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## Unsatisfactory Course Progress or Attendance Policy

### Source of Obligation

Standard 8.13 of the National Code requires that where the School has assessed the full fee paying overseas student as not meeting course progress or attendance requirements, the School must give the full fee paying overseas student a written notice as soon as practicable which:

- notifies the full fee paying overseas student that the School intends to report the full fee paying overseas student for unsatisfactory course progress or unsatisfactory course attendance
- informs the full fee paying overseas student of the reasons for the intention to report
- advises the full fee paying overseas student of their right to access the School's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Standard 8.14 requires the School to only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

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

Standard 8.15 states that the School may decide not to report the full fee paying overseas student for breaching the attendance requirements if the full fee paying overseas student is still attending at least 70 per cent of the scheduled course contact hours and the full fee paying overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

Standard 8.16 requires that the School must not extend the duration of the full fee paying overseas student's enrolment if the full fee paying overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the School on the basis of demonstrable evidence; or
- the School has implemented, or is in the process of implementing, an intervention strategy for the full fee paying overseas student because the full fee paying overseas student is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the full fee paying overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the full fee paying overseas student's enrolment).

Standard 8.17 requires that if the School extends the duration of the student's enrolment, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### Kambala's Policy

It is the School's policy to make all reports as required by the National Code and ESOS Act. Before making a report the School will follow the procedures in this policy.

### Student Has Not Met Requirements

Where the School has assessed the full fee paying overseas student as not meeting course progress or attendance requirements, the School will notify the student and their parent/guardian in writing.

### Exception to Reporting

The School may decide not to report the full fee paying overseas student for breaching the attendance requirements if the full fee paying overseas student is still attending at least 70 per cent of the scheduled course contact hours and if the full fee paying overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

### **Compassionate and Compelling Circumstances**

The School will consider the following as compassionate and compelling circumstances:

- medical illness or injury of the full fee paying overseas student or full fee paying overseas student's close relative which requires hospitalisation or impedes activities of daily living
- a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment
- death of a close relative
- adverse experience that has impacted on the full fee paying overseas student which could include:
  - being a witness to or victim of a serious accident
  - being a witness to or victim of a crime, natural disaster, or terrorism event
- major political upheaval or natural disaster in the full fee paying overseas student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving the student's visa
- other compassionate or compelling circumstances at the discretion of the School.

### **Suitable Evidence of Compassionate and Compelling Circumstances**

In order for the School to grant the full fee paying overseas student an extension or suspension of the School's course on the grounds of compassionate and compelling circumstances, the full fee paying overseas student must provide the School with suitable evidence to prove compassionate and compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- death certificate (when possible).

### **Extending Course Duration**

The School may decide to extend the full fee paying overseas student's course duration for the following reasons:

- compassionate or compelling circumstances
- implementation of an intervention strategy for unsatisfactory course progress or attendance, or
- an approved deferral or suspension as detailed in the School **Deferring, Suspending or Cancelling an Full Fee Paying Overseas Student's Enrolment Policy**.

If the School extends the duration of the full fee paying overseas student's enrolment as a result of unsatisfactory course progress or attendance, the School must advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their full fee paying overseas student visa.

### **Updating PRISMS**

The School must report via PRISMS any student who has not met course progress requirements.

Before such a report the School will have:

- implemented an intervention strategy (refer to our **Full Fee Paying Overseas Student Intervention Strategy Policy**);
- notified the student and their parents/guardians in writing of the School's intention to report them; and
- allowed the student 20 working days to avail themselves of the School's complaints and appeals process. Refer to our **Full Fee Paying Overseas Students Complaints Handling Policy**.

Where:

- the student has chosen not to access the complaints and appeals processes within the 20 working days; or
- the student withdraws from the process; or
- the process is completed and results in a decision that supports the School,

the School must report the student via PRISMS for not achieving satisfactory course progress.

Refer to **PRISMS Maintenance Obligations**.

### **Record Keeping**

The School maintains evidence of compliance with this policy by maintaining records of notifications and actions taken in accordance with this policy. Records will be maintained in accordance with our **Full Fee**

**Paying Overseas Students Records Management and Retention Policy.**