

Course Progress and Attendance Policy & Procedures

1. Pacific College monitors students' progress in the course in which they are enrolled. The College will assess student's course progress and attendance every term. The College will identify 'at risk' students who are likely to 'fail' in meeting the course progress and attendance requirements and notify them of this situation, offering them counselling and assistance in completing course requirements.
2. In the case of a student failing to meet course progress and attendance requirements even after the provision of counselling and assistance, the College will notify them of intent to report them to DIAC for breach of student visa conditions and/or cancel their COE. Students will be advised that they may access the College appeals process if they wish to, and have 20 working days in order to do so.
3. If the student does access the appeals process, any reporting to DIAC or cancellation of COE will be suspended until the outcome of the appeals process. If the outcome affirms the decision of the College, the College will proceed to report the breach to DIAC and/or cancel COE. If the outcome affirms the appeal of the student, the student will be allowed to continue to study.

For the detailed explanation of the policy and procedure, students should consult the Student Contact Officer.

Procedure:

The requirements of course progress (Attendance + satisfactory academic performance)

1. Students must attend at least 80% percent of scheduled contact hours each term. The students who fail to satisfy the requirement will be reported to DIAC via PRISMS according to the procedures outlined in the Pacific College Course Progress and Attendance Policy.
2. Students must not miss more than 5 consecutive days except when granted leave or due to extenuating circumstances.
3. Students must be 'competent' in at least 50% of the units enrolled each term. Example: competent in 1 among 2 units enrolled or 3 among 5 enrolled.
4. To be competent in a unit, students must successfully complete all requirements of assessment for that unit.
5. If a student fails to achieve a 'competent' grade in any particular unit, they may elect to request re-assessment. Where necessity requires a student to undertake supplementary assessment in order to prove their competence, they must pay a "re-assessment fee".
6. If a student fails to achieve a 'competent' grade after re-assessment, the student will be allowed to repeat the unit in full. This repeat is only available for one time per unit and the student must pay a "repeat fee" as specified in the Administrative/services charges available at reception.

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7. Ultimately, students must be deemed competent in at least 50% of enrolled units during any two term period in order to be regarded as making satisfactory academic progress, and therefore able to continue their studies at Pacific College.

Monitoring and recording course progress

The following procedure is implemented to assess course progress of the students enrolled in this college.

1. Attendance

- i. Attendance is taken on a daily basis by trainer/assessors, and the subsequent data is entered into the database on a weekly basis.
- ii. If a student is non-compliant (having attendance of less than 80% during term) the SCO sends the student a First Warning by an SMS or a letter. Students must have a meeting with the SCO as per clause 3 of the college Course Progress Policy.
- iii. Students' risk of breaching the College's attendance requirements will be counselled and offered any necessary support.
- iv. Student attendance will be monitored by SCO on a regular basis to assess student attendance using the following method:
 - a. Calculating the number of days the student would have to be absent to fall below the attendance threshold for a term e.g. number of study days x 20%
 - b. Any period of exclusion from class will not be included in attendance calculations
- v. If a student's final term attendance is of less than 80% at the end of term, the SCO sends a Final letter/email to the student informing them of the College's intention to cancel their COE for the unsatisfactory attendance and that he/she has 20 working days in which to access the College's appeal process.

2. Academic Performance

Ongoing progress monitoring

- i. Trainer/Assessors record performance of individuals as and when assessment takes place according to unit requirement.
- ii. These results are provided to the SCO.
- iii. The SCO compiles a list of 'at-risk' students and initiates intervention strategies by sending an SMS requesting that an appointment be made with the SCO.
- iv. Intervention strategies offering academic and personal counselling are put into action for each 'at-risk' students as outlined in Clause 3 of the college Course Progress Policy.
- v. Intervention strategies for each student are recorded in the student's hard copy file and in the database.
- vi. Effectiveness of the intervention strategy will also be recorded in the student's hardcopy file.
- vii. Any case management meeting will be recorded in the student's hard copy file.

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End of term progress monitoring

- i. At the end of the term, the academic performance of every enrolled student is assessed by trainer/assessors. Results are provided to the SCO.
- ii. The SCO compiles a list of final warning students. Final warning students are students who were previously at-risk during the prior term and have failed to become competent in 50% of the units over the last two term period.
- iii. The SCO provides the list of final warning students to the Director of Studies.
- iv. The Director of Studies affirms that intervention strategies have been implemented but students have still not become competent in more than 50% of units over the last two term period. The SCO will then follow reporting procedures via PRISMS.

3. Intervention Strategy

1. The college will follow this intervention strategy to assist students with poor academic performance and attendance and who are at risk of failing to achieve satisfactory course progress
 - i. Notification to student:
 - a. Verbal feedback and instruction by trainer/assessor
 - b. Notification by e-mail or SMS requesting that an appointment be made with the SCO
 - ii. An initial case management meeting is held between the student and SCO to address issues related to course progress and to discuss strategies for achieving satisfactory course progress. Strategies may include:
 - a. Provision of study skills support
 - b. English language support
 - c. Access to catch-up classes
 - d. Agreement on revised study plan
 - e. Suitability of course for student
 - f. Referral to counselor (external)
 - g. Any other measures deemed appropriate
 - iii. Outcomes of the meeting shall be recorded in the student's file using the Counselling Record Sheet. The Counselling Record Sheet will acknowledge the following:
 - a. Proposed and agreed strategy for achieving satisfactory course progress
 - b. Information on failing to achieve satisfactory course progress and its implications on student visa has been provided
 - c. Information on appeals process has been provided

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4. Completion within expected duration of study (course progression)

- a) The College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The assessment of course progress at the end of each Term will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The College will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - I. compassionate or compelling circumstances
 - II. student participation in an intervention strategy as outlined above
 - III. an approved deferment or suspension of study has been granted in accordance with the College's Deferral, Suspension and Cancellation Policy.
- d) Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new COE if required.

5. Reporting to DIAC via PRISMS/Cancellation of COE

Attendance

- i. Students who fail to meet minimum 80% attendance requirements for the relevant term will be sent a letter notifying them of the College's intention to cancel their CoE according to the Course Progress and Attendance policy and procedures.
- ii. If a student's attendance is less than 80 per cent for the term, the College may choose to not report a breach if:
 - a. the student's attendance is at least 70 per cent
 - b. the student is maintaining satisfactory academic performance; and
 - c. this is consistent with the Course Progress and Attendance policies and procedures of the College
- iii. If the student fails to re-enrol for the Term by the end of second week of the relevant Term, it will be deemed that the student has 'inactively' advised the College that that they will not be continuing their studies. In such event, the College may cancel the student's COE through PRISMS with comment 'student notified cessation of studies' and 20 working days appeal period will not be allowed to students.
- iv. In all other cases, when College sends letter notifying students of intention to cancel their COE, students will be given 20 working days to access the College appeals process.
- v. Possible outcome of appeals process:
 - a. An error is made in calculation and the student is deemed to have made satisfactory course attendance. The decision to cancel COE will be withdrawn and the student will be allowed to complete their study.

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- b. The student is deemed to have not made satisfactory course attendance because of compelling and compassionate circumstances. The decision to cancel COE will be withdrawn and the student will be allowed to complete their study.
 - c. The appeals process rejects the claim of the student due to not fulfilling the circumstances described in i, or ii, and the student's COE is cancelled.
- vi. If the student does not access the appeals process within 20 working days, the student's COE is cancelled.

Academic Performance

- i. Students who fail to meet the course progress requirement after the first warning or intervention strategy will be sent a letter notifying them of the College's intention to report them to DIAC by PRISMS.
- ii. Students will be given 20 working days to access the College appeals process.
- iii. Possible outcome of appeals process:
 - a. An error is made in calculation and the student is deemed to have made satisfactory course progress. The decision to report will be withdrawn and the student will be allowed to complete their study.
 - b. The student is deemed to have not made satisfactory course progress because of compelling and compassionate circumstances. The decision to report will be withdrawn and the student will be allowed to complete their study.
 - c. The appeals process rejects the claim of the student due to not fulfilling the circumstances described in i, or ii, and the student will be reported by the College to DIAC.
- iv. If the student does not access the appeals process within 20 working days, the College will report the student to DIAC via PRISMS.

