



Government of **Western Australia**  
Department of **Training**  
and **Workforce Development**



# **INTERNATIONAL STUDENT COURSE PROGRESS AND ATTENDANCE MONITORING POLICY - SCHOOLS**

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## 1. POLICY STATEMENT

This policy outlines the processes involved in monitoring the academic progress of international students as required under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)* specifically:

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's Confirmation of Enrolment (CoE) must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course, of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

## 2. SCOPE

This policy applies to all onshore international students who are enrolled with one of the Western Australian public schools in a CRICOS registered program in Western Australia.

## 3. BACKGROUND

Standard 8 of the *National Code 2018* outlines compliance requirements for the monitoring of overseas student progress, attendance and course duration.

Specifically, this Standard specifies that the registered provider must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector;
- identify and offer support to those at risk of not meeting course progress or attendance requirements; or
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of the potential impacts on their student visa.

## 4. DEFINITIONS AND ACRONYMS

"At risk" students	Students are considered to be "at risk" of completing their course within the expected duration of study due to one or more of the following factors:
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	<ul style="list-style-type: none"> <li>• level of English language proficiency insufficient to successfully achieve course requirements;</li> <li>• continued non-attendance of scheduled classes;</li> <li>• lack of participation in class activities;</li> <li>• failure to submit assessments; or</li> <li>• continued late arrival at class and/or poor behaviour.</li> </ul>
Compassionate or compelling circumstances	<p>These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the overseas students was unable to attend classes;</li> <li>• bereavement of close family members;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel;</li> <li>• where the student is unable to access required units in a study period; or</li> <li>• inability to begin studying on the course commencement date due to delay in receiving a student visa.</li> <li>•</li> </ul>
Course requirements	To fulfil course requirements, students must successfully complete all formative and summative assessments for all scheduled classes for all units they are enrolled into in that study period.
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students.
Intervention Strategy	An individual plan to provide academic support and/or assistance to an international student identified as “at risk” of not achieving satisfactory academic progress in the current or previous study period.
PRISMS	Provider Registration and International Students Management System - the management information system used by Department of Education and the Department of Home Affairs to record international student program enrolment details.
Satisfactory Progress	A student who has successfully completed 50% or more of course requirements for the total nominal hours in a study period is deemed to have satisfactory progress.
Satisfactory Class Attendance	Defined as attending a minimum of 80% of scheduled classes throughout the term (ELICOS and schools) or semester (VET and higher education).
Study period	<p>A study period is defined as one of the following:</p> <ul style="list-style-type: none"> <li>• a term of 10 weeks duration (for courses of six months duration or less); or</li> <li>• a semester of 20 weeks duration (for courses of more than six months duration).</li> </ul>
Unsatisfactory Progress	A student who has not successfully completed 50% or more of course requirements for the total nominal hours in a study period is deemed to have unsatisfactory progress.

## **5. PROCEDURES**

### **5.1 Monitoring of academic progress**

Schools will:

- during the designated orientation session and in class, outline course requirements for international students;
- regularly monitor the academic progress of each international student, and identify any students at risk of not completing a subject(s) in their enrolled program;
- review the results of international students at the end of each term;
- identify students at risk of not completing their program; and
- implement intervention strategies for identified “at risk” students.

### **5.2 Monitoring of attendance**

5.2.1 Public schools are responsible for monitoring the attendance of all students enrolled into a school program. Schools must ensure that:

- students are maintaining an attendance level of at least 80%;
- if a student is absent from class for more than five (5) consecutive days that they provide for example, a medical certificate to explain their absence; and
- students who arrive late to class have their late arrival recorded on the class roll.

5.2.2 Students with unsatisfactory attendance (ie. less than 80% of scheduled classes) will be required to attend an interview with their schools International Student Coordinator. If the reasons for the unsatisfactory attendance are not acceptable, the International Student Coordinator will inform TIWA who will send an intention to report to the student informing them that TIWA intends to notify the Department of Home Affairs of their unsatisfactory attendance.

5.2.3 Students have 20 working days in which to appeal this decision. If after this period students have not lodged an appeal; have not withdrawn from the course; or have completed an appeals process resulting in the appeal being denied, TIWA will cancel the students COE in PRISMS within five working days of the end of the appeals period.

### **5.3 Unjustified absences**

5.3.1 Students with unjustified absences that is, students who have minimal attendance over a four week period and have not communicated the reason for this absence to the school; will be reported to the Manager Customer Services TIWA

5.3.2 The student will be required to meet with the Student Welfare Coordinator, to discuss the reason for their absence and where applicable the implementation of an intervention strategy. Failure to attend and/or provide suitable explanation for the absence may result in the issuing of an Intention to Report by TIWA.

### **5.4 Managing students “at risk”**

5.4.1 Schools will identify international students considered to be “at risk” of not successfully completing their course within the expected duration of study. Specifically, the International Coordinator schools will:

- record the actions taken to assist the student; including the implementation of an intervention strategy;
- collate and review the assessments provided by the relevant teachers each term;
- Discuss both the student and TIWA any progress concerns at the end of each term;
- meet with the student to discuss support options and expectations and document the outcome of the discussion on an intervention strategy; and
- inform TIWA of the outcome of this process.

## **5.5 The Intervention Strategy**

5.5.1 An intervention strategy is an individual plan developed by the school International Coordinator, in consultation with the student.

The intervention strategy provides details of specific assistance and/or advice given to the student to address the issues preventing the student from progressing and successfully completing their course of study.

5.5.2 Students will be placed on an intervention strategy if they are identified as “at risk” or if they have shown unsatisfactory progress and/or attendance.

5.5.3 The intervention strategy may include the following:

- arranging extra learning support and advice in relation to study habits and time management, including class attendance and submission of assessments by due dates;
- arranging counselling for assistance with personal issues;
- providing opportunities for students to be reassessed or as relevant to change classes; and
- providing advice re course suitability and transfer to an alternative course where appropriate.

5.5.4 The intervention strategy must be discussed with and agreed to by the school, International Student Coordinator, Student Welfare Coordinator (TIWA) and the student (or parent/guardian if the student is U18 years).

5.5.5 The school International Coordinator will document all meetings with the student including a description of the specific intervention strategy being implemented; and a signed acknowledgement by the student and/or parent/guardian.

5.5.6 The school will monitor the progress of the student against the agreed targets on the intervention strategy for the remainder of the term.

5.5.7 Where a student’s progress has been unsatisfactory for two consecutive study periods, an Intention to Report unsatisfactory course progress will be issued by TIWA.

5.5.8 Students who do not appeal this decision or whose appeal is not upheld, will be issued with a non-compliance notice that may result in the cancellation of the student’s visa.

## **5.6 Appeals**

- 5.6.1 International students who have received written notification of TIWA's Intention to Report them to the Department of Home Affairs, and information on how to access the appeals process; will have 20 working days in which to lodge their appeal.
- 5.6.2 International students may lodge an appeal on the following grounds:
- inaccurate calculation and recording of the student's results, records, events or account balance;
  - compassionate or compelling circumstances; or
  - the intervention strategy and other policies that have been made available to the student have not been implemented.
- 5.6.3 Students must submit their appeal in writing to the Manager Customer Services (TIWA)
- 5.6.4 If the appeal is upheld due to inaccurate calculation or record keeping, then the student will not be reported to the Department of Home Affairs; the intention to report cancelled; and their enrolment remains current.
- 5.6.5 If the appeal is upheld for compassionate or compelling circumstances, then the student's enrolment remains current but the student may be placed on an intervention strategy, in order to support them, for the next study period.
- 5.6.6 If an appeal is unsuccessful, the student will be issued with a non-compliance notice by TIWA. The notice will include advice that should the student wish to pursue an external review they may lodge an appeal with the Ombudsman Western Australia, within 10 working days of the date of their notice. TIWA will consider the recommendation received from the Ombudsman WA; and will generally accept and implement the recommendation received.
- 5.6.7 In instances where an external appeal is lodged, the cancellation and report to the Department of Home Affairs no occur until the completion of the appeal process where the appeal is unsuccessful.

## **5.7 Reporting unsatisfactory course progress in PRISMS**

TIWA will only report an international student for unsatisfactory course progress or attendance in PRISMS after:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the overseas student has chosen not to access the external complaints and appeals process within 10 days; or
- the overseas student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

**5.8. Completion within the expected duration of study**

5.8.1. International students must maintain full time enrolment loads in each semester to ensure that the course will be completed within the expected duration of study.

5.8.2. Students who do not successfully complete in their course, will only be granted a six month extension to their enrolment in order to complete these course requirements, where there are compassionate or compelling circumstances.

5.8.3. In the instance where an extension is provided, students will be notified to contact the Department of Home Affairs to discuss the potential impacts on their visa, including the need to obtain a new visa.

**6. RELATED POLICIES AND OTHER RELEVANT DOCUMENTS**

- *International Student Admissions and Enrolment Policy - Schools*
- *International Student Complaints and Appeals Policy - Schools*
- *International Student Code of Conduct Policy - Schools*

**7. RELEVANT LEGISLATION**

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)*

**8. CONTACT INFORMATION**

TAFE International Western Australia  
Service Delivery Directorate