



Attendance and Course Progress Policy

1. Purpose

The purpose of this policy is to outline the ABM Further Education (hereafter referred to as ABM) policy and procedure for monitoring attendance and academic progress of overseas students (hereafter referred to as 'students'), to ensure these students are able to complete their course within the expected duration specified in the CoE, in compliance with Standard 8 of the National Code of Practice for Providers of Education and Training for Overseas Students 2018 (National Code 2018).

2. Scope

This policy relates to all students who are subject to a student visa and who are studying with ABM.

3. Policy statement

In accordance with the National Code 2018, ABM, as a registered provider, is required to monitor the attendance and academic progression of its students, to promote and uphold the academic integrity of the individual registered provider and to meet the ASQA requirements for training packages and accredited courses.

4. Definitions

Term	Meaning
ABM	ABM Further Education
Academic progress	Successful completion of units of the course or course increments of the course the student is enrolled in, and the time frame specified in the COE
Attendance warning letter	Letters that are sent to students due to non-compliance with their course attendance requirements. Issued as a first warning and second warning Appeal A formal request in writing by a student to have a decision made in relation to that student to be reviewed or reconsidered in relation to non compliance with course attendance requirements or unsatisfactory academic progress
COE	Is the Confirmation of Enrolment, which includes the principal course of study and time frame in which the course is to be completed



Compassionate and compelling circumstances	Serious illness or injury, where a medical certificate states that the student was unable to attend classes, bereavement of close family member such as parent or grandparent, 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 such as involvement in or witnessing a serious accident; witnessing or being the victim of a serious crime (should be supported by police or psychologist report), or where ABM is unable to offer the student a prerequisite unit, or where the student has failed a prerequisite unit and faces a shortage of relevant units for which they are eligible to enroll
Complaints and Appeals Policy and procedure	Is the complaints and appeals procedure that students are required to follow when making complaints, appealing decisions of ABM either internally or externally
Course progress warning letter	Is the letter issued to a student where the student has been identified as making unsatisfactory course academic progress
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students. Only CRICOS registered courses can be offered to students studying in Australia on a student visa
ESOS Act	Education Services for Overseas Students Act 2000 in conjunction with the National Code determines the requirements for monitoring course attendance and progress of international students
Intervention Strategy Plan (ISP)	A documented process agreed upon between the Head of School in which the student is enrolled and the student, which outlines the academic support and/or assistance to a student identified as being at risk of or not achieving satisfactory course progress in any study period. The strategies in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student's workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting upon student
Medical Certificate	A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period of time during which a student is/has been affected by a medical condition impacting on their participation and/or attendance. A medical certificate may be issued by the following medical and health practitioners registered under the Health Practitioner Regulation National Law, including but not limited to general medical practitioner, psychologist, chiropractor, dentist, optometrist, osteopath, physiotherapist, podiatrist and approved other health specialists
Notice of intention to report	A written notice issued to the student advising of ABM's intention to report their unsatisfactory course academic progress or non-compliance with course attendance requirements to the Department of Home Affairs



(ITR)	and providing the student with 20 working days in which to appeal the decision
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Student	Is a person (whether onshore or overseas at the time of enrolment) who holds a student visa to study in Australia

5. Attendance

1. To achieve satisfactory attendance, students must attend at least 80% of the scheduled contact hours of their study period for the course in which they are enrolled.
2. It is the students' responsibility to ensure they attend all classes. It is also the student's responsibility to notify and discuss any absences with their teacher/trainer. This may be forwarded to the Student Services department.
3. Where a student's attendance percentage is less than 50%, they will be issued with a letter of poor course progress, unless prior to the warning letter being issued, the student is able to provide evidence satisfactory to the teacher/trainer regarding their absences from class.
4. Students who attend more than 2 hours late will be marked as absent by the trainer unless they have a valid reason, such as a medical issue, and have informed the student Services in advance.
5. Students who attend class late cannot be refused entry to the class, however trainers/teachers may report to the Training Manager.

6. Monitoring and recording of attendance

1. Every teacher/trainer is to have a student attendance sheet for their individual class session and ensure that the attendance sheet is completed at or prior to the class session ending.
2. Where a student is found to be absent from the class session, the teacher/trainer is to note the absence of the student.
3. The teacher/trainer is to save the attendance sheet on ABM Share Drive for student enrolments at the end of the class session.

7. Absences from class



1. Where a student is found to be absent from the class session, the teacher/trainer is to note the absence of the student on the attendance sheet.

(i) A student who is absent for 1 hour or more from any class session will be marked 'absent'.

(ii) If the class sessions are separated into morning and afternoon periods, 2- hour Rule will apply to students' attendance in each period separately.

8. Absences due to medical and other reasons

1. A student who is absent from class due to medical reasons is required to provide a medical certificate for absence. Absences relating to medical reasons and where a medical certificate is provided for that absence will still be counted when calculating an attendance percentage.

2. Medical certificates will only be accepted where they have been signed by registered medical practitioners, health practitioners or approved health specialists.

3. Medical certificates that are backdated for an absence will not be accepted unless the Principal, is satisfied that there are sufficient reasons given by the student as to why they were not able to obtain a medical certificate on the day of their absence.

4. A student is required to provide written notification for all absences where it is known by the student in advance that they will not be attending class. These absences will still be counted when calculating an attendance percentage.

9. Attendance and course progress review procedure

1. Students after their first term of study not meeting course progress and/ or attendance is below 50%

- Issue a letter of recommendation on how to improve and risk of not able to complete the course

2. Students after two terms of study not meeting course progress and/ or attendance is below 50%

- Issue 1st warning letter
- Conduct intervention

Failure to reply to the warning letter



- Student services to make contact with the student and explain the reason of the warning letter
3. Students who are below 50% attendance but have a 50% or above course progress
 - Student services to send an e mail, reminding them of their student VISA obligations, regarding attending classes regularly.
 4. All documents issued to the student in the attendance and course progress procedure are to be recorded on the individual student's academic file, within the RTOM management.
 5. ABM can implement intervention strategies to a student who is at risk of not meeting the course attendance requirements and before/after the student's attendance drops below 80 percent of the course contact hours.

10. Academic progress

1. In order to progress satisfactorily and maintain a full-time study load, students must demonstrate competency in 50% or more of enrolled units of competency during an enrolled term.
2. The academic department will ensure that academic progress is monitored by the teaching/training staff at all times and that appropriate intervention strategies are implemented as soon as issues emerge in relation to an individual student's academic progress and who are identified as being at risk of not making satisfactory course progression.

11. Monitoring academic course progression

1. Teaching/training staff are required to monitor the academic course progression of individual students throughout their study period.
2. Teaching/training staff will use a variety of assessment processes to monitor academic course progression of a student, to identify whether a student is making satisfactory academic progress to complete the course within the duration specified in the student's CoE.
3. The Teacher/Trainer of the student has responsibility for identifying individual students who may be at risk of not meeting satisfactory course academic progress.
4. A final review of student academic performance will occur following the grade release at the completion of each term.



5. Once a student has been identified as making unsatisfactory course progress, the Training Manager will issue the student with a Course Progress Warning Letter.

6. A Course Progress Warning Letter will require the student to meet with the Training Manager or Principal, to discuss their course progress, and if necessary, activate an Intervention Strategy Plan (ISP).

12. Intervention Agreement process

Once a meeting with the student has been established. An intervention agreement is to be created.

It is important to follow the following

- Ensure to have realistic timelines for assessment resubmission
- Students need to complete the COE term first before they can extend
- If a student has not completed more than 5% of a qualification after 3 terms, it can be recommended for the student to be moved into a term 1 class. Therefore, an extension can then be given when the student reaches their COE end date in order to complete the qualification.
- If a student demonstrates mental or health issues. The student can suspend their study, as long as they present a medical certificate

The ISP must outline, but not limited to:

- a. The reason and background of why the student is at risk or failed to maintain satisfactory course progress or satisfactory course attendance as well as requests for assistance with any learning or personal difficulties.
- b. The current course/academic progress including the identified problems (i.e., course attendance and/or course progress)
- c. The required/requested support (e.g., learning support – library, or LLN).
- d. The conditions imposed to the student:
 - The scheduled review dates
 - Timeframe of the plan
 - The potential outcomes of the ISP

1. Students will receive a copy of the signed agreed intervention agreement, and a copy is saved against their student file
2. A follow-up review needs to be set, to ensure the student is demonstrating progress.
3. Failure to demonstrate progress will require a follow up with student and reminder on their intervention agreement.
4. If the student remains unsatisfactory, a second warning letter is to be issued, and the same process will be repeated.



13. Notification of Department of Home Affairs

1. All students identified as maintaining an unsatisfactory attendance level and/or academic progress will be notified in writing via an Intention to Report letter.
2. The Intention to Report letter is formal notification to the student that ABM intends to report their non-compliance with their course attendance requirements and/or unsatisfactory academic progress, to the Department of Home Affairs.
3. Students who maintain unsatisfactory progress after two (2) consecutive warning letters will receive an Intention to Report Letter.
4. Where the student does not lodge an appeal within twenty (20) working days of the date of the Intention to Report Letter or where their appeal is rejected, the student will be reported to the Department of Home Affairs for their non-compliance with their course attendance requirements and/or their unsatisfactory academic progress.
5. In deciding whether to report or not report a student to the Department of Home Affairs, ABM will consider all evidence provided by the student in their response to the Intention to Report Letter, in particular, where a student provides evidence of compassionate or compelling circumstances that have impacted on a student's ability to attend class or undertake study.

14. Extending course duration

1. ABM will only extend a student's enrolment where, ABM:
 - (i) has assessed that the student has compassionate or compelling circumstances and there is evidence provided by the student that is satisfactory to ABM, to support this assessment
 - (ii) has implemented, or is in the process of implementing, an ISP for the student
 - (iii) has received an approved deferral or suspension of the student's enrolment
2. Where ABM extends the duration of the student's enrolment and the student's visa will expire prior to completion of the course, the student will be required to apply for a new student visa to complete the study.

15. Appeals process:

Students who wish to lodge a complaint or an appeal regarding a decision made under this policy and



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procedure are to follow the Complaints and Appeals policy and procedure which can be found at:

<https://abm.edu.au/wp-content/uploads/2024/06/COMPLA1.pdf>