
Course Progress and Attendance Policy & Procedure (International Students)

1. Purpose

- a) The purpose of this policy is to ensure that the International College of Melbourne (ICM) monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (COE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.
- b) The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.
- c) This policy ensures compliance with Standard 6 and 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) and Clause 1.7, 6.1 to 6.6 of Standards for RTOs 2015 (Cth).
- d) It is recommended that providers consider monitoring attendance as part of course progress although it is not required for all providers under the National Code 2018. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.
- e) However, attendance monitoring policies and procedures should be kept in this policy and procedure where it is a condition of a provider's registration as imposed by the ESOS agency that they must have and implement a documented policy and process for monitoring the attendance of overseas students to implement and maintain minimum attendance requirements for overseas students.

2. Responsibility

- a) The CEO and student support officer and trainers are responsible for the implementation of this policy and for ensuring that staff members are aware of its application and implement its requirements.
- b) ICM will monitor and record course attendance every week and course progress at the end of each study period. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress. ICM will provide support to the students by discussing and implementing intervention strategies for students who are at risk of failing to meet course progress and/or attendance requirements. Students who are not attending classes may mean that they might not make satisfactory course progress.
- c) If students are unable to meet satisfactory course requirements despite repeated warnings and implementing intervention strategies, the process of reporting students to the Department of Home Affairs (DHA) via PRISMS will commence based on unsatisfactory course progress i.e., unable to demonstrate competency in at least 50% of the units in two consecutive study periods.

3. Definitions

- a. **CoE means Confirmation of Enrolment.** This is proof of student enrolment and acceptance of the offer letter and student agreement provided by the institute. The DHA requires the CoE for visa processing for international students.
- b. **DHA** means Department of Home Affairs. The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider. ESOS Act means the Education Services for Overseas Students Act 2000. The ESOS Act sets out the legal framework governing the delivery of education to overseas students studying in Australia on a student visa.
- c. **Cth means Commonwealth of Australia**
- d. **The study period** defined by ICM is one term of the course (8-12 weeks) in which the student is enrolled. Different qualifications will have different study periods. Refer to ICM's student prospectus for further information. National Code: National Code of Practice for Providers of Education and Training

Course Progress and Attendance Policy & Procedure (International Students)

to Overseas Students 2018. Under the ESOS Act, the purpose of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) is to set nationally consistent standards and procedures for registered providers and for persons who deliver education services on behalf of registered providers. The National Code supports the effective administration of the ESOS legislative framework by the Commonwealth, state, and territory governments. PRISMS means Provider Registration and International Student Management System (PRISMS). Minimum Attendance requirements: the minimum requirement for attendance is an **80 percent** of the scheduled contact hours for the course.

- e. **Unsatisfactory Course Progress** is when a student does not meet course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the study period.
- f. **Satisfactory course Progress:** where a student can meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course. Satisfactory course progress is defined as successfully completing or demonstrating competency in at least 50 of the units in the study period.
- g. **Student at risk:** A student at risk is defined as one who has not made satisfactory academic progress in a course for a term (providing the term is not the second consecutive term for which this is the case) and is therefore subject to an intervention strategy.

4. Policy

ICM will ensure that the student has participated in the training as set out in the training and assessment strategy. ICM will also check and ensure that all the required assessments are completed up to that point in time. Students at ICM will be informed about satisfactory course progress and attendance requirements in each study period and ICM gives strong emphasis on attendance and course progress requirements. It is a mandatory requirement for all the students to attend their classes regularly and achieve satisfactory course progress.

5. Completion within the expected duration

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The expected duration of the course as specified in the overseas student's CoE should not exceed the CRICOS registered duration. ICM will monitor student attendance and course progress regularly to ensure that students satisfactorily progress through their course and complete their studies within the duration specified on their Confirmation of Enrolment.

6. Attendance Requirements

Monitoring Attendance

ICM will collect attendance on a regular basis, contact students who are not attending classes, and identify appropriate support that can be provided to the students. ICM will ensure that students are provided with full support by implementing intervention strategies so that students can complete their courses on time. Students who will be absent from the class and will have attendance below 80% will be identified as "at risk". The student support officer will send warning letters to those students to discuss and identify support measures if required by students.

Course Progress and Attendance Policy & Procedure (International Students)

Attendance records:

The student support officer will maintain and record course attendance every week on the Attendance calculation sheet.

The attendance records will be maintained in the following manner using the Attendance Record Sheet. Class rolls for each unit of competency for all the courses will be kept and will contain the following information:

- Course Code and Course Name
- Weekly Dates
- Session timings
- batch No
- Student ID
- Full name of each student enrolled in the class
- Individual student signature section
- Time in-Time out
- Name and signature of the trainer/assessor either training or assessing that class. ICM will retain evidence that students are attending scheduled classes in the form of marked Student sheets and attendance calculation sheets.
- Before the commencement of the course, through its orientation program, ICM will advise the students about the importance of attendance and how it affects the course progress. Students must maintain satisfactory attendance (i.e., minimum of 80% of attendance) throughout the course.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. ICM will send warning letters to those students whose attendance is falling below the attendance requirements.

- The first attendance warning letter will be sent to the students when the trainer notices any unauthorized absence for more than 5 consecutive days or if a student's attendance falls below 95%. Students will be called for a meeting to discuss their reasons for absence and provide support if students need support.
- A second attendance warning letter will be sent to students if their attendance falls below 85%. This will be followed up by inviting those students to attend an intervention meeting. The Institute will implement an Intervention strategy to assist and support students so they can attend classes regularly and achieve satisfactory course progress. It will be recorded in the Intervention strategy form and placed in the student's file.
- ICM will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress. If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), ICM will report the students based on unsatisfactory course progress for two consecutive study periods to the DHA via PRISMS by ICM's course progress and attendance procedures as outlined below.
- As part of the intervention strategy, students will be provided with appropriate support including, but not limited to, academic skills support, LLN support, counseling, and mentoring. Refer to the point intervention strategy sections of this document.

Course Progress and Attendance Policy & Procedure (International Students)

7. Course progress requirements

- a. Students who do not meet course progress requirements may be at risk of having their visa status affected. Where requirements are not met course progress monitoring procedures will be followed.
- b. ICM will use a range of methods to monitor course progress including a review of assessment tasks, and other measures of academic progress as defined in the procedures. All records of course progress will be kept in a file.
- c. Student's course progress will be recorded on an excel sheet and regularly assessed by Student administration.
- d. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration.
- e. ICM chooses to implement the "Department of Education, Skills, and Employment" course progress policy and procedures". Regular and sufficient attendance in class is necessary for the achievement of expected outcomes and to maintain course progress requirements.
- f. ICM will monitor record and assess the course progress of each student for each unit of the course in which the student is enrolled. The student's course progress will be evaluated at the end of each study period.
- g. Students will be informed during the orientation about their course progress requirements.
- h. ICM has an intervention strategy that identifies and assists students at risk of not making satisfactory course progress. At a minimum, for students, the intervention strategy will be discussed and implemented where the student has failed or is deemed not yet competent (NYC) in 50 percent or more of the units.
- i. Attempted in any study period, ICM may choose to intervene at any point before the end of the study period, for example, if the student does not attend the classes regularly or does not respond to ICM's attempts to assist the student in achieving satisfactory course progress.
- j. At the end of each compulsory study period, students will be assessed against the "Course Progress and Attendance Policy and Procedure". If a student is identified for the first time as not making satisfactory course progress, warning letters will be sent to students to inform them about their course progress and attendance. A meeting will be organized to discuss any issue they might be facing. An intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of each study period or as soon as practicable. If a student is identified as not making satisfactory course progress in the second consecutive compulsory study period in a course, (failing 50% or more units in the second study period) despite implementing an intervention strategy, ICM will notify the student of its intention to report the student to the Department of Home Affairs via PRISMS for unsatisfactory progress. Detailed procedures for course progress are mentioned below in the section of this policy.
- k. All students must ensure that they are making satisfactory progress through their course. If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), ICM will implement a process for reporting unsatisfactory course progress in PRISMS.

Course Progress and Attendance Policy & Procedure (International Students)

8. Intervention Strategy

ICM will identify, notify, and assist students where there is evidence that the student is at risk of not meeting course progress and/or attendance requirements. Institute will provide support to students through an intervention strategy to ensure that students are attending classes and achieving satisfactory course progress.

For students at risk of not meeting course progress or attendance requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified. It will be documented on Intervention Strategy form.

An intervention plan/intervention strategy will include an interview with the CEO or Student Support Officer, and it may include one or more of the following strategies (but not limited to):

- attending counselling
- English language support.
- reviewing learning materials with the student and providing information to students in a context that they can understand.
- providing extra time to complete tasks.
- providing access to supplementary or modified materials.
- Provide supplementary exercises to assist understanding.
- attending tutorials or study groups.
- receiving assistance with personal issues which are influencing progress.
- receiving mentoring.
- referral to external organizations where ICM is unable to address the identified learning or academic issues:
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

9. Reassessment/Repeat unit

Students will be given 2 additional attempts to demonstrate competency at each assessment (One original submission + 2 additional attempts of reassessments). The first 2 reassessments will not incur any charges. If students cannot demonstrate competency after three attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a fee as per the course brochure fee section.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional, compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

10. Extension to an expected course duration

Extensions to the course duration specified on the CoE are only allowed where: Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

Course Progress and Attendance Policy & Procedure (International Students)

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents.
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies.
- a traumatic experience that has impacted the students, and which could include involvement in or witnessing a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where ICM is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements or is in the process of implementing an Intervention Strategy.
- An approved deferral or suspension of studies has been granted in accordance with Australian ICM's Deferral, Suspension, and Cancellation Policy and Procedures.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DHA via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, it is advisable for the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

11. Reporting students

ICM will not report students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS. ICM will be required to report the student to DHA via PRISMS if the student demonstrates unsatisfactory course progress in two consecutive study periods i.e., not successfully demonstrating competency in more than 50% of the units in two consecutive study periods. Furthermore, where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite implementing intervention strategies, ICM will be required to report the student to DHA via PRISMS. Prior to reporting, students will receive a written notice informing them of the intention to report for unsatisfactory course progress and the reasons for the intention to report. Students have the right to appeal against this decision as per ICM's Complaints and Appeals Policy and Procedure within 20 working days. If the student chooses to access this process, the student will not be reported until this process is complete.

ICM will only report unsatisfactory course progress in PRISMS if:

- The internal and external complaints processes have been completed and the decision or recommendation supports the Institute or - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- The overseas student has chosen not to access the external complaints and appeals process, or - The overseas student withdraws from the internal or external appeals processes by notifying ICM in writing. All records will be kept in the student's file including warning letters and the notice of intention to report.

Course Progress and Attendance Policy & Procedure (International Students)

12. Publication

This policy and procedure will be published on ICM's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students in the Course Outline and at their orientation.

13. Procedures The procedure for attendance and course monitoring policy demonstrates how the policy will be implemented and who will be responsible for the steps taken under this policy.

14. **Monitor Attendance:** Student attendance will be regularly monitored to ensure that ICM facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements. Students must maintain satisfactory attendance (i.e., minimum of 80% of attendance) throughout the course.

Procedure	Responsibility
<p>A. Monitor and record attendance</p> <ol style="list-style-type: none"> 1) Students' attendance will be recorded every day in the Attendance Record Sheet by the trainer. 2) Student support officer will maintain and record course attendance every week on the Attendance calculation sheet and submit it to the CEO. 3) Student support officer will maintain and store the attendance calculation sheet. 4) Student support officer will analyze the weekly attendance calculation sheet and identify students who are not attending classes. 5) Attendance calculation sheet will be used to check if attendance is satisfactory 	CEO / Trainers/ student support
<p>B. Identify students at risk for Unsatisfactory attendance – Stage 1</p> <p>Where a student's attendance falls below 95% or who has been absent for more than five consecutive days without approval or satisfactory reason, ICM will contact those students to discuss their absence. The first attendance warning letter will be sent to the student. The student may be invited for a meeting with the CEO to discuss any issues or problems that students may be facing so that support can be provided.</p> <p>During this meeting, ICM will:</p> <ul style="list-style-type: none"> • Discuss the reasons for low attendance with the student if students have been absent for more than five consecutive days without approval and/or who are at risk of not meeting attendance requirements before the student's attendance drops below 80%. An appropriate Intervention strategy may be discussed and identified during the discussion if he/she requires it. • Offer support services to students which may include, but are not limited, to academic and future progress advice, and welfare matters to meet the overseas student's visa requirements. (Refer to Intervention strategy and/or Student Support and Welfare policy for more details) • Remind the student that if they continue to not meet the attendance and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status. • ICM will keep a summary of this discussion, as well as a copy of this letter. • Continue to monitor students' attendance. 	CEO / Trainers/ student support
Risk of Unsatisfactory attendance – Stage 2	Responsibility

Course Progress and Attendance Policy & Procedure (International Students)

<ul style="list-style-type: none"> Where a student's attendance drops below 85% or who has been absent for more than five consecutive days without approval, a Second warning letter for low attendance will be sent inviting the student to attend a meeting to discuss and implement an intervention strategy. During the meeting, the reasons for continuing unsatisfactory attendance and further intervention required will be discussed. The intervention strategy form will be filled up and recorded. ICM will offer support services to students which includes, but is not limited to academic and future progress advice, welfare matters to meet the overseas student's visa requirements, etc. (refer to training and assessment policy) If the attendance is still unsatisfactory i.e., below 80% despite implementing intervention strategies, the course progress will be reviewed. If a student's course progress is unsatisfactory, students will be invited to attend an intervention meeting and an intervention strategy will be invoked in accordance with the course progress policy and procedures. Warning letters will be sent to the students and intervention strategies will be applied and implemented. If a student's attendance is unsatisfactory but the student is making satisfactory course progress, the student will still be counselled on the importance of attendance for successful course progression. 	CEO / Trainers/ student support
<p>D. Linking student's attendance with course Progress (Process where students have failed to meet satisfactory course attendance).</p> <p>Before the commencement of the course, during the induction program as well as through trainers, ICM will advise the students about the importance of attendance and how it affects the course progress. If a student does not meet satisfactory attendance requirements, the student's course progress will be reviewed and carried forward on the following basis:</p> <ul style="list-style-type: none"> If a student's course progress is found to be unsatisfactory, ICM will issue unsatisfactory course progress warning letters. Course progress procedures will be applied as mentioned below in the section or If the student's attendance is low but the student is making satisfactory course progress, then the student will be invited for a meeting informing the student to maintain a minimum of 20 scheduled course contact hours per week. ICM will report the students to the Department of Home Affairs (DHA) on unsatisfactory course progress for two consecutive study periods; however, Institute will actively monitor and record students' attendance in line with National code 2018 Standard 8.10, 8.11 & 8.12. Note: ICM will not report the students based on attendance; however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS. 	CEO / Trainers/ student support

15. Monitor course progress: Course progress will be monitored at the end of each study period National Code 2018: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> Student's course progress will be assessed and monitored regularly, in relation to the course progress requirements. Satisfactory course progress requirements mean successfully completing or demonstrating competency in at least 50% of the units in the study period. Class activities, formative tasks, and class participation will be used to informally monitor students in class. Course Progress and Attendance calculation sheet will be used to monitor formal progress. At the course monitoring point, students' course progress will be reviewed to determine if students are at risk of not meeting course progress requirements. Follow-up will be done with academic staff to check if the records are incomplete or complete. 	CEO / Trainers/ student support

Course Progress and Attendance Policy & Procedure (International Students)

<p>B. Risk of Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> • Where a student's course progress is unsatisfactory and less than 50% in the first study period, send a First Warning Letter of Unsatisfactory Course Progress and invite the student to attend a meeting to develop an intervention strategy. • Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the Intervention Plan. • Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. • Implement intervention strategy as documented in the Intervention Plan as soon as possible and within 5 working days of the meeting. • The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. • To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. • Place all documentation on the student's file. <p>Monitor student's progress following the first warning</p> <ul style="list-style-type: none"> • Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required. • Review and update the Intervention Plan as required. • Discuss revisions with the student. • Implement any additional or revised interventions immediately. • Record outcomes of each meeting in the Intervention Plan. • Include the form in the student's file. 	<p>CEO / Trainers/ student support</p>
<p>C. Risk of Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> • Where the student continues to fail to demonstrate 50% satisfactory course progress in the second study period, as evidenced through course progress monitoring, send a Second Warning Letter of Unsatisfactory Course Progress to the student inviting them to a meeting. • At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required. • Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress. 	<p>CEO / Trainers/ student support</p>
<p>D. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> • Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. • This notice must be sent by post to the student's registered address, as well as by email. • Inform students in the same letter of their right to access ICM's Complaints and Appeals process and that they have 20 working days to do this from the date specified on the letter. • Students who choose to access this process will not be reported if they appeal within 20 working days indicating ICM's intention to notify. Students must continue to attend classes during the appeals process as specified in ICM's Complaints and Appeals Policy and Procedure. 	<p>CEO / Trainers/ student support</p>

Course Progress and Attendance Policy & Procedure (International Students)

<ul style="list-style-type: none"> Place a copy of the Letter and any other relevant documentation will be placed on the student file. 	
<p>E. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and/or attendance requirements within 7 working days. 	

Course Progress and Attendance Policy & Procedure (International Students)

Appendix

Guidelines-ASQA Attendance Requirements 2019

Overseas students are required to participate in and attend the scheduled classes. Note for Students Overseas students are required to be enrolled in a full-time registered course to undertake the study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week. Students are also expected to progress through their course so that they complete the course within the nominated course duration. If an overseas student is not attending scheduled classes but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge, and experience to progress in their course without receiving structured training. In this case, ICM will invite the student to apply for RPL and the Institute will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

ICM has implemented an “Attendance and Course Monitoring policy and procedures” to monitor minimum attendance requirements and if students don't meet these requirements, they will be breaching student visa conditions. The Department of Home Affairs (DHA) may cancel a student's visa if the student fail to maintain their enrolment. Students who cannot show that they are meeting the requirements of the qualifications or accredited course are at risk of not progressing in their course (that is, they are at risk of not completing the course within the nominated duration) will be notified that they are at risk, and they will be invited to meet with the CEO to discuss any support services required (including intervention strategies). If a student fails to make satisfactory course progress (including by not participating in the training as outlined in the training and assessment strategy and timetables),

ICM will report the student to the Department of Home Affairs (DHA) via PRISMS based on unsatisfactory course progress for two consecutive study periods. Before reporting the students to DHA, ICM will ensure that proper processes and procedures are followed as per the above-mentioned Attendance and Course Progress procedures. Keeping Students Informed:

During the enrolment process before students start their course, Students will be informed of the following information through the written agreements:

- the duration of their course and the modes of study (including course delivery location and the facilities provided by ICM)
- that students must participate in scheduled classes in accordance with course timetables to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa
- that if students don't attend scheduled classes, ICM may reassess the student's course duration, and may shorten their course duration.
- that ASQA may, at any time, require a training provider to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa
- that the Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment. Students will also be provided with the above information during Induction. A student must be aware of the following:
- Enrolment in a full-time registered course, which is a course with a minimum of 20 scheduled course contact hours, is a visa condition for overseas VET students.
- Attend classes as per the scheduled class times.
- If a student fails to make satisfactory course progress (including by not participating in the training outlined in the training and assessment strategy and timetables), ICMs will implement a process for reporting unsatisfactory course progress in PRISMS as per ICM's Attendance and Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing ICM's Complaints and Appeals policy which can be made available from the website or from the reception. Before reporting the

Course Progress and Attendance Policy & Procedure (International Students)

students to DHA, ICM will ensure that proper process and procedures are followed as per the Attendance and Course Progress policy and procedures.

ICM will:

- Undertake an intervention strategy to assist the student at risk of not meeting the course progress requirements in sufficient time for the students to achieve satisfactory course progress. This will be documented in the Intervention Strategy form.
- Inform the students of the intention to report them and the reasons why ICM is reporting them.
- Inform the student about how they can access an internal complaints and appeals process.
- Advise the student on their external appeal rights.