OVERSEAS STUDENT VISA REQUIREMENT

NATIONAL CODE STANDARD 8

This policy and procedure outlines Student Completion of Studies in the Monitoring of Course Progress, Monitoring of Attendance and Duration of Study

CONTENTS

1. PURPOSE AND SCOPE

1.1 These policies and procedures are drafted to ensure compliance with all legislative and regulatory requirements established under the:

- ➤ ESOS ACT 2000;
- ➤ ESOS Regulations 2019;
- ➤ The National Code 2018;
- ➤ National Vocational Education and Training Regulator Act 2011
- ➤ Standards for Registered Training Organisations (RTOs) 2015
- ➤ Migration Act 1958; and
- ➤ Migration Regulations 1994

Pivotal Education is always committed to ensuring that:

- ➤ the academic progress and attendance of all of its international students are monitored and that appropriate intervention strategies and procedures are in place and implemented at the right time.
- ➤ students' compliance with student visa conditions relating to attendance are monitored
- ➤ proactively notifying and counselling students who are at risk of failing to meet attendance requirements
- ➤ under Section 19 of the ESOS Act & ESOS Regulations, reporting information about students who have breached the condition of a student visa with respect to course attendance or progress requirements, specifically student's contact details, their residential address in Australia and overseas.
- ➤ students complete their courses within the duration specified on their confirmation of enrolment (CoE);
- ➤ extensions to that time are limited to circumstances and reasons relating to:
  - compassionate or compelling circumstances,
  - intervention strategy in the case of unsatisfactory course/academic progress, and to
  - cases of approved deferment and or suspension of enrolment.

1.2 This document should be read in relation to policies and procedures relating to:

- ➤ National Code Standard 6, Student Support Services;
- ➤ National Standard Code 10, Complaints and Appeals;
- ➤ Critical Incident Policy and Procedures

2. POLICY AND PROCEDURE

2.1 Monitoring Student Attendance

2.1.1 <u>Attendance Monitoring</u> occurs twice in each study period as follows:

> ➢ Mid-study period: based on attendance for the total number of scheduled class hours for the study period e.g. for a 10 week study period, mid-study period will be at the end of week 5; and,

> ➢ At the end of a study period: based on attendance for the total number of scheduled class hours for the study period.

2.1.2 <u>Specific interventions</u> are triggered when:

> ➢ a student is absent for more than 20 consecutive hours of class time at any stage during a study period without explanation and approval;
> ➢ a student's attendance falls between 70 and 79 per cent; and when
> ➢ a student's attendance rate falls below 70 per cent.

2.1.3 Students are sent an **Attendance Warning** SMS by the Student Services Officer if they are absent for more than 20 consecutive class hours, without explanation and/or leave and are thereby identified as being 'at risk'.

2.1.4 The Attendance Warning requires the recipient to make an appointment with the Intervention Officer within five (5) working days to discuss the reasons for their absence, and to be referred for further counselling and advice if required.

2.1.5 Students who fail to respond to the SMS within the required time will be telephoned by the Intervention Officer or Student Services Officer and, if need be, further steps will be taken to establish contact with the student.

2.1.6 If a student's potential or final attendance for a study period falls below 80% but not below 70% at any point in the monitoring sequence and if they have failed to make satisfactory academic progress they are sent an **Unsatisfactory Attendance Intention to Report** Letter.

2.2 Monitoring Course Progress

2.2.1 The ESOS framework and Department of Home Affairs visa conditions require that students maintain satisfactory academic progress in their course.

2.2.2 Unsatisfactory progress is defined by Pivotal Education as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period.

2.2.3 The units of competency are grouped in a structured sequence designed to create discrete 'Study Periods' ranging from 8 to 12 weeks' duration, with the courses being constituted by two to four study periods (for example two study periods for a six-month Certificate and four study periods for a year-long Diploma course).

2.2.4 Unit of competency results are recorded by trainers and overall course academic progress is monitored by the Intervention Officer, with specific interventions designed to maximize students' opportunities to complete their course within the expected duration.

2.2.5 The Trainers are also responsible for implementing the **Level 1 (Completion of Unit) Intervention Strategy.**

2.2.6 The Intervention Officer is responsible for generating the Course Progress Report, which is used to identify students for the **Level 2 (Study Plan) Academic Intervention Strategy**.

2.2.7 The Academic Coordinator is responsible for implementing the **Level 3 (Unsatisfactory Academic Progress) Academic Intervention strategy** with students who identified as 'not making sufficient academic progress'

2.3 Completion within Expected Duration

2.3.1 Pivotal Education staff will constantly monitor student assessments and workloads and record any changes /variations on the student file. Pivotal Education will monitor every students enrolment load a minimum of once per study period to ensure students can complete the course in the duration as per the Confirmation of Enrolment (COE).

2.3.2 This structured delivery of Courses ensures that all students complete their Course within the expected duration, provided there are:
- no outstanding instances of Unit 'failure' (assessed as 'not yet competent') at the completion date of the CoE;
- no compassionate or compelling circumstances related leave; and/or
- no approved deferment or suspension of study.