

International Student Course Progress and Attendance Policy

1. Background

Gateway Business College (GBC) has an obligation to comply with the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) in accordance with Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration requirements. In accordance with Standard 8, GBC is obligated to safeguard the integrity of Australian migration laws by supporting international students in the fulfilment of their student visa requirements for completing their course within the required duration, and meeting course progress and course attendance requirements. This includes monitoring and reporting on international student course progress and attendance.

2. Purpose

The *International Student Course Progress Policy* establishes a framework to ensure that international students at GBC are adequately informed and supported, and that procedures for monitoring and reporting on international student course progress and attendance are applied. This policy provides guidelines for monitoring the progress and attendance of international students and reporting unsatisfactory course progress and unsatisfactory course attendance. It identifies attendance requirements for international students, when an allowable extension of course duration is permitted and the student's responsibility for contacting the Australian Department of Home Affairs (DOHA) should there be any change to their course duration that may affect their student visa status. This policy includes the complaints and appeals processes available to international students.

3. Scope

This policy applies to GBC staff and international students, external Board and Committee members.

4. Definitions

Education Services for Overseas Students Act 2000 (ESOS Act): the established legislative requirements and standards for the quality assurance of Australian education and training institutions offering courses to international students who are studying in Australia on a student visa. ESOS provides tuition fee protection for international students.

International student: an enrolled student who has been granted a student visa (subclass 500) by the Australian Department of Home Affairs (DOHA), which entitles them to study full-time in Australia.

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5. Principles

In accordance with CRICOS registration requirements, GBC will comply with all aspects of Standard 8 of the National Code in relation to international student visa requirements.

GBC will monitor, record and report on course progress and course attendance for all international students enrolled in a course of study to ensure the students will complete the course within the course duration identified in their Confirmation of Enrolment Offer Letter.

The expected duration of a course of study identified in an international student's Confirmation of Enrolment Offer Letter must not extend beyond GBC's duration for CRICOS registration.

International students will be advised of all course progression and attendance requirements prior to their commencement of studies with GBC – in their Confirmation of Enrolment Offer Letter, in the Student Handbook and on the GBC website.

GBC will contact and assist international students in sufficient time for the student at risk of not meeting course progress requirements to seek and obtain the necessary support and achieve satisfactory course progress.

GBC will provide ongoing academic and personal support to ensure the international student at risk of unsatisfactory progress has every opportunity to achieve satisfactory course progress and fulfil the requirements of their international student visa.

International students identified of being at risk of unsatisfactory course progress at any time throughout their enrolment will be monitored for the duration of their course.

This policy is applied in alignment with the *Students at Risk and Unsatisfactory Progress Policy*, *Student Complaints and Appeals Policy*, *International Student Support Services Policy*, *International Student Deferral, Suspension or Cancellation of Enrolment Policy*, and *Information to Students Policy*.

6. Procedures

The *Students at Risk and Unsatisfactory Progress Policy* establishes a procedure for determining standards of satisfactory course progression. The policy outlines what constitutes academic progression, the conditions for a student to be identified as being at risk of unsatisfactory course progress, stages of intervention for students who do not meet satisfactory course progression and course attendance requirements, the GBC personnel who have responsibility for each stage of intervention and reporting requirements.

6.1 Monitoring international student progress, attendance and course duration

GBC monitors international student course progress as per the following:

Early identification and intervention

An international student is identified as being at risk of unsatisfactory course progress if they:

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- Demonstrate poor achievement in assessment tasks that may lead to failing a subject
- Fail a core subject
- Achieve a fail grade in 50% or more subjects in a semester.

International students identified as being at risk of unsatisfactory course progress will be contacted by the Course Coordinator. They will be offered counselling and academic and/or personal support resources will be made available. See *International Student Support Services Policy*

International students will receive clear advice on their enrolment options for the coming semester to ensure they are able to complete the course within the expected duration as per their Confirmation of Enrolment Offer Letter and meet the requirements of their student visa.

Attendance

International students must maintain an attendance rate of 80%. Attendance is monitored and recorded by teaching and learning staff. Students who fall below an 80% attendance rate will be contacted by the Course Coordinator.

International student notification

International students who are identified as being at risk of unsatisfactory course progress and/or unsatisfactory course attendance will be immediately notified of their status in writing by the Course Coordinator. The letter will contain:

- Notification that they are at risk of unsatisfactory course progress and/or course attendance and the impact this may have on their student visa requirements
- The reasons why they have been identified as at risk of unsatisfactory course progress and/or course attendance
- Advice on where to find the *Students at Risk and Unsatisfactory Progress Policy* and other supporting information
- Instructions advising them to meet with the Course Coordinator to discuss their situation, future study plans and appropriate support services available to them.

International students will have an intervention plan created for them in consultation with the Course Coordinator who will monitor student compliance with the intervention plan, the success of the intervention plan and satisfactory student achievement.

Record-Keeping

GBC must keep records of all correspondence, notifications, meeting outcomes and intervention plans for international students at risk of unsatisfactory course progress status and for international students who fail to meet satisfactory course progression and/or course attendance requirements.

GBC will keep all such records for two (2) years after the international student ceases to be an accepted student.

6.2 Course progress requirements

International student course progress is classified as unsatisfactory if they have been issued a warning after being identified as at risk of unsatisfactory course progress, and they:

- Fail a core subject in a subsequent semester
- Fail 50% of their required credit points in a subsequent semester

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- Fail the same subject three times. Generally, students may not attempt an individual subject more than three times. Three failures in the same subject may lead to exclusion.
- Have exceeded the maximum duration of enrolment.

For further information, see *Students at Risk and Unsatisfactory Progress Policy*.

6.3 Reporting unsatisfactory course progress or unsatisfactory course attendance

International students will be notified of their unsatisfactory course progression and/or course attendance in writing by the Course Coordinator, detailing the reasons why they are not meeting course requirements and student visa requirements and the impact it may have on their student visa. The letter must include the following:

- GBC's intention to report the international student for unsatisfactory course progress or unsatisfactory course attendance,
- The reason for the intention to report
- Advice that the international student has the right to access GBC's complaints and appeals process within 20 working days.

GBC must only report an international student for unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The GBC internal and external student complaints and appeals processes have been completed and the decision or recommendation supports GBC
- The international student chooses not to access the GBC internal complaints and appeals process within the 20 working day period
- The international student chooses not to access the external complaints and appeals process
- The international student withdraws from the internal or external complaints and appeals processes by notifying GBC in writing.

GBC may decide not to report the international student for breaching course attendance requirements if the international student is attending at least 70 per cent of scheduled course contact hours and is otherwise making satisfactory academic progress.

6.4 Allowable extensions of course duration

GBC will not extend the duration of an international student's enrolment if they are unable to complete the course within the expected timeframe due to unsatisfactory course progress or unsatisfactory course attendance.

However, GBC may extend the duration of an international student's enrolment if they can be expected to meet the course requirements within a reasonable time and if one or more of the following apply:

- Compassionate or compelling circumstances. Such circumstances are defined in the National Code as circumstances beyond the student's control, which have an impact on the student's course progress or wellbeing. A student must present documented evidence of the circumstances and how they affected the duration of their studies.
- GBC has implemented, or is in the process of implementing, a student at risk of unsatisfactory progress intervention and support strategy for the student

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- A deferral or suspension of the international student's enrolment has been approved and is in place.

Each situation will be considered on its merits and GBC will consider the student's academic performance and any matters that warrant special consideration.

For further information, see *Students at Risk and Unsatisfactory Progress Policy* and *International Student Deferral, Suspension or Cancellation of Enrolment Policy*.

If GBC extends the duration of an international student's enrolment in a course, GBC will advise the international student that it is the student's responsibility to advise DOHA and to contact DOHA to seek advice on any potential impacts on their student visa status, including the need to obtain a new visa.

6.5 Appeals

International students have the right to appeal any GBC decision related to unsatisfactory course progress or unsatisfactory course attendance, as per GBC's *Student Complaints and Appeals Policy* and procedures framework and the *External Grievance Resolution Policy*. This includes GBC's intention to report unsatisfactory course progress or unsatisfactory course attendance in PRISMS.

International students have the right to access GBC complaints and appeals process within 20 working days.

6.6 Information to Students

GBC will ensure all international students have access to relevant information related to course progression and attendance requirements in their Offer Letter, in the *Student Handbook* and on the GBC website.

GBC will ensure all international student enquiries regarding course progression and course attendance are handled promptly and accurately.

6.7 Implementation, Monitoring and Reporting

The Corporate Governance Board delegates responsibility for the day-to-day implementation of this policy to the Academic Board and the Dean and matters of compliance to the GBC CEO and Compliance Officer.

The Academic Board reports to the Corporate Governance Board on matters relating to international student course progress and attendance, and visa requirements.

GBC reports to the Tertiary Education Quality and Standards Agency (TEQSA) on compliance with all CRICOS registration requirements.

7. Review

This policy will be reviewed by the Academic Board every three years, or more frequently should the Board deem it necessary.

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Document History			
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1.			