

Overseas Student Course Progress, Attendance & Intervention Policy

1. Purpose

The purpose of this policy is to ensure that Contempo College:

- Monitors overseas students' **course progress and attendance**
- Identifies students at risk of not meeting visa conditions
- Implements timely and appropriate **intervention strategies**
- Meets obligations under the **National Code of Practice 2018 (Standard 8)**, the **ESOS Act**, and the **Standards for RTOs 2025**

This policy supports student success while ensuring regulatory compliance.

2. Legislative and Regulatory Framework

This policy is informed by and complies with:

- Education Services for Overseas Students (ESOS) Act 2000
- ESOS Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8)
- Standards for Registered Training Organisations (RTOs) 2025

3. Scope

This policy applies to:

- All overseas students enrolled in CRICOS-registered courses
- All training staff involved in delivery and assessment
- Student administration and compliance staff

4. Course Progress Monitoring

4.1 Definition of Satisfactory Course Progress

An overseas student is considered to be making satisfactory course progress when they:

- Successfully complete units of competency within expected timeframes, and
- Progress through their course in accordance with the approved Training and Assessment Strategy

4.2 Monitoring Process

Course progress is monitored:

- At the end of each study period or term
- Through assessment outcomes, participation, and engagement data

Records of course progress monitoring are maintained for audit and compliance purposes.

Document Name: Overseas Students Course Progress Attendance & Intervention Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 1 of 4

5. Attendance Monitoring

5.1 Attendance Requirements

Where attendance is required under course conditions or visa obligations:

- Overseas students must maintain minimum attendance levels as outlined in their Letter of Offer and Student Handbook
- Attendance is recorded and monitored systematically

5.2 Unsatisfactory Attendance

Unsatisfactory attendance may include:

- Persistent absence without explanation
- Failure to meet minimum attendance requirements
- Patterns indicating disengagement

6. Early Identification of At-Risk Students

Students may be identified as **at risk** due to:

- Unsatisfactory course progress
- Unsatisfactory attendance
- Repeated assessment non-submission or non-competency
- Personal, academic, health, or wellbeing issues

Early identification enables timely intervention.

7. Intervention Strategies

7.1 Intervention Process

When a student is identified as at risk, Contempo College implements documented intervention strategies, which may include:

- Formal written notification
- Academic counselling or support
- Adjusted study plans
- Additional learning or LLND support
- Scheduled progress reviews

7.2 Intervention Outcomes

Intervention outcomes are monitored and recorded to determine whether:

- The student has returned to satisfactory progress, or
- Further action is required

Document Name: Overseas Students Course Progress Attendance & Intervention Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 2 of 4

8. Unsatisfactory Course Progress or Attendance

If a student continues to demonstrate unsatisfactory progress or attendance **after intervention**, Contempo College may:

- Intend to report the student via **PRISMS**, and
- Notify the student in writing of this intention

Students are provided access to the **Complaints and Appeals process** before any reporting action is finalised.

9. PRISMS Reporting

Contempo College reports students through **PRISMS** where required, including:

- Unsatisfactory course progress or attendance
- Deferral, suspension, or cancellation of enrolment

Reporting is conducted in accordance with legislative timeframes.

10. Compassionate and Compelling Circumstances

Compassionate or compelling circumstances may be considered where documented evidence is provided, including:

- Medical conditions
- Bereavement
- Trauma
- Unforeseen circumstances beyond the student's control

These factors are assessed on a case-by-case basis.

11. Responsibilities

- **Principal Executive Officer (PEO)**
 - Ensures compliance with ESOS and CRICOS requirements
- **Campus Manager**
 - Oversees monitoring systems and intervention strategies
 - Ensures PRISMS reporting complies with legislation
- **Trainers and Assessors**
 - Monitor student engagement and progress
 - Identify early warning signs and notify administration

12. Records and Evidence

The following records are maintained:

- Course progress reports
- Attendance records

Document Name: Overseas Students Course Progress Attendance & Intervention Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 3 of 4

- Intervention notices and action plans
- Student communications
- PRISMS reporting confirmations

All records are managed in accordance with the Document & Records Management Policy.

13. Monitoring, Review and Continuous Improvement

The effectiveness of course progress and attendance systems is reviewed through:

- Completion and progression analysis
- Complaint and appeal outcomes
- Internal audits
- Regulatory updates

Improvements are recorded in the **Continuous Improvement Register**.

14. Related Policies

- Student Admission & Enrolment Policy
- Complaints & Appeals Policy
- Deferral, Suspension & Cancellation Policy
- Training & Assessment Framework Policy
- Governance, Risk & Compliance Policy

15. Status

This policy satisfies:

- **National Code 2018 – Standard 8**
- Core CRICOS compliance requirements
- One of ASQA's **highest ESOS risk areas**

Document Name: Overseas Students Course Progress Attendance & Intervention Policy	RTO Code: 45720	CRICOS Code: 03933H
Version: 3.0	Approved: January 2026	Review Date: December 2027
		Page 4 of 4