.

Compassionate circumstances: circumstances that produce a feeling of sympathy for the student's troubles.

Compelling circumstances: circumstances that are powerfully convincing.

PRISMS means Provider Registration and International Student Management System (PRISMS). The Provider Registration and International Student Management System (PRISMS) is a secure database owned and maintained by the Department of Education, Skills and Employment for the purposes of administering the Education Services for Overseas Students Act 2000 (ESOS Act).

Minimum Attendance requirements: The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

Unsatisfactory Course Progress is where a student does not meet the course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period.

Satisfactory course Progress: where a student can meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50% of the units in the given study period.

Student at risk: A student at risk is defined as one who has not made satisfactory academic progress in a course for a given study period (providing the study period is not the second consecutive study period) and is therefore subject to an intervention strategy.

4. Policy

FCA will ensure that the student participates in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions. FCA will also check and ensure that all the required assessments are completed up to the required point of time.

Prior to the enrolment during Pre-Training Review, Student Handbook and prior to commencement of the course during orientation day, students will be informed about satisfactory course progress and attendance requirements in each study period.

FCA gives strong emphasis on attendance and course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

FCA identifies both the training support and wellbeing needs of each student prior to enrolment and throughout their course. Appropriate support services will be provided, including access to trainers, assessors, and support staff. Students will be informed about how and when to access these services, including wellbeing resources and external referrals that can assist students with their academic progress and personal wellbeing. Reasonable adjustments will be provided to support students with disabilities, and if any requested adjustment is not feasible, this will be communicated clearly and in a timely manner, along with alternative options where possible.

4.1. Completion within expected duration

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The expected duration of the course as specified in the overseas student's CoE should not exceed the CRICOS-registered duration of the course.

FCA will monitor student attendance and course progress regularly to ensure that students satisfactorily progress through their course and complete their studies within the duration specified on their Confirmation of Enrolment.

4.2 Attendance Requirements

Monitoring Attendance

FCA will collect attendance on regular basis as per student's scheduled class, contact students who are not attending classes and identify appropriate support that can be provided to the students. FCA will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who will be absent from the class on a continuous basis will be identified as "at risk". The Academic Coordinator/Student Support Officer will send warning letters to the students as per this policy based on unsatisfactory attendance.

Attendance records

The Academic Coordinator/Student Support Officer will maintain and record course attendance every fortnight on the Attendance tool. The attendance records will be maintained in the following manner using the *Attendance Record Sheet*.

Class rolls for each unit of competency for all the courses will be kept and will contain the following information to a minimum:

- Course Code and Course Name
- Intakes
- Group No (where applicable)
- Student ID
- First name and last name of student
- Individual student's sign-in and sign-out signature section
- Name and signature of the trainer/assessor either training or assessing that class.
- Location

FCA will retain evidence of student attendance in scheduled classes through marked attendance sheets signed by the trainer. The class attendance will be recorded in the attendance tool. This Attendance tool will be the official record for class attendance.

The attendance sheets signed by trainers will be securely retained in accordance with FCA's Records Management Policy from the date the attendance is marked.

Prior to enrolment as well as commencement of the course, through its orientation program, FCA will advise the students about the importance of attendance requirements and how it may affect the course progress. Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout their course.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. FCA will send warning letters as per the following attendance circumstances:

- *First attendance warning letter* will be sent to the students when the trainer notices any unauthorised absence for more than 5 consecutive days or if a student's attendance falls below 95%. Students will be called to a meeting to discuss their reasons for absence and will be provided with support where required.
- *Second attendance warning letters* will be sent to students if their attendance falls below 85%. This will be followed up by inviting students to attend an intervention meeting. The Institute will implement Intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. Discussion notes will be documented in the Intervention strategy form and will be placed in the student's file.

FCA will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress.

If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), FCA will send course progress warning letter to students and implement course progress monitoring procedures in accordance with section 5 of this policy.

4.3. Course Progress Requirements

4.3.1. Course progress requirements are defined in relation to the study periods and may include any combination of the following.

- Satisfactory completion of certain assessment tasks for each unit.
- Achieving competency in the units of competency during the given study period.

4.3.2. Requirements are designed to uphold the academic integrity of the courses delivered at FCA and to meet the course requirements, in consideration of the study period's length and the number of units and assessment requirements of the course.

4.3.3. If students do not maintain satisfactory course progress, FCA's course progress monitoring procedures will be followed.

4.3.4. FCA will use a range of methods to assess course progress, including review of assessment tasks, skills test, observations and interaction by learners, and other measures of academic progress.

4.3.5. Students course progress will be recorded on excel sheet and will be regularly assessed by Student administration.

4.3.6. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration. Any form of academic misconduct will not be tolerated at the institute. FCA will address any form of misconduct and allegations of misconduct.

4.3.7. FCA chooses to implement the "Department of Education, Skills and Employment" course progress policy and procedures. Regular and sufficient attendance in class is necessary for successful achievement of expected outcomes and to maintain course progress requirements.

4.3.8. FCA will **monitor, record, and assess the course progress** of each student for each unit of the course for which the student is enrolled in. A student's course progress will be assessed in each study period.

4.3.9. Students will be informed during the orientation about their course progress requirements.

4.3.10. FCA has intervention strategy in place to assist students who are at risk of not making satisfactory course progress. At a minimum, for students, the intervention strategy will be discussed and implemented where the student has failed or is deemed not yet competent (NYC) in 50 per cent or more of the units.

4.3.11. Attempted in any study period, FCA may choose to intervene at any point before the end of the study period, for example, if the student does not attend the classes regularly or does not respond to FCA's attempts to assist the student in achieving satisfactory course progress.

4.3.12. Throughout the course and in each study period, students will be assessed against this *"Attendance and Course Progress Policy and Procedure"*. If a student is identified for the first time as not making satisfactory course progress, warning letters will be sent to students to inform them about their course progress requirements. A meeting will be organised to identify the reason of unsatisfactory course progress and discuss any issues students may have. Intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of the following study period or as soon as practicable.

If a student is identified as not making satisfactory course progress and fails to demonstrate competency in 50% of the units in the second consecutive compulsory study period of a course, despite implementation of intervention strategy, such student will be reported to the Department of Home Affairs via PRISMS, which may also impact their student visa. Detailed procedures for course progress are mentioned below in section 5.2 of this policy.

4.3.13. All students must ensure that they are making satisfactory progress throughout their course. If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), FCA will implement the process of reporting students based on unsatisfactory course progress.

4.4. Intervention Strategy

FCA will identify, notify, and assist students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. FCA will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the Academic Coordinator or Student Support Officer, and it may include one or more of the following strategies (but not limited to):

- Arranging counselling.
- English language support.
- Reviewing learning materials with the students and providing information to students in a context that they can understand.
- Reasonable Adjustments
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Attending tutorial or study groups.
- Receiving assistance with personal issues which are influencing progress.
- Receiving mentoring.

- Referral to external organisations where FCA is unable to address the identified learning or academic issues:
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.
- Making timetable adjustments using the new study plan

Students can also refer to the Student Support, Welfare and Wellbeing Policy for more details on support by assessing the policy from FCA's website www.thefca.edu.au.

Reassessment/Repeat unit

Learners who are unsuccessful at achieving competency on the first attempt will be given two further opportunities for reassessment at a mutually agreed time and date. If a learner fails to achieve competency after three attempts in total, they will be required to re-enrol in the unit.

Students are entitled to a total of three attempts:

- 1st Attempt (Original submission): Free of cost
- 2nd Attempt (First reassessment): Free of cost
- 3rd Attempt (Second reassessment): $300 Fee

If a student fails the third attempt, they must repeat the unit. The unit repeat fee is $300.

Attendance and Submission Rules

Non-Attendance: Not attending an assessment will be counted as one assessment attempt, unless the student provides:

- A medical certificate from a registered practitioner confirming the student was medically unfit to attend, or
- Independent evidence of exceptional compassionate circumstances beyond the student's control (e.g., serious illness or death of a close family member).

Late Submissions: A late submission fee of $50 per assessment will apply if a student fails to submit by the due date, unless an extension has been approved by the trainer.

- The maximum period for late submission is 4 weeks after the due date.
- Submissions after this period will not be accepted and will be recorded as a failed attempt.

Students who fail to submit their assessment work during the second reassessment (third attempt) will be deemed **NYC** (Not Yet Competent) and required to repeat the unit.

Students with insufficient attendance in practical training classes will not be eligible to undertake the assessment and will be required to repeat the unit.

To view the Assessment Policy and Procedure, please visit www.thefca.edu.au.

4.5. Extension to expected course duration.

Extensions to the course duration specified on the CoE is only allowed where:

Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

- 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.

  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
  - A traumatic experience which has impacted on the students, and which could include involvement in or witnessing of a serious accident; and
  - Witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where FCA is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements or is in the process of implementing Intervention Strategy.
- An approved deferral or suspension of studies has been granted in accordance with FCA's Deferral, Suspension and Cancellation Policy and Procedures.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DHA via PRISMS.

All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

Where the duration of the students' enrolment is extended, it is advisable for the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa, including the need to obtain a new visa.

4.6. Reporting students

FCA will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.

FCA will be required to report the student to DHA via PRISMS if student demonstrates unsatisfactory course progress in two consecutive study periods, i.e., failing in 50% or more the units in two consecutive study periods, despite implementing intervention strategies.

Prior to reporting, students will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Students have the right to appeal against this decision as per FCA's Feedback, Complaints and Appeals Policy and Procedure within 20 working days. If the student chooses to access this process, the student will not be reported until this process is complete.

FCA will only report unsatisfactory course progress in PRISMS if:

- The internal and external complaints processes have been completed, and the decision or recommendation supports the Institute or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- The overseas 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 FCA in writing.

All records will be kept in the student's file, including warning letters and the notice of intention to report.

4.7 Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC).

All work submitted must be an accurate reflection of the student's level of competence. If it is found out that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behavior at FCA (refer to student handbook), and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating Policy available on FCA's website and/or at the reception for more details: www.thefca.edu.au.

5. Procedures

The procedure for attendance and course monitoring policy demonstrates how the policy will be implemented and who will be responsible for the steps taken under this policy.

5.1. Monitor Attendance: Student's attendance will be regularly monitored to ensure that FCA facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course.

Procedures	**Responsibility**
A. Monitor and record attendance. ● Students' attendance will be recorded every day on **the Attendance Record Sheet by the trainer.** This class attendance will be recorded in the attendance tool by the Academic Coordinator. This Attendance tool will be the official record for class attendance. The attendance sheets signed by trainers will be securely retained in accordance with FCA's Records Management Policy from the date the attendance is marked. **Attendance Monitoring Tool* will be used to check if attendance is satisfactory. ● Academic Coordinator will analyse the attendance tool every fortnight and identify students who are not attending classes.	Trainer Academic Coordinator/Student Support Officer
B. Identify students at risk for Unsatisfactory attendance – Stage 1 Where a student's attendance falls below 95% or who has been absent for more than five consecutive days without approval or satisfactory reason, FCA will contact those students to discuss their absence. *First attendance warning letter* will be sent to the student. Students will be provided with an opportunity to contact FCA's staff if they are facing any difficulty so that support can be provided for them. Aim of the meeting will be: ● Discuss the reasons for low attendance with the student if students have been absent for more than five consecutive days without approval and/or who are at risk of not meeting attendance requirements before student's attendance drops below 80%. An appropriate Intervention strategy may be discussed and identified during	Trainer Student support officer Academic Coordinator

the discussion if required. • FCA will offer support services to students which may include academic and future progress advice, counselling, mentoring. (Refer to Intervention strategy and/or Student Support, Welfare and Wellbeing policy for more details available on FCA's website www.thefca.edu.au). • Notify students about their attendance and course progress requirements and the stage where they can be reported to DHA via PRISMS on unsatisfactory course progress basis. • FCA will keep a summary of this discussion/meeting for record keeping purposes. Continue to monitor student attendance using the Attendance Record Tool.	
C. Risk of Unsatisfactory attendance – Stage 2 • Where a student's attendance drops below 85% or who has been absent for more than five consecutive days without approval, a second warning letter for low attendance will be sent inviting the student to attend a meeting. The aim of the meeting will be to discuss attendance problems and agree to intervention strategies aimed at improving student's current attendance situation so that student can maintain satisfactory attendance and course progress requirements. • FCA will offer support services to students, which may include academic and future progress advice, counselling, mentoring. (Refer to Intervention strategy and/or Student Support and Welfare policy for more details). • Intervention strategy form will be completed if student agrees on implementation of intervention strategy. If the attendance is still unsatisfactory, i.e., below 80% despite implementing intervention strategies, student's course progress will be reviewed. - If a student's course progress is unsatisfactory, students will be invited to attend intervention meetings and intervention strategy will be invoked in accordance with the course progress policy and procedures. - Warning letters will be sent to the students, and intervention strategies will be applied and implemented. If a student's attendance is unsatisfactory but the student is making satisfactory course progress, the student will still be counselled on the importance of attendance for successful course progression. The students' course duration and their skills and knowledge will be reviewed considering the ASQA guidelines about Overseas Student Attendance. If required, FCA will invite the students to apply for RPL and the Institute will reduce the duration of the course to the minimum duration required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week. For more information, please refer to Appendix 1- ASQA attendance guidelines.	Student support officer Academic Coordinator

D. Linking student's attendance with course Progress *(Process where students have failed to meet satisfactory course attendance)* Before commencement of the course, during induction program and during classes, students will be informed about the importance of attendance and how it affects the course progress. If student does not meet satisfactory attendance requirements, student's course progress will be reviewed and carried forward on the following basis: • If student's course progress is found to be unsatisfactory, FCA will issue unsatisfactory course progress warning letters. Course progress procedures will be applied as mentioned below in section 5.2. or FCA will report the students to the Department of Home Affairs (DHA) on unsatisfactory course progress for two consecutive study period; however, Institute will actively monitor and record student's attendance in line with National Code 2018 Standard 8.10, 8.11 & 8.12. Note: FCA will not report the students on the basis of attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS.	Trainer Academic Coordinator

5.2. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8

Procedure	Responsibility
A. Monitor course progress. • Student's course progress will be assessed and monitored regularly as per course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period. • Class activities, formative tasks and class participation will be used to informally monitor students in class. • *Course Progress and Attendance Monitoring Tool* will be used to monitor formal progress. • During each given study period, a student's course progress will be reviewed and assessed to determine if student is at risk of not meeting course progress requirements. • Follow-up will be done with academic staff to check if the records are	Trainer Academic Coordinator

incomplete or complete.	
B. Risk of Unsatisfactory course progress – Stage 1 ● Where a student's course progress has been identified as 'at risk' of falling below 50% for the first study period, Notification Letter will be sent to student to inform them that the student **is at the risk** of breaching student's visa requirements to maintain satisfactory course progress for 1st study period. ● Students will be advised to contact FCA's Administration department or trainer if required to discuss maybe having and agree to intervention strategies aimed at maintaining satisfactory course progress. Intervention strategy will be applied if student is facing any issues.	Academic Coordinator Student Support Officer
C. Risk of Unsatisfactory course progress – Stage 2 If student: • has not successfully demonstrated competency in at least 50% of the units in 1st study period of his/her course, or • If meeting was arranged on call and student did not attend intervention meeting. • If intervention strategy is implemented and the student has failed to follow intervention strategy as agreed upon. It will be interpreted that the student is still at risk of not making satisfactory course progress. In this case, FCA will send 1st warning letter to the students indicating that they are still at risk of not maintaining satisfactory course progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk. Students will be invited to meet with the Academic Coordinator or student administration to discuss any issues that they might be having and to offer support services. Aim of the meeting will be: • Inform students of the implications of amending their CoE, if applicable. • Record intervention meeting outcomes in the *Intervention Strategy form*. • Discuss and identify intervention strategies with the student. Academic Coordinator will ensure that *the Intervention Strategy form* is signed and accepted by the student to state that they agree to the intervention strategy. • Implement intervention strategy immediately as documented in the *Intervention Strategy form.* • Notify student about course progress requirements and the intention to report them if they demonstrate unsatisfactory course progress in two	Student Support Officer Trainer

consecutive study periods. To issue a new CoE and extend the duration of the student's study (if required), the Academic Coordinator will find the CoE concerned and select the SCV (Student Course Variation) report option, including reasons for granting the extension. All the documents will be placed on the student's file. **D. Risk of Unsatisfactory course progress – Stage 3** If student: • did not attend the meeting after sending a warning letter. • has not followed the intervention strategy as discussed, or • Course progress is still at risk of being less than 50% of the units for the second consecutive study period. Administration staff or representatives will issue a 2nd Warning letter. Students will be given another chance to meet with the Academic Coordinator or student administration. Aim of this meeting will be to discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student. Course progress will be monitored continuously.	
E. Inform the student of "Intention to report" for making unsatisfactory course progress continuously. • Course progress will be monitored continuously. If student has failed in more than 50% of their units for two consecutive study periods despite of implementing intervention strategies, students will **be notified in writing of intention to report** them to DHA via PRISMS through "Intention to report letter". • Reasons for intention to report will be noted in the letter. • Student will be informed of their right to access FCA's Complaints and Appeals process within 20 working days of receiving the "Intention to report" letter (the date specified on the letter). • Students who choose to access this process will not be reported if they appeal within 20 working days, indicating FCA's intention to notify. Students must continue to attend their classes during the appeals process as specified in FCA's *Feedback, Complaints and Appeals Policy and Procedure.* • FCA will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if: - the internal and external complaints processes have been completed, and the	Academic Coordinator/Complaints Officer Appeals Officer

decision or recommendation supports FCA's decision, or - the 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, - The student withdraws from the internal or external appeals processes by notifying FCA in writing. • Reporting a student to DHA may also impact their student visa. • FCA will keep a copy of the Letter and any other relevant documentation.	
F. Following the Notification of Intention to Report • If the student does not appeal against the decision to report to them or if their appeal is unsuccessful, or if they withdraw from the process, FCA will report the student to DHA via PRISMS for breach of course progress requirements. • If student appeals to external authority, e.g. Commonwealth ombudsman, FCA will not report to the student until appeal process is concluded. • Student's enrolment will be kept active until both Internal and External complaints and appeals process have been completed.	Academic Coordinator/Complaints Officer Appeals Officer

Appendix 1

Guidelines-ASQA Attendance Requirements

Overseas students are required to participate in and attend the scheduled classes.

Note for Students

Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week.

Students are also **expected to progress through their course** so that they complete the course within the nominated course duration.

If **an overseas student** is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.

In this case, FCA **will invite the student to apply for RPL, and the Institute will reduce the duration of the course to the minimum duration** required, given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

FCA has implemented "Attendance and Course Monitoring policy and procedures" to monitor minimum attendance requirements and if students don't meet these requirements, they will be ***breaching student visa condition.*** *The Department of Home Affairs (DHA) may cancel a student's visa if the students fail to maintain their enrolment.*

Students who cannot show that they are meeting the requirements of the qualifications or accredited course **are at risk of not progressing in their course** (that is, they are at risk of not completing the course within the nominated duration) will be notified that they are at risk and they will be invited to meet with the Academic Coordinator/Student Support Officer to discuss any support services required (including intervention strategies).

If a student fails to make satisfactory course progress (including by not participating in the training as outlined in the training and assessment strategy and timetables), FCA will **report the students to the Department of Home Affairs (DHA)** via PRISMS on the basis of unsatisfactory course progress for two consecutive study periods.
Before reporting the students to DHA, FCA will ensure that proper process and procedures are followed as per the above-mentioned Attendance and Course Progress procedures.

Keeping Students Informed:

During enrolment process before student's start their course, Students will be informed of the following information through the written agreements:

- *the duration of their course and the modes of study (including course delivery location and the facilities provided by FCA)*
- *that students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of the conditions of their visa*
- *that if students don't attend scheduled classes, FCA may reassess the student's course duration, and may shorten their course duration.*
- *that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa.*
- *that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.*

Students will also be provided with the above information during Induction.

A student must be aware of the following:

- Enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Attend classes as per the scheduled class times.
- If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), FCA will implement a process for reporting unsatisfactory course progress in PRISMS as per this Attendance and Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing FCA's Complaints and Appeals policy, which can be made available from the website or from reception.

Before reporting the students to DHA, FCA will ensure that proper process and procedures are followed as per the *Attendance and Course Progress policy and procedures.*

FCA will:

- *Undertake **an intervention strategy to assist** the student at risk of not meeting the course progress requirements in sufficient time for the students to achieve satisfactory course progress. This will be documented in the Intervention Strategy form.*
- *Inform the students of the intention to report to them and the reasons why FCA is reporting them.*
- *Inform the students about how they can access an internal complaints and appeals process.*
- *Advise the students on their external appeal rights.*