

## International Students Academic Course Progress and Attendance Policy

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### 1. Purpose

This policy describes Melbourne Polytechnic's course progress and attendance requirements for international students.

### 2. Policy Statement

International students must be compliant with the mandatory Student Visa Condition 8202 requiring that the student must maintain satisfactory attendance in their course and course progress for each study period as required by the education provider.

Under Standard 8 of the Education Services for Overseas Students (ESOS) Act 2000 (Cth), National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Melbourne Polytechnic as a registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.

Registered providers must have documented policies and processes in place to identify, notify and assist international students who are at risk of not meeting course progress or attendance requirements.

There should be evidence from the international student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the international student is at risk of not satisfying these requirements. Registered providers must also have processes in place to determine the point at which the overseas student has failed to meet satisfactory course attendance or course progress.

### 3. Principles

This policy will adhere to the following principles:

- value diversity
- promote natural justice
- offer equality of opportunity

### 4. Scope

This policy applies to new and continuing international students at Melbourne Polytechnic, staff in the International Office at Melbourne Polytechnic, and staff in schools at Melbourne Polytechnic.

### 5. Monitoring Course Progress

#### 1. Higher Education (HE)

The course progress of each international student studying a HE course will be monitored, recorded and assessed in accordance with the [Student Academic Progress \(HE\) Policy](#) and [Student Academic Progress \(HE\) Procedure](#).

#### 2. Vocational Education and Training (VET)

2.1. The **course progress** of each international student studying a VET course will be monitored, recorded and assessed in accordance with the [International Students Monitoring Academic](#)

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### [Course Progress, VET Procedure.](#)

- 2.1.1. For each CRICOS registered VET course, a minimum satisfactory course progress requirement will be defined and these requirements will be stated in [International Students Definition of Satisfactory Course Progress VET Procedure.](#)
- 2.1.2. At the end of each compulsory study period, the teaching department will assess each student's course progress against the minimum course progress requirements and this policy and identify if the student has made 'satisfactory course progress'.
- 2.1.3. If a student has been identified as **not** making satisfactory course progress for the compulsory study period, the teaching department will activate an 'intervention strategy' within the first four weeks of the following study period.
- 2.1.4. If a student has been identified as **not** making satisfactory course progress in a **second consecutive compulsory study period**, the teaching department will provide a written notice to the student of an 'intention to report' the student to DHA for unsatisfactory course progress and a breach of Student Visa Condition 8202.
- 2.1.5. Where the International Office has issued written notice of an intention to report, the student has the right to appeal the decision within 20 working days. A student may appeal on the following grounds:
  - the institute's failure to record or calculate a student's marks accurately,
  - compassionate or compelling circumstances, or
  - the institute has not implemented its interventions strategy and other policies according to its documented policies and procedures that have been made available to the student.
- 2.1.6. Where an appeal is successful and the appeal shows that the student did make satisfactory progress, the student will not be reported, and an intervention strategy will not be activated for the following compulsory study period.
- 2.1.7. Where an appeal is successful and the appeal shows that the student did not make satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, the student will not be reported, but ongoing support will be provided and an intervention strategy will be activated for the following compulsory study period.
- 2.1.8. Where:
  - the student has chosen not to access the complaints or appeals process; or
  - the student withdraws from the complaints and appeal process; or
  - the student's appeal is unsuccessful;the institute will report the student's unsatisfactory course progress to DHA via PRISMS, withdrawing the student from the course due to student default. Refer to [International Students Withdrawal, Transfer and Refund Policy.](#)

### **2.2. Intervention Strategy**

- 2.2.1. An intervention strategy will be implemented when a student has been identified as not making satisfactory course progress for the compulsory study period, and will be implemented within the first four weeks of the following study period see 2.1.3. At a minimum, the intervention strategy must be activated where a student has failed or not yet deemed competent in 50% or more of the course requirements for the study period see 2.1.1

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- 2.2.2. With consideration to different student needs and course requirements, teaching departments will prepare and tailor individual intervention strategies for each student identified as not making satisfactory progress.
- 2.2.3. An intervention strategy may be developed after consultation with (but not limited to) the student, teachers, Melbourne Polytechnic Student Services, and Melbourne Polytechnic International Office.
- 2.2.4. A variety of measures may be adopted to assist the student achieve satisfactory course progress, which may include, but not limited to the following:
- academic skills support
  - additional English support
  - additional tutoring/study group
  - increased monitoring of attendance
  - a mentor program
  - personal counselling
  - placement in a more appropriate class
  - reduction in course load
- 2.2.5. Teaching departments are encouraged to closely monitor course progress and where possible, identify students 'at risk' of not making satisfactory progress for the study period. An 'early intervention' strategy may be offered to students at risk and activated prior to completion of the study period to assist the student achieve satisfactory course progress.

## 6. Monitoring Attendance

### ELICOS

6.1. Melbourne Polytechnic, in accordance with National Code 2018 Standard 8, records and monitors the attendance of each international student holding a student visa enrolled in Melbourne Polytechnic's English Language Intensive Course for Overseas Students (ELICOS) course.

6.1.1. To achieve satisfactory attendance, at a minimum, the student must attend at least 80 per cent of the scheduled course contact hours of the ELICOS course enrolled.

6.1.2. Students are marked absent for sessions when they are not present in class, including sessions for which a medical certificate has been submitted.

6.1.3. Student attendance will be monitored by session and then recorded against a 10 session per week basis. The attendance hours to date will be measured against the scheduled course contact hours, which is indicated by the period of the CoE. This is now the maximum possible attendance, which is expressed as a % of the attendance for the students' CoE. This is in accordance with the [International Students Monitoring Course Attendance ELICOS Procedure](#).

### 6.2. Intervention Strategy

6.2.1. Students who have been absent for more than 5 consecutive days without approval will be notified and offered assistance.

6.2.2. Students who are deemed at risk of not achieving satisfactory attendance (80% of scheduled contact hours) are subject to an attendance warning process well before the attendance becomes unsatisfactory. These students will be contacted by the ELICOS operations team, advised of their poor attendance, reminded of the conditions of their student visa, warned of the consequences of a breach of

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these conditions, and counselled to determine if additional support to assist the student to maintain satisfactory attendance can be offered by the institute.

6.2.3. A student is deemed, at any stage of the course, to have not met satisfactory attendance requirements when the projected final attendance will be less than 80% of the scheduled contact hours, and 'full attendance' for all remaining scheduled contact hours is assumed.

6.2.4. Where a student is deemed as not having met satisfactory attendance requirements, the institute will provide a written notice to the student of its "intention to report" (ITR) the student to DHA for unsatisfactory course attendance and a breach of Student Visa Condition 8202. The ITR will clearly state its purpose, informing the student of the reasons for the ITR, and clearly advise the student of the right of internal appeal. It will also briefly explain the internal Complaints and Appeals Process, and advise the student that there are 20 working days to access the process from the date the notice was sent.

6.2.5. The Institute may decide not to report the student for breaching the attendance requirements if

- the student lodges an internal appeal within the stipulations indicated above in 6.2.4
- and the student has attended at least 70% of the scheduled contact hours
- and the student produces genuine evidence clearly demonstrating compassionate or compelling circumstances to support the abovementioned appeal.

6.2.6. After failing to complete a successful internal appeal, the institute must advise the student of their right to access an external appeals process within 10 working days. If any such external appeal results in a decision or recommendation in favor of the student, the institute must immediately implement the decision or recommendation and/or take the preventative or corrective action required by the decision. It must also advise the student of that action.

6.2.7. The institute and student should maintain the enrolment during any appeals process, within the stipulations of the student's CoE.

6.2.8. The institute will report the student for failing to meet attendance requirements via DHA to PRISMS, by withdrawing the student from the course due to student default if

- the student has chosen not to access the complaints or appeals process within the 20 working day period; or
- the student withdraws from the complaints and appeal process; or
- the student's internal and/or external appeal is unsuccessful.

Refer to [International Students Withdrawal, Transfer and Refund Policy](#).

## 7. Definitions

CoE: Confirmation of Enrolment

DHA: Department of Home Affairs

HE: Higher Education

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International Student: Melbourne Polytechnic student who holds a student visa and has a Valid CoE issued by Melbourne Polytechnic

PRISMS: Provider Registration and International Students Management System

Compassionate or compelling circumstances may include:

- 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 (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies;
- a traumatic experience which could include but is not limited to;
  - involvement in or witnessing of an accident, or
  - a crime committed against the student, or
  - witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)

VET: Vocational and Technical Education

### 8. Responsibility and Accountability

| Task  | Responsibility   | Notes |
|---|--|-------|
| International students holding student visas must be compliant with the mandatory Student Visa Condition 8202 requiring that the student <b>must</b> maintain satisfactory attendance in their course and course progress for each study period as required by the education provider.  | Manager, International Inbound<br><br>Melbourne Polytechnic International Office staff<br><br>Melbourne Polytechnic teaching staff |       |
| Under Standard 8 of the Education Services for Overseas Students (ESOS) Act 2000 (Cth), National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018) the registered provider must have and implement appropriate documented course progress policies and procedures for each course. | Manager, International Inbound<br><br>Melbourne Polytechnic International Office staff<br><br>Melbourne Polytechnic teaching staff |       |
| Under Standard 8 of the National Code 2018 the registered provider must have and implement appropriate  | Manager, International Inbound   |       |

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| documented attendance policies and procedures for each course. | Melbourne Polytechnic<br>International Office<br>staff<br><br>Melbourne Polytechnic<br>teaching staff |  |
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### 9. Supporting Documents and Templates

#### Related Documents

- [Student Academic Progress \(HE\) Policy](#)
- [Student Academic Progress \(HE\) Procedure](#)
- [International Students Academic Course Progress and Attendance Policy](#)
- [International Students Monitoring Academic Course Progress VET Procedure](#)
- [International Students Definition of Satisfactory Course Progress, VET Procedure](#)
- [International Students Monitoring Course Attendance ELICOS Procedure](#)
- [International Students Withdrawal, Transfer and Refund Policy](#)
- [Student Complaints and Appeals Policy](#)
- [Student Complaints and Appeals Procedure](#)
- [Student Complaints and Appeals Management Guidelines](#)

#### Legislative Context

Educational Services for Overseas Students (ESOS) Framework -  
<https://www.legislation.gov.au/Details/F2017L01182>

### 10. Policy Control

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| <b>Approving authority</b> | <i>Melbourne Polytechnic Executive</i> |
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