

STUDENT HANDBOOK

Part B – International Students

Section 8 – Overseas student visa requirements

Foreword to International Students on Course Progress Monitoring

ALG is required to systematically monitor International students' compliance with student visa conditions and must report students under the ESOS Act who have breached student visa requirements. This section will outline overseas student's visa requirements regarding course progress and attendance requirements, online learning and extending course duration.

International students should additionally refer to general section in this handbook on monitoring course progress for all Students. **See Part A of this handbook.**

Academic requirements for course progress

Students are required to maintain satisfactory course progress by completing all course assessments by the due date and achieving a competent result for all units and subjects.

Students have multiple opportunities to rectify an unsatisfactory assessment attempt through the ALG Intervention Strategy.

ALG's role in academic course progress monitoring

- ALG must systematically monitor international students' compliance with student visa conditions relating to course progress.
- ALG must report students to the Secretary of the Australian immigration department via PRISMS in accordance with the ESOS Act, who have breached course progress, and if applicable attendance requirements.
- ALG must be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
- ALG must provide students with access to the complaints and appeals process, whereby the student has 20 working days to respond
- ALG attempts to support students via an Intervention Strategy who are failing to meet course progress requirements

Intervention strategy

Within the Study Period or Term

During term the following intervention strategies and procedures are provided:

- ALG will maintain standard reporting and recording procedures to record class attendance as class attendance provides one guideline for measuring adequate course progress.
- ALG will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 4 weeks after assessment has taken place. Marking and recording of assessment marks are first noted down by trainers & assessors on class rolls and assessment cover sheets, and are then transferred by administration onto the student database.
- If a student is deemed Not Yet Competent (NYC) in their first attempt at assessment ALG has a strategy in place whereby it is the trainer's responsibility to inform the student directly and immediately on issuing the results of the assessment and inform Student Advisors of the NYC result
- Warning letters sent to student including invitation to contact Student Services for support
- Ability for students to discuss course progress issues directly with their trainer
- Availability of timetabled catch up classes
- Availability of timetabled assessment resits

At the End of a Study Period

At the end of a study period the following intervention strategies and procedures are provided:

- Recording the student on a "NYC Class roll" to track progress and outcomes of the intervention strategy prior to the upcoming new study period
- Students will be notified in writing if they are not meeting course progress requirements and the strategies that are available to them at this point.
- Discussing the students case with the relevant trainer what the problems are and possible solutions for them i.e. additional practice or tuition, student has not turned up for the assessment.
- Inviting students to request counselling or support session if they wish.
- Documenting of all actions and outcomes in the student's file.

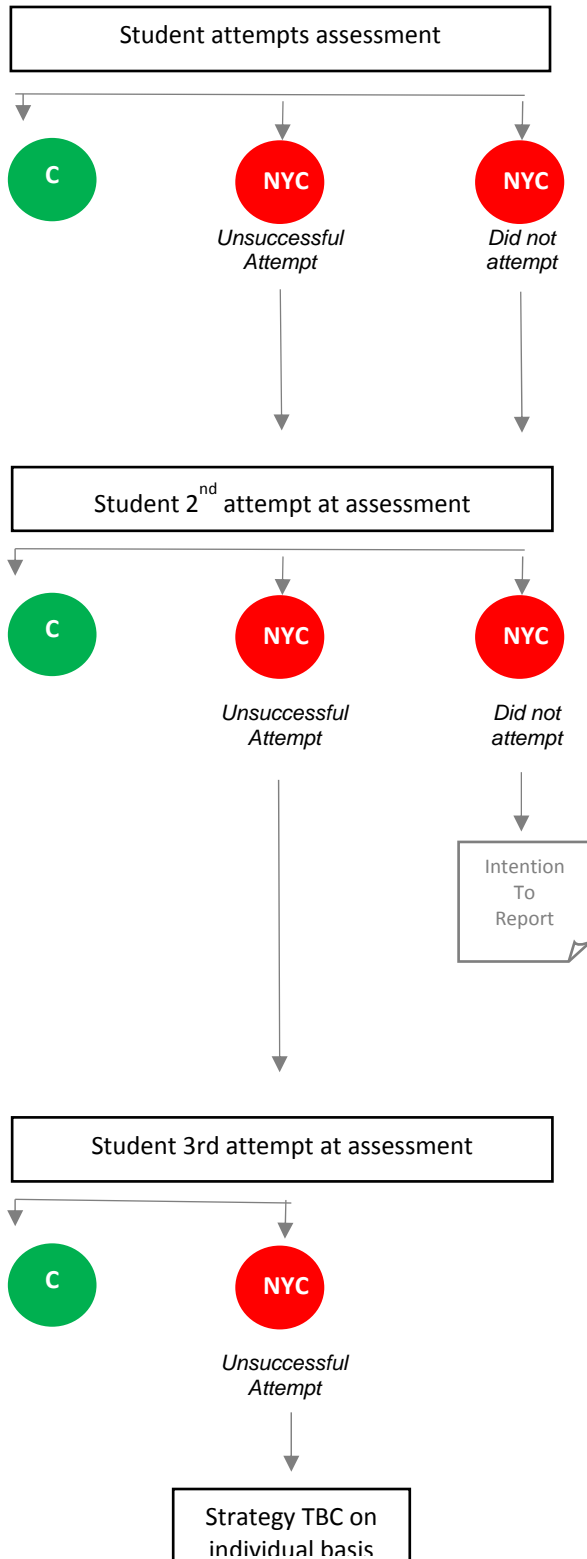
After the above interventions have failed

ALG will be required to further intervene in student's course progress in the event that one or more of the following arise:

- The student fails re-assessments,
- The student fails to meet attendance requirements and subsequent catch up classes/assessments
- The student is not co-operating with the intervention strategies being put in place
- The student is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue)
- As assessed by ALG, the student will not be able to complete the course within the expected duration of study.
- Or any other event, as determined by ALG where support strategies are no longer effective

ALG Course Progress – Academic FLOWCHART

Updated 2017



UNSUCCESSFUL ATTEMPT - If the first attempt of an assessment is not successful the student will be provided information on how to undertake the assessment a second time. This may be communicated by the class teacher and/or student services.
DID NOT ATTEMPT – a student who misses a scheduled assessment session or assignment submission entirely is deemed Not Yet Competent and should immediately contact to arrange a second attempt or resubmission.

UNSUCCESSFUL ATTEMPT - If the 2nd attempt of an assessment is not successful the student will be provided additional support strategies in preparation for a new attempt. Additional fees may be required for some of these strategies. Depending on the course or module these strategies may include:

- Personalised details of NYC assessments
- Free study group dates
- Reminder to access to support and counselling
- Scheduled resit dates after the term has finished

DID NOT ATTEMPT – a student who misses a scheduled assessment session or assignment submission entirely for a second time will receive an Intention to Report (ITR) for academic progress and have 20 days to appeal this ITR.

UNSUCCESSFUL ATTEMPT - If the 3rd attempt of an assessment is not successful the student will be provided additional support strategies in preparation for a new attempt in further consultation with Academic staff of the college. Additional fees may be required for some of these strategies. Depending on the course or module these strategies may include:

- Personalised details of NYC assessments
- Free study group dates
- Reminder to access to support and counselling
- Undertaking the entire module/subject a second time
- Defer or withdraw from the course

Class attendance as a course progress requirement for classroom modules

Satisfactory class attendance to a course module is a requirement of demonstrating satisfactory course progress in all classroom modules delivered by ALG.

Students undertaking classroom modules will have maintaining a satisfactory class attendance as an assessment requirement for that course module.

Please be reminded that ALG must report students under the ESOS Act who have breached the course progress requirements, which would include unsatisfactory attendance in classes and lessons when it is a requirement of demonstrating satisfactory course progress.

Attendance will be measured over study periods typically of 10 week terms of study.

Attendance is monitored and assessed for compliance at the end of a study period, when all classes are completed which includes any opportunity to attend catch up classes or sessions for the study period.

For any course module that has class attendance as course progress requirement, then the attendance required is 80% of timetabled lessons (unless specifically stated otherwise in the course overview and course assessment requirements).

If a student's module class attendance is less than 80%, ALG may choose to not report a breach if:

- Condition 1 - the student's attendance is at least 70% and
- Condition 2 - the student is maintaining satisfactory academic performance, as determined by ALG, in that module.

EXAMPLE: A student is undertaking the Certificate III in Fitness which consists of 2 classroom modules per term i) Fitness Theory and ii) Fitness Practical. A student must maintain 80% attendance in each module, Why? Each module is a classroom delivered module in the course and hence has class attendance as a course assessment and progress requirement.

ALG's role in monitoring class attendance as course progress requirement

- ALG will systematically monitor students' compliance with student visa conditions relating to course progress which includes class attendance as a course progress requirement.
- ALG enable a student to monitor their class attendance by :
 - Sending out reminders and alerts to students
 - Students having ability to check their attendance with the class trainer
 - Students having ability to check their attendance with student services
- ALG can provide support and counselling to students who are at risk of failing to meet attendance requirements. This may include services such as scheduled make up classes, deferrals based on medical issues.
- ALG are obliged to report students under the ESOS Act who have breached the course progress requirements.

- ALG must be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- The Student Services Team is responsible for recording and assessing class attendance and are the first point for contact for students to discuss their class attendance records.

The student's role in class attendance as course progress requirement

- Students must endeavour to maintain 100% attendance and acknowledge absence from class or lessons should only occur in cases of illness or other exceptional personal circumstances. An absence supported by a medical certificate is still counted towards the student's total absences when calculating attendance.
- Students acknowledge attendance is a course progress requirement and required for overall assessment.
- Student must take notice of all class start times and arrive promptly to all classes. Late arrivals are considered absent from the entire class or session.
- A student who is late for more than 15 minutes of a scheduled class, taking extended breaks or leaving early will be recorded as absent for that class. Late arrivals, extended breaks and early departures are disruptive and affect the learning environment for all students. For this reason, the following policies regarding class absences must be enforced:
 - **CLASS ARRIVAL** - All student must take notice of class start times and arrive promptly to all classes. Late arriving students are considered absent from the entire class or session.
 - **CLASS ARRIVAL and 15 MINUTES LENIENCY** - The College offers a leniency of 15 minutes at the start of a class only. The intent of this leniency is to provide a solution for occasional events that may make the student late from time to time such as traffic or transport disruptions. This should not be used as an excuse for, nor gives the right to, regular or systemic late arrivals.
 - **CLASS BREAKS** – Students returning late from a class break will also be considered absent from the entire class or session.
 - **EARLY DEPARTURE** - Student must not leave a class or session early. Students leaving early, prior to a trainer officially dismissing the class, are considered absent from the entire class or session.
- There are some modules that have special conditions for classroom attendance as a course progress requirement. The details of these special conditions will be made available to a student in their course overview and must be adhered to.
- Students must acknowledge that ALG reserve the right to send a student to the doctor should the student be sick or have a medical condition, whereby this condition may be communicable, disruptive to the class or disabling the student from participating in the class. This will result in an absence on the student's record.

Catch Up Classes

Catch up classes will be offered as per the published timetable and are typically made available in the holiday period.

ALG require students to contact the Student Services Team to schedule catch up classes. Catch up options can be booked face to face, via email or phone.

Students are reminded of their opportunities to book catch up options when they receive their attendance alerts.

ALG highly recommends that students endeavour to maintain 100% attendance. If students do miss a class, it is recommended that they catch up this class, for learning benefits and attendance requirements.

ALG cannot guarantee that catch up options will always be available. For some classes, catch up options are not available at all, so students must take responsibility for ensuring 100% attendance where possible.

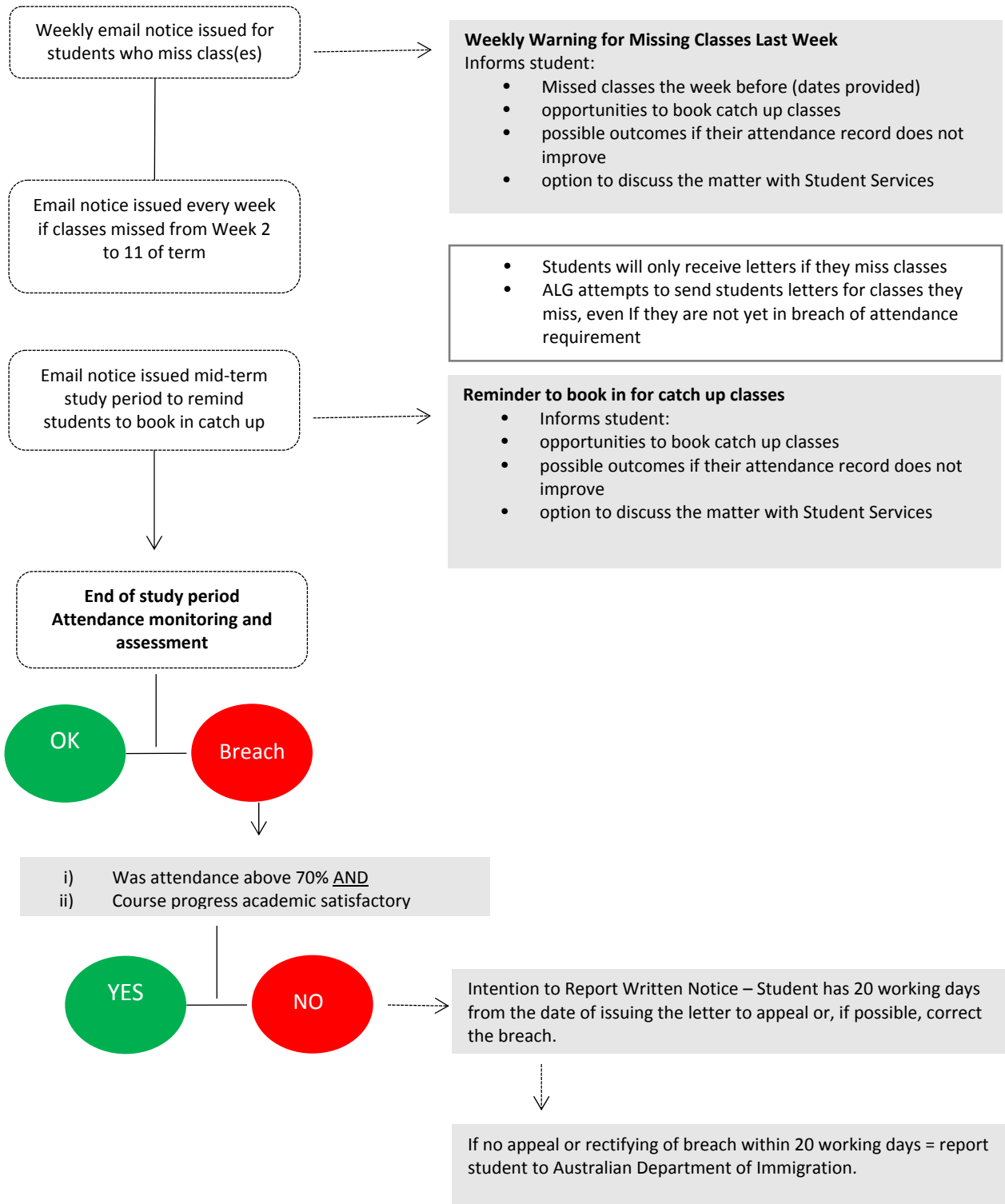
Student Request for Leave of Absence or Extending Course Duration

A student can request a deferment or suspension to their studies.

Please see further details in the handbook covering *'Deferring, suspending and cancelling the student's enrolment'* for more details.

ALG Course Progress – Attendance FLOWCHART

Updated 2017



Support Strategies for assisting students to maintain course progress

To aid course progress a variety of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact a student advisor as soon as possible. Support strategies earlier a student seeks a support strategy, the more options that can be provided.

Support strategies are subject to availability and individual circumstances.

Examples of support strategies that may be available to include, but are not limited to:

- Scheduled termly study groups – no fee
- Timetabled catch-up classes within the term break of that term of study – fee
- Timetabled assessment resits within the term break of that term of study – fee
- Additional practice sessions in student clinic (Massage students only) – no fee
- Matching with peer-to-peer study partner – no fee
- Review tuition in additional classes or streams – fee
- Extra tuition from teacher – fee
- Being placed in a suitable alternative module within a course or a suitable alternative course – fee
- Modifying the training or assessment methods to better suit the learning needs of students where possible
- Or any other action the Student Services, Director of Studies or Trainers feels may help the situation

Example – Support strategies for missing too many classes

A student misses too many classes for a module and will not reach satisfactory course progress. What should they do?

Answer:

- *If the student leaves it until the end of the term to seek support strategies they are limiting their options.*
- *The first strategy would be to contact student admin during the same term and see if timetabled catch-up classes are offered for that module/subject that term*
- *If the student does not attend catch up classes and has missed too many classes to be deemed competent by the end of that study period, they will be required to repeat the term*

Support Strategies specifically for International Students

The range of support strategies available vary for international students.

Often based on visa requirements or completion of study requirement some support strategies cannot be offered to International students e.g. attending a catch up class next time the modules/subjects run is not an option for an international student whose COE is expiring before that class is timetabled.

ALG will attempt to support international students by alerting them to their attendance and course progress requirements throughout a study period.

Example – Support strategy for missing classes as International Student

A student misses too many classes for a module/subject and now at risk of being reported for unsatisfactory course progress. They know an Australian student in a similar situation was given a take home assignment to cover the missing training. Can they do the same as an International Student?

Answer:

- *No. International Students are regulated to only complete a certain percentage of their course via distance education. So a support strategy to complete a module with home study assignments may not be available to the international student.*
- *International students can attend a catch up class in the term break to attempt to catch up on missed assessments and learning.*
- *As a non-International Student they may be able to complete the module with a home study assignment if that was an available support strategy.*

Student's self-monitoring course progress

Students are responsible for monitoring their course progress and attendance requirements. Students can self-monitor this in the following ways:

- Class Teacher before and after class
- Student Services Team at front desk on campus during office hours or request for a meeting.
- Students have 24 hours a day 7 days a week access to their module and course attendance via their online Student Portal. They can access this up-to-date record either from their computer or smart phone/device: <https://alg.rtomanager.com.au/>

ALG monitoring and written notices to students

ALG must systematically monitor international students' compliance with student visa conditions relating to course progress. The following method is used to inform students:

- Warnings for non-attendance to modules/subjects will be sent to the student as soon as practicable on multiple occasions throughout a study period.

- These warning notices will assist students to comply with both their subject attendance requirements and overall course attendance requirements for a study period.
- These warnings will advise the student that if continued absenteeism occurs and/or the student does not seek to undertake catch up classes or sessions during the same study period for a module, then the student will risk not having satisfactory attendance for both their module and their course for this study period.
- These do not replace the student's responsibility to self-monitor their attendance and course progress.

Multiple warnings may be received if the students are at risk of breaching course progress attendance policy in more than one module/subject during a study period.

Reporting overseas student visa breaches

ALG must notify the student in writing of its intention to report the student for not achieving satisfactory course progress as per the policy and procedure of reporting International students for a breach of visa conditions for not achieving satisfactory course progress whereby it is determined:

- a) the student is no longer responding, co-operating or able to get their course progress back on track and/or
- b) no further intervention strategies are available



Types of Warnings

	Type of Communication	Frequency	What does the communication include?	ALG Monitoring	Self-Monitoring
1	Weekly Warning Written Notice	Weekly on Wednesdays of following week of missed class(es) from Week 2 to 11 of a study period	<p>Informs student:</p> <ul style="list-style-type: none"> • Missed class(es) the week before (dates provided) • opportunities to book catch up classes • possible outcomes if their attendance record does not improve • option to discuss the matter with Student Services 	Email	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7
2	Book In Catch Up Class Written Notice	Mid-study period	<p>Informs student:</p> <ul style="list-style-type: none"> • opportunities to book catch up classes • possible outcomes if their attendance record does not improve • option to discuss the matter with Student Services 	Email	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7
3	Intention to Report Written Notice	Once after conclusion of study period and no opportunities remain to catch up.	<p>Informs student:</p> <ul style="list-style-type: none"> • Breached course progress attendance requirements • 20 working days to appeal from date of issue • option to discuss the matter with Student Services 	Email SMS	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7

Frequently asked questions about course progress

My class starts at 8:45am. I arrived at my class at 9:01am. Am I late?

Yes. You are 16 minutes late and missed valuable class time. You are also disrupting your class by walking in this late. You will be marked as absent from this class or session.

My class starts at 8:45am. I arrived at my class at 8:46am. Am I late?

Yes. You are one minute late. You are also disrupting your class by walking in this late. You will not be marked as absent from your class as you are within 15 minutes of the class or session starting, but it is advised you arrive on time or before the class starts.

Do I need to do a catch up class for arriving 16 minutes late?

If your attendance is above 80% for that module you do not need to do a catch up class but we do recommend it.

If I miss the first hour or less of my class, can I attend a catch up class for only the hour that I missed?

ALG does not recognise partial class attendance. You will have to attend an entire catch up session you were absent for.

I need to start work at a certain time, can I leave my class early?

No. You must stay until your teacher dismisses you. Early departure will count towards your total class attendance.

What are the consequences for consistently being late/departing early/being absent?

ALG must report you as per the ESOS Act if you have breached the course progress requirements. This means you may be jeopardising your student visa if you do not attend your classes. We understand that emergencies can occur and sometimes you may miss classes and this is out of your control. If you are struggling to attend your classes, you must make an appointment with the Student Services Team so that we can help you.

I want to speak to someone about my studies or difficulties I am experiencing in my personal life impacting my attendance. Who do I talk to?

Your first point of contact is the Student Services Team.

Can a medical certificate excuse me from missing class?

No. An absence supported by a medical certificate is still counted towards your total absences when calculating class attendance. This means a medical certificate does not provide you an exemption for missing class or a class credit. This means if you are sick and absent for a period of more than 20% of the course, a medical certificate does not necessarily mean you can continue with the original program of studies.

What happens if I am sick and miss more than 80% of classes?

A medical certificate does **not** provide you an exemption for missing class or a class credit. If you are absent more than 80% of class attendance ALG's first solution is to book you in to any catch up options. If ALG cannot support you in catching up this missed course work then ALG will either (a) have to report this to the Department of Immigration for unsatisfactory course progress; or (b) recommend a retrospective deferral. Keep your medical certificates for the Department of Immigration: ALG strongly recommends you keep your medical certificates to support any requests for visa extensions with the Department of Immigration.

Why do I keep getting emails about my course progress and attendance?

ALG attempts to send you written notices when you miss classes, even if you are not in breach of policy. The alerts will offer the student an opportunity to seek counselling, advice, or intervention strategies should these be required to support the student's course progress.

My friend and I both missed classes last week and my friend got an email but I didn't.

Your contact details may not be up to date. Also check your junk email. It is your responsibility to ensure that your personal contact details are always up to date. If your email address, or phone number, change at any point, please ensure you update ALG within 7 days.

You are able to self-monitor your attendance if you are worried that you have missed out on communication from ALG.