

## Course Progress and Attendance Policy

### PURPOSE OF THE POLICY

This policy and associated procedures outline Alpha College of Australia's approach to ensuring all students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration. This policy also outlines the procedures for managing unsatisfactory progress and/or attendance in alignment with:

- Standard 2.3 of the Outcome Standards for RTOs
- Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Section 19 of the ESOS Act 2000

### POLICY STATEMENTS

#### OVERVIEW

Alpha College of Australia formally monitors international students' course progress and attendance to ensure they are able to complete their course within the duration stated on their Confirmation of Enrolment (CoE).

The course duration will never exceed the period registered on CRICOS.

Students are advised prior to course commencement of the requirement to maintain satisfactory course progress and attendance. This information is outlined in the International Student Handbook, Course Brochure, and Orientation.

All relevant records will be maintained.

#### MONITORING COURSE PROGRESS AND ATTENDANCE

Formal monitoring of both course progress and attendance is conducted at the end of each study period, defined at Alpha College of Australia as 10 weeks of scheduled training and assessment.

Exception: Immediate intervention will occur if a student is absent for more than 5 consecutive days without approval, in line with National Code 8.12.3.

In addition to formal reviews, the College conducts informal monitoring throughout the study period to identify and support students at risk of not meeting attendance or progress requirements. Informal monitoring includes:

- Reviewing attendance records weekly

- Tracking assessment submissions
- Considering trainer observations and class participation

A student will be considered “at risk” and subject to intervention if they:

- Fail more than 50% units in a study period (receive Not Yet Competent)
- Are not participating in class activities
- Fall below required attendance or engagement thresholds

All monitoring is supported by the Student Management System (SMS) and documented appropriately.

## INTERVENTION STRATEGY

Students identified as at risk must participate in an intervention strategy, documented using an Intervention Form and customised to their academic or attendance needs.

- First Warning Letter: Issued if a student fails 50% of assessments or falls below 80% attendance following a study period or has unapproved absences.
- Second Warning Letter: Issued if a student fails 50% of assessments or falls below 80% attendance in another study period or has unapproved absences.
- Notice of Intention to Report: Following the second warning letter, Notice of Intention to Report is issued if the student still fails to meet required course progress or attendance and is unable to regain minimum progression or attendance for the whole course.

## EXCEPTIONS

Students may be allowed to continue if attending at least 70% of contact hours and maintaining satisfactory course progress, per National Code 8.15.2.

## EXTENSION TO AN EXPECTED COURSE DURATION

Course duration may be extended only where:

- Compassionate or compelling circumstances exist, with supporting evidence
- An intervention strategy is in place
- A suspension or deferral has been granted under Standard 9

Students will be advised to contact the Department of Home Affairs regarding visa implications.



## ALPHA COLLEGE OF AUSTRALIA

### REPORTING

Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions implemented, Alpha College of Australia will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing Alpha College of Australia's Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

Alpha College of Australia will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

*Course Progress and Attendance v2.0 updated on 01/07/2025*