

Attendance Monitoring, Course Progress & Completion Policy

Purpose & Legislative Background:

The purpose of this policy is to outline Yarra College Australia's (YCA) approach to monitoring, supporting, and reporting international student academic progress, attendance, and course completion. This ensures that students complete their studies within the expected duration stated on their Confirmation of Enrolment (CoE) and that any risks of non-completion are addressed promptly through structured support and intervention.

This policy ensures compliance with:

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – in particular Standard 8: Overseas Student Visa Requirements
- Standards for RTOs 2025 – Clauses 1.7, 1.8, 1.11, Clauses relating to monitoring student progression, implementing support strategies, and maintaining completion outcomes

Through this policy, YCA is committed to:

- Systematically monitoring international student course progress, attendance, and completion;
- Identifying and supporting students at risk through timely intervention strategies;
- Ensuring reporting obligations to the Department of Education and the Department of Home Affairs (DHA) are fulfilled in cases of unsatisfactory performance or breach of visa conditions; and
- Maintaining accurate and transparent records to support continuous improvement and compliance with regulatory requirements.

Scope:

This policy applies to all international students enrolled at Yarra College Australia (YCA) on a student visa in any CRICOS-registered vocational education and training (VET) program.

It also applies to all YCA staff involved in the monitoring, management, and reporting of student attendance, specifically:

- Trainers and Assessors, who are responsible for recording attendance and monitoring participation in scheduled training sessions.
- Student Support Officer, who review attendance patterns, contact students at risk, and provide support or referrals as required.
- Compliance Officers, who ensure attendance monitoring processes are implemented in line with ESOS Act requirements and the Standards for RTOs 2025, and who manage PRISMS reporting where necessary.
- Chief Executive Officer

Definitions:

Term	Definition
Attendance	Student's physical presence in scheduled classes, assessments, supervised learning, and compulsory work-based training.
Satisfactory Attendance	At least 80% attendance of scheduled course contact hours in each study period (term).
Unit	A unit of competency that forms part of a qualification under the relevant training package.
Study Period	A defined term in YCA's academic calendar (as per intake schedule).
PRISMS	Provider Registration and International Student Management System.
NOIR	Notice of Intention to Report a student to immigration for breaching visa conditions.
Academic Performance	Assessment of competency in each unit of competency as students' progress through their enrolled qualification.
CoE (Confirmation of Enrolment)	An official document issued to international students to confirm their acceptance and enrolment in a CRICOS-registered course at YCA.
Course	The specific CRICOS-registered qualification or program in which the student is enrolled.
Intervention Strategy	A structured plan of action designed to address barriers to a student's progress or attendance, developed in consultation with the Training Manager, Trainers, and Student Support Officers.
Satisfactory Academic Progress	Successful completion of scheduled assessments and achieving Competency (C) in at least 50% of the units of competency undertaken in a study period.
Unsatisfactory Academic Progress	Failure to demonstrate competency in at least 50% of the course requirements in a given study period.
NOI	Notice of Intention to Cancel
Course Completion	Student has achieved competency in all units of competency within the timeframe of their enrolment, as scheduled in the SMS timetable.
Expected Duration	The timeframe listed on the Confirmation of Enrolment (CoE), based on YCA's term structure.
CoE Variation	Changes processed in PRISMS when a student's enrolment is extended, deferred, suspended, or shortened due to early completion.

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Policy:

The attendance and academic progress of each international student enrolled at **Yarra College Australia (YCA)** will be actively monitored to ensure students maintain full-time study activity and meet both visa and course requirements. While academic progress remains the primary compliance measure under the National Code Standard 8, attendance is also closely tracked as it is an important indicator of student engagement and successful course completion.

All overseas students are informed of the requirements for satisfactory course progress and, where applicable, attendance before commencing their studies at YCA. This information is provided through the **Student Handbook**, the **Enrolment Acceptance Agreement**, and at **orientation**.

YCA has implemented documented policies and procedures to guide both staff and students. These specify:

- the requirements for achieving satisfactory course progress;
- the process for assessing student performance at the end of each study period;
- the procedures for intervention for students identified as “at risk” of not meeting requirements;
- the process for determining when a student has failed to achieve satisfactory progress; and
- the procedures for notifying students when they are deemed to have failed to meet course progress requirements.

YCA assesses student course progress at the end of each study period (term), using academic results and attendance records to ensure students remain on track to complete within their expected course duration.

All international students are required to maintain a minimum of 80% attendance throughout each study period. To enforce this, Vocational RTO conducts monthly attendance reviews using its Student Management System (SMS), supported by a structured early intervention and reporting process. Students are expected to attend all scheduled classes. Trainers and Student Support staff work collaboratively to monitor attendance patterns, identify students at risk, and implement supportive strategies early.

YCA recognises that attendance is not only a visa requirement but also directly linked to successful course progression and timely completion.

Course Completion within the Expected Duration of Study:

Yarra College Australia (YCA) is required to manage student progress and workload to ensure all international students complete their studies within the expected duration stated on their **Confirmation of Enrolment (CoE)**. The expected duration aligns with the CRICOS-registered course structure and term schedule approved for each qualification.

Monitoring and Tracking Academic Progress and Completion:

- YCA monitors academic progress through unit results, trainer reports, and attendance records. These are reviewed by the Training Manager and Student Support Officers to identify students at risk of not meeting satisfactory course progress.
- Each course is structured with defined units of competency, delivery timeframes, and assessment schedules. Students are provided with a class timetable at orientation, which includes term dates and scheduled breaks.
- Trainers and Assessors record assessment outcomes for each unit and forward results to the Student Support team for entry into student records.
- Student progress is reviewed at the end of each study period to ensure students are achieving competency in at least 50% of the units undertaken during that term.
- Where a student is deemed Not Yet Competent (NYC) in a unit, Trainers and Assessors will provide feedback and resubmission opportunities in line with YCA’s assessment policy. Student Support will contact the student to ensure they understand the outcome and are aware of next steps.
- Academic progress reviews are conducted each term by the Training Manager, with input from Trainers and Student Support Officers. Students identified as being “at risk” are referred into YCA’s Intervention Strategy.
- For students who commence studies after the start of a term (e.g. mid-term intake), their progress will be assessed for the units undertaken during the remaining weeks of that study period. If the commencement date falls too late in the term for meaningful assessment, that study period will not be included in the calculation of satisfactory progress.

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- h. Where required, YCA implements a formal Intervention Strategy to support students at risk of not meeting course requirements. The strategy includes:
- Contacting and counselling identified students;
 - Developing tailored support strategies to improve performance (e.g. additional classes, mentoring, academic skills support); and
 - Recording and monitoring the intervention plan until the student is back on track.

Course Progress- Academic Requirements:

Academic Course Progress Requirements:

- Students must demonstrate competency in at least fifty percent (50%) of the units they are enrolled in each study period (term).
- Course progress is monitored by trainers and Student Support staff, with oversight by the Academic Manager.
- Where issues emerge, intervention strategies must be implemented within two weeks of identifying a student at risk.
- A student who does not achieve satisfactory course progress for two consecutive study periods is deemed not to be meeting the requirements of their enrolment and risks cancellation of their Confirmation of Enrolment (CoE), which may impact their student visa.

Identifying Students 'At Risk'

Yarra College identifies students at risk through:

- Class participation and engagement
- Assessment outcomes (Not Competent results, late submissions, multiple resubmissions)
- Attendance patterns
- Requests for extensions or additional support
- Trainer/assessor feedback
- English language ability

Intervention

- Students identified as at risk will receive a Course Progress Warning Letter and be required to meet with the Academic Manager.
- An Intervention Strategy will be developed with the student, considering their academic results, attendance, and any compassionate or compelling circumstances.
- Strategies may include additional classes, one-on-one support, study groups, academic skills workshops, or referral to student welfare services.

Warning & Escalation

- First Warning:** Issued after one study period with <50% course progress.
- Second Warning:** If unsatisfactory progress continues in the following study period.
- Notice of Intention to Cancel (NOI):** If a student fails to improve after intervention or fails to attend intervention meetings.

Recordkeeping

- The Academic Manager is responsible for ensuring all intervention strategies, meetings, and correspondence are recorded in the Student Management System (SMS).
- Records will be reviewed regularly to track student improvement and retained for audit purposes.

Unsatisfactory Course Progress:

Unsatisfactory course progress is defined as a student failing to achieve competency in at least 50% of the scheduled units in any study period (term).

At Yarra College Australia, each study period is defined as one scheduled term in the intake calendar.

Where an international student has made unsatisfactory course progress for two consecutive study periods, and support/intervention strategies have already been implemented, Yarra College may issue a Notice of Intention (NOI) to Cancel Enrolment, in consultation with the Academic Manager.

Appeals Process

- Students will be given 20 working days to access Yarra College's internal complaints and appeals process before any reporting occurs.
- During this period, the student's enrolment will remain active.
- Students will not be reported until:
 - All internal and external appeals have been completed and the outcome supports cancellation, or
 - The student has chosen not to access the appeal process within the 20-day period, or
 - The student withdraws from the appeal process in writing.

Reporting to PRISMS

A breach of course progress will only be reported in PRISMS and to the Department of Home Affairs (DHA) if one of the above conditions is met.

Grounds for Appeal:

A student may appeal a course progress decision on the following grounds:

- A competency outcome has been inaccurately recorded or calculated.

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- Compassionate or compelling circumstances impacted progress.
- The intervention strategy was not implemented in accordance with Yarra College's documented policy and procedure.

Reporting a Student for Unsatisfactory Academic Progress:

- Yarra College Australia (YCA) will only report a student for unsatisfactory academic progress in PRISMS and advise the Department of Home Affairs (DHA) if one of the following applies:
 - a) All internal and external complaints and appeals processes have been completed and the outcome supports YCA as the registered provider; or
 - b) The student has chosen not to access the internal complaints and appeals process within the 20-working-day period; or
 - c) The student has chosen not to access the external complaints and appeals process; or
 - d) The student withdraws in writing from either the internal or external complaints and appeals process.
- Only when the above criteria are satisfied will the student's case be referred to the Training Manager, who will prepare the cancellation of the CoE and ensure reporting in PRISMS. Final approval of the report is authorised by the CEO.
- Where the matter involves misconduct or alleged misconduct, it will be managed under YCA's Student Behaviour Policy and Procedure, which operates separately to academic progress monitoring.

Course Progress- Academic Requirements:

Timing	Action	Responsibility
Low attendance in the first 2 weeks (refer to Attendance Policy)	Early intervention – contact student via email/phone within two weeks of identification.	Trainer / Student Support
End of 1st Study Period (<50% Course Progress)	1st Warning Letter + Intervention Meeting. Develop and document Intervention Strategy.	Training Manager / Student Support Team
End of 2nd Study Period (<50% Course Progress)	2nd Warning Letter + Review/Update Intervention Strategy.	Training Manager / Student Support Team
End of 3rd Study Period (<50% Course Progress)	Notice of Intention (NOI) to Cancel Enrolment. Student allowed 20 working days to appeal.	Training Manager
No Show at Course Progress/Intervention Meeting	NOI to Cancel Enrolment, with records retained in SMS.	Training Manager
Failure to comply with agreed Intervention Strategy	NOI to Cancel Enrolment, subject to review of support provided.	Training Manager
20 working days lapse after NOI, no appeal accessed	Cancel enrolment and report via PRISMS to the Department of Home Affairs (DHA).	Student Support Team (with Training Manager approval)

Monitoring of Attendance:

Attendance Monitoring:

Trainers and Assessors at Yarra College Australia (YCA) are responsible for monitoring student attendance, participation, and engagement in scheduled training and assessment activities. Where a trainer identifies a student at risk due to irregular attendance, they must notify the Student Support Officer (SSO) promptly so that appropriate support or counselling can be provided.

Minimum Attendance Requirement:

International students are required, as a condition of their student visa, to attend a minimum of 80% of scheduled course contact hours for each study period.

Attendance Monitoring Procedure:

Step	Action	Responsibility	Details
1	Daily Attendance Recording	Trainers	Attendance is marked daily during each scheduled session and records are submitted to administration.
2	Monthly Attendance Review	Student Support Officer (SSO)	At the end of each month, attendance records are reviewed to identify at-risk students.
3	Early Detection (Below 85%)	Student Support Officer (SSO)	Students approaching or below 85% attendance receive an email reminder with an offer of support.
4	First Warning Letter (Below 85%)	Student Support Officer (SSO)	Sent to the student by email; requires the student to attend an intervention meeting.

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	80%)		
5	Conduct Intervention Meeting	Student Support/ Compliance Officer/CEO	Meeting held with the student to discuss causes of poor attendance and agree on an Intervention Plan (e.g. timetable adjustments, counselling, referrals).
6	Second Warning Letter	Student Support Officer (SSO)	Issued if the student does not respond or fails to attend the first intervention meeting within 7 days.
7	Follow-Up Intervention Meeting	Student Support/ Compliance Officer/CEO	Review attendance, update the Intervention Plan, provide further support strategies.
8	Notice of Intention to Report (NOIR)	Student Support/ Compliance Officer	If no change or response after the second warning, issue NOIR and advise student of 20 working days to access the appeal process.
9	Complaints and Appeals Process	Student Support/ Compliance Officer	Student may lodge an appeal; reporting is paused during the appeal resolution.
10	PRISMS Reporting	Student / Compliance Officer	If the appeal is not upheld or no appeal is lodged, the student is reported in PRISMS for breach of visa condition (Standard 8).
11	Document Retention	Admin staff	All warnings, intervention plans, attendance logs, and emails are stored securely and retained for at least 2 years.
12	Advise Student to Contact Immigration	Student Support Officer (SSO)	If enrolment is extended, student is advised in writing to contact the Department of Home Affairs to check visa implications.

Note:

- Where records show that even with full attendance for the remainder of the study period a student cannot achieve 80%, YCA will issue a Notice of Intention to Report (NOIR) for Unsatisfactory Attendance.
- Students who provide valid documentary evidence of compassionate or compelling circumstances (e.g., illness, bereavement, trauma) will not be reported. In such cases, their enrolment may be deferred or suspended under YCA's Deferral, Suspension and Cancellation Policy.
- Students are informed of their right to appeal any attendance decision under YCA's Complaints and Appeals Policy. They have 20 working days from the date of the NOIR to lodge an appeal.

DHA Notification:

YCA will only report a student for unsatisfactory attendance to the Department of Home Affairs (DHA) through PRISMS after:

- A NOIR has been issued;
- The student has had the opportunity to access the internal complaints and appeals process; and
- Either the student did not appeal, or the appeal was unsuccessful.

Where an appeal is successful, reporting will not occur. All breaches, correspondence, and appeal records are retained in the student's file for at least two years.

Discretion Not to Report:

YCA may exercise discretion not to report a student who is attending at least 70% of scheduled course contact hours if the student is also maintaining satisfactory course progress. Such decisions are made by the Training Manager in consultation with the CEO, and documented in the student's file.

Extension to course duration:

Yarra College Australia (YCA) will only extend the duration of a student's course where the student is unable to complete within the expected timeframe specified on their Confirmation of Enrolment (CoE). Extensions may be granted in the following circumstances:

- Documented compassionate or compelling circumstances that are beyond the student's control (e.g., serious illness or injury, bereavement, traumatic events, visa processing delays).
- The student is participating in an approved intervention strategy and requires additional time to achieve competency in outstanding units.
- The student has been approved for a deferral or suspension of study due to personal or academic reasons supported by evidence.

Each request for extension is considered on a case-by-case basis by the Training Manager and Student Support Officer, with final approval by the CEO. All decisions are supported by documented evidence provided by the student.

Unless one of the above conditions applies, the student's enrolment period must not exceed the CRICOS-registered duration of the course.

Where an extension is approved, YCA will:

- Notify the student in writing, outlining the reasons for the extension;
- Advise the student to contact the Department of Home Affairs (DHA) to confirm any visa implications; and
- Record the change as a CoE variation in PRISMS.

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Course Completion Policy:

This policy applies to all overseas students enrolled in YCA's CRICOS-listed courses. YCA is committed to ensuring students complete their studies within the expected timeframe. Course completion is monitored through YCA's student management and academic record systems, which track all unit outcomes, attendance records, and warnings. This information enables the Training Manager and Student Support team to proactively identify students at risk of delayed completion. While YCA expects students to maintain satisfactory course progress, the policy recognises that extensions may be granted in line with compassionate or compelling circumstances, intervention strategies, or unit availability. All extensions must be documented and processed in PRISMS.

Monitoring & Recording Process:

- Trainers and Assessors record unit results within ten (10) working days of assessment.
- Training Manager reviews student results at the end of each study period to ensure students are maintaining at least 50% competency across their enrolled units.
- Student Support Officers monitor attendance and student wellbeing, and escalate concerns where attendance or participation impacts progress.
- Students falling below expected progress thresholds are referred for an intervention meeting.

Intervention & Support:

When a student is identified as "at risk" of not completing on time:

- The Student Support Officer contacts the student and arranges a meeting within 5 working days.
- The Training Manager and Trainer/Assessor review the causes of poor progress and agree on an Intervention Plan with the student.
- Strategies may include:
 - Additional tutoring or supervised study,
 - Resubmission opportunities,
 - Peer study groups,
 - Language, literacy, or counselling referrals,
 - Adjustments to timetables where possible.

All intervention actions and outcomes are documented in the student's file.

CoE Variations & Extensions:

Students must complete within the duration stated on their CoE. Extensions are only approved under some conditions, such as:

1. Compassionate or compelling circumstances, such as serious illness with medical certification.
2. Implementation of an intervention strategy that requires a longer period.
3. Unit unavailability due to timetabling or sequencing issues.

When an extension is approved, The Training Manager assesses requests, with final approval from the CEO. Approved extensions are recorded in PRISMS as a CoE variation, and the updated CoE is issued to the student.

Completion Requirements:

To be recognised as having completed their course, students must:

- Achieve competency in all required units of competency
- Complete any compulsory work placement or practicum hours
- Satisfy visa and enrolment requirements throughout their course

Certificates and/or Statements of Attainment will only be issued once all requirements are met and verified by the Training Manager.

Responsibilities:

CEO – Ensures YCA's compliance with SRTOs 2025 and ESOS obligations. Provides final approval for enrolment extensions.

Training Manager – Oversees course completion monitoring, approves intervention strategies, enrolment extensions, and ensures PRISMS reporting is accurate.

Trainers – Record assessment outcomes and monitor day-to-day student engagement, and refer at-risk students.

Student Support Officers – Provide assistance, arrange intervention meetings, maintain student records, and communicate with students at risk.

Appeal:

Students may appeal decisions relating to course completion, intervention strategies, or enrolment extensions. Appeals must be lodged under YCA's Complaints and Appeals Policy within the required timeframe.