

International Students

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Purpose

The purpose of this policy is to ensure that Everest Institute of Education (Ei) monitors 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 course progress and attendance requirements.

The intention of this policy is to provide all 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 and procedure ensures compliance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and ASQA's Fact Sheet —Overseas Student Attendance*.

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances include but are 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 student 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 Everest Institute of Education (Ei) is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

DET means Department of Education and Training

Satisfactory Course Progress is where the student has:

- participated 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, supervised study sessions, and mandatory and supervised work-based training
- completed all required assessment up to that point of time as identified through the allocated timetable.

Unsatisfactory Course Progress is where a student is not participating in the training as outlined in the training and assessment strategy and timetables and completing all required assessment up to that point of time as identified through the allocated timetable. This includes but not limited to the following:

- Has been absent for the minimum duration based on 20 scheduled course contact hours per week
- Does not participate in the course as per the course schedule or attendance requirements.
- Is identified by a trainer/assessor as requiring intervention for not completing their course within the duration as specified in their CoE.

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- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress

Satisfactory attendance is defined as where a student attends minimum duration based on 20 scheduled course contact hours per week

Unsatisfactory attendance is where the student does not or cannot meet attendance requirements as specified above.

An **Intervention Strategy** may include one or more of the following interventions:

- Regularly attend scheduled classes based on minimum 20 hours per week
- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Ei 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.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Department of Home Affairs is a central policy agency, providing coordinated strategy and policy leadership for Australia's national and transport security, federal law enforcement, criminal justice, cyber security, border, immigration, multicultural affairs, emergency management and trade related functions.

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Policy

- Everest Institute has a documented course progress and attendance policy and procedure which will monitor, record and assess the course progress and attendance of each student for the course in which the student is currently enrolled. These policies are made available to all staff and students.
- Ei assess students' attendance and course progress on a weekly basis and record this assessment on each student's file. Students will be made aware that they will be reported to Department of Home Affairs if they do not maintain satisfactory course progress and attendance.
- At a minimum, the intervention strategy will be activated where the student is not participating in the training as outlined in the training and assessment strategy, timetables and completing all required assessment up to that point of time as identified through the allocated timetable.
- Ei will activate an intervention strategy at any point where it feels the student will not be able to complete their studies within their CoE period or if they have been identified as failing or at risk of failing to meet attendance and course progress requirements.
- Where intervention measures are implemented this will be documented and placed on the relevant students' file.
- The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student:
 - Regularly attend scheduled classes based on minimum 20 hours per week
 - attending academic skills programmes
 - attending tutorial or study groups
 - receiving individual case management
 - attending study clubs
 - attending counselling
 - receiving assistance with personal issues which are influencing progress
 - receiving mentoring
 - 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.
- An intervention strategy will be activated by use of the following means:
 - a letter to the student
 - personal contact with the student by a suitably authorised staff member
 - contact with the student by the Course Coordinator; or
 - other methods in accordance with this policy.
- Ei will be able to initiate the reporting process for a student not meeting satisfactory attendance and course progress after an intervention strategy has been implemented and the student has been allowed time for the intervention to run its course.
- Where Ei intends to report a student for not making satisfactory attendance and course progress, they will be advised that they are able to access Ei's Complaints and Appeals process within 20 working days
- If a student lodges and appeals, all records relating to this appeal will be maintained in accordance with Standard 8, 10 and Ei's Complaints and Appeals Policy and Procedure.
- Where the student's is reported to the Department of Education via PRISMS, the copy of this reporting will be maintained on the student's file.
- Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

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Procedure:

1. Notifying students of their Unsatisfactory Attendance and Course Progress

Procedure	Responsibility
<p>A. Notifying student of Unsatisfactory Attendance and Course Progress</p> <ul style="list-style-type: none"> • A student's attendance will be deemed unsatisfactory if they have been absent for the minimum duration based on 20 scheduled course contact hours per week. • Trainer and Assessor will inform the Admin team of a student's absence or irregular pattern of participation in the course they are enrolled by submission of the Weekly attendance sheet. • Ei Admin team will monitor student's attendance on a weekly basis through use of this document. • Where a student's absence is identified of not attending the minimum 20 scheduled hours per week, they would be notified by Admin Team through use of a Course Progress & Attendance Monitoring Letter • Where a student's absence is due to Compassionate and Compelling Circumstances this must be evidenced with supporting documentation. • Where a student does not respond to Ei within 5 business days of receiving the letter, Ei will send them a 2nd letter of Course Progress & Attendance Monitoring Letter informing them that they 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 a condition of their visa and that the Department of Home Affairs may cancel their student visa if they fail to maintain their Course Progress & Attendance in their course in which they are enrolled. • Where a student does not respond to Ei within 5 business days of receiving the 2nd letter, Ei will send the Final reminder after which the student will be reported to the Department of Home Affairs and student's enrolment cancelled on PRISMS due to unsatisfactory attendance and course progress. <p>B. Reviewing and acting on the student response</p> <ul style="list-style-type: none"> • Where a student responds to the Course progress and attendance monitoring letter, an Intervention Strategy form will be completed and all appropriate strategies discussed with the student to achieve their educational outcomes. 	<p>Administration Department</p> <p>Trainers</p>

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<ul style="list-style-type: none"> • Student support will be provided to the student where required. A copy of the Intervention strategy will be provided to the student and the original placed in the student's file. • All subsequent actions along with supporting documents and evidence of the implementation of the intervention strategy will be filed into the student's file and monitored by relevant staff. 	
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2. Reporting the students to the Department of Home Affairs

Procedure	Responsibility
<p>A. Reporting to PRISMS</p> <ul style="list-style-type: none"> ◆ Admin Team will inform the appropriate manager of the student's Unsatisfactory Attendance and Course progress as well as of the intervention strategy undertaken. ◆ Failure by the student to respond to Ei's intervention will be reported to the Department of Home Affairs through PRISMS including any evidence of intervention strategies. ◆ Everest Institute will report to PRISMS once all complaints and appeals processes have been finalised. ◆ All documentation issued by the Department of Home Affairs will be placed in the student's file. This includes the Notice of Intention to Consider Cancellation (NOICC) in the event of student visa cancellation. 	<p>Administration Department</p> <p>General Manager</p>

Document Control

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