



Attendance and Course Monitoring Policy and Procedures

1. Purpose

The purpose of this policy is to ensure that Greenhill Institute monitors and records attendance and course progress of 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 attendance and course progress requirements.

The intention of this policy is to provide all the students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

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)*.

This policy has been documented to ensure that students maintain satisfactory attendance and course progress requirements.

2. Responsibility

The Training Manager and Administration Officer are responsible for the implementation of this policy and ensuring that staff members are aware of its application and implement its requirements.

Greenhill Institute will monitor and record course attendance every fortnight. Course progress will be monitored throughout the course of study in which the student is enrolled. Attendance and Course progress will be monitored along with each other; this is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

Greenhill Institute will provide support to the students who are unable to meet attendance and course progress requirements by inviting them for a meeting and implementing intervention strategies to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.

Students who are not attending classes may mean that they might not be able to achieve satisfactory course progress. If student is unable to meet satisfactory course requirements despite repeated warnings and implementation of intervention strategies, the student will be reported to the Department of Home Affairs (DHA) via PRISMS when student fails to demonstrate competency in at least 50% of the units in two consecutive study periods.

3. Definitions

CoE means Confirmation of Enrolment. A document, provided electronically, which is issued by the registered provider (i.e., Greenhill Institute) to overseas students. It confirms the overseas student's eligibility to enrol in a particular course of the registered provider (i.e., Greenhill Institute).

DHA means Department of Home Affairs. The Department of Home Affairs is responsible for central coordination, and strategy and policy leadership in relation to cyber and critical infrastructure resilience and security, immigration, border security and management, counterterrorism, the protection of our sovereignty, citizenship and social cohesion.

ESOS Act means the Education Services for Overseas Students Act 2000. The ESOS Act sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.

Cth means Commonwealth of Australia

Study Period defined by Greenhill Institute is one term of the course (15 - 26 weeks) in which the student is enrolled. Different qualifications will have different study periods. Refer to Greenhill Institute's student handbook for further information.



National Code: National Code of Practice for Providers of Education and Training 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.

Compassionate circumstances: circumstances that produce a feeling of sympathy for the student's troubles.

Compelling circumstances: circumstances that are powerfully convincing.

PRISMS means Provider Registration and International Student Management System (PRISMS).

Minimum Attendance requirements: The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

Unsatisfactory Course Progress is where a student does not meet the course progress requirements for the study period as identified in the Training and Assessment Strategy for each course. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in the given study period.

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 given study period.

Student at risk: A student at risk is defined as one who has not made satisfactory academic progress in a course for a given study period (providing the study period is not the second consecutive study period) and is therefore subject to an intervention strategy.

4. Policy

Greenhill Institute will ensure that the student participates in the training as set out in the training and assessment strategy, including (where the strategy requires) participating in scheduled classes, course-related information sessions. Greenhill Institute will also check and ensure that all the required assessments are completed up to the required point of time.

Prior to the commencement of the course during orientation day, students will be informed about satisfactory course progress and attendance requirements in each study period.

Greenhill Institute 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.

4.1. Completion within 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 of the course.

Greenhill Institute 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. **4.2**

Attendance Requirements

Monitoring Attendance

Greenhill Institute will collect attendance on regular basis as per student's scheduled class, contact students who are not attending classes and identify appropriate support that can be provided to the students. Greenhill Institute will ensure that



students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who will be absent from the class on a continuous basis will be identified as “at risk”. The Administration Officer will send warning letters to the students as per this policy based on unsatisfactory attendance.

Attendance records:

The Administration Officer will maintain and record course attendance every fortnight on the Attendance tool. The attendance records will be maintained in the following manner using the *Attendance Record Sheet*.

Class rolls for each unit of competence for all the courses will be kept and will contain the following information:

- Course Code and Course Name
- Weekly Dates
- Group No (where applicable)
- Student ID
- First name and last name of student
- Individual student’s sign-in and sign-out signature section
- Name and signature of the trainer/assessor either training or assessing that class.
- Location

Greenhill Institute will retain evidence of students attending scheduled classes in the form of marked attendance sheets and record them in attendance tools. Greenhill Institute will securely retain all marked attendance sheets for a period of 6 months from the date on which the attendance is marked.

Before commencement of the course, through its orientation program, Greenhill Institute will advise the students about the importance of attendance and how it may affect the course progress.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout their course.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. Greenhill Institute will send warning letters as per the following attendance circumstances:

- *First attendance warning letter* will be sent to the students when the trainer notices any unauthorised absence for more than 5 consecutive days or if a student’s attendance falls below 95%. Students will be called to a meeting to discuss their reasons for absence and will be provided with support where required.
- *Second attendance warning letters* will be sent to students if their attendance falls below 85%. This will be followed up by inviting students to attend an intervention meeting. The Institute will implement an Intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. Discussion notes will be documented in the Intervention strategy form and will be placed in the student’s file.

Greenhill Institute 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 not participating in the training outlined in the training and assessment strategy and timetables), Greenhill Institute will send course progress warning letter to students and implement course progress monitoring procedures in accordance with section 5 of this policy.



For students enrolled in **CPC (Building, Construction, Solid Plastering) Qualifications**, must attend all workshop practical to fully develop their skills. Students' workshop attendance will be monitored closely and students missing practical classes will be treated on a case-by-case basis. Students missing more than one workshop practical class will not be allowed to sit in re-assessment but will be required to repeat the units as it will not be possible for students to develop the required skills without attending practical classes.

4.3. Course Progress Requirements

4.3.1. Course progress requirements are defined in relation to the study periods and may include any combination of the following.

- Satisfactory completion of certain assessment tasks for each unit.
- Achieving competency in the units of competency during the given study period.

4.3.2. Requirements are designed to uphold the academic integrity of the courses delivered at Greenhill Institute and to meet the course requirements, in consideration of the study period's length and the number of units and assessment requirements of the course.

4.3.3. If students do not maintain satisfactory course progress, Greenhill Institute's course progress monitoring procedures will be followed.

4.3.4. Greenhill Institute will use a range of methods to assess course progress including review of assessment tasks, observations and interaction by learners, and other measures of academic progress.

4.3.5. Students course progress will be recorded on excel sheet and will be regularly assessed by Student administration.

4.3.6. Students must ensure that they abide by academic conduct requirements to ensure that they can complete their course within the expected duration. Any form of academic misconduct will not be tolerated at the institute. Greenhill Institute will address any form of misconduct and allegations of misconduct.

4.3.7. Greenhill Institute chooses to implement the "Department of Education, Skills and Employment" course progress policy and procedures". Regular and sufficient attendance in class is necessary for successful achievement of expected outcomes and to maintain course progress requirements.

4.3.8. Greenhill Institute will **monitor, record, and assess the course progress** of each student for each unit of the course for which the student is enrolled in. A student's course progress will be assessed in each study period.

4.3.9. Students will be informed during the orientation about their course progress requirements.

4.3.10. Greenhill Institute has an intervention strategy in place to assist students who are 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 per cent or more of the units.

4.3.11. Attempted in any study period, Greenhill Institute 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 Greenhill Institute's attempts to assist the student in achieving satisfactory course progress.

4.3.12. Throughout the course and in each study period, students will be assessed against this "*Attendance and Course Progress 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 requirements. A meeting will be organised to identify the reason of unsatisfactory course progress and discuss any issues students may have. The intervention strategy will be identified and implemented during this meeting. The intervention strategy will be activated within the first two weeks of the following study period or as soon as practicable.



If a student is identified as not making satisfactory course progress and fails to demonstrate competency in 50% of the units in the second consecutive compulsory study period of a course, despite implementation of intervention strategy, such student will be reported to the Department of Home Affairs via PRISMS which also may impact their student visa. Detailed procedures for course progress are mentioned below in section 5.2 of this policy.

4.3.13. All students must ensure that they are making satisfactory progress throughout 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), Greenhill Institute will implement the process of reporting student based on unsatisfactory course progress.

4.4. Intervention Strategy

Greenhill Institute 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. Greenhill Institute will provide support to students through 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 Administration Officer or Student Support Officer, and it may include one or more of the following strategies (but not limited to):

- arranging 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;
- providing supplementary exercises to assist understanding;
- attending tutorial or study groups;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Greenhill Institute 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.
- Making timetable adjustments using the new study plan

Students can also refer to the *Student Support and Welfare policy* for more details on support by assessing the policy from Greenhill Institute's website <https://greenhillinstitute.vic.edu.au/>.

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. However, the third reassessment will incur a fee of \$300. If students are unable to 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.

Unit repeat fee: \$300 per unit.

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.

4.5. Extension to expected course duration

Extensions to the course duration specified on the CoE is only allowed where:

- Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
 - of 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 on the student's studies.
 - a traumatic experience which has impacted on the students, and which could include involvement in or witnessing of 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 Greenhill Institute 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 Intervention Strategy.
- An approved deferral or suspension of studies has been granted in accordance with Greenhill Institute'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 students' enrolment is extended, it is advisable for the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impact on their visa, including the need to obtain a new visa.

4.6. Reporting students

Greenhill Institute 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.

Greenhill Institute will be required to report the student to DHA via PRISMS if a student demonstrates unsatisfactory course progress in two consecutive study periods, i.e., failing in 50% or more the units in two consecutive study periods, despite implementing intervention strategies.

Prior to reporting, students will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.

Students have the right to appeal against this decision as per Greenhill Institute'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.

Greenhill Institute 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 Greenhill Institute in writing.

All records will be kept in the student's file including warning letters and the notice of intention to report.

4.7 Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent (NYC).

All work submitted must be an accurate reflection of the student's level of competence. If it is found out that a student has committed multiple and/or systematic acts of plagiarism, or admits to, or is found to have committed, conduct that prejudices the interests of other students or the integrity of an assessment scheme itself, then the case will be dealt with as a complaint of student misconduct under the Student Code of Behavior at Greenhill Institute, and a further penalty may be imposed. Kindly refer to Plagiarism and Cheating policy available on Greenhill Institute's website and/or at the reception for more details <https://greenhillinstitute.vic.edu.au/>.

5. 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.

5.1. Monitor Attendance: Student's attendance will be regularly monitored to ensure that Greenhill Institute facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.

Students must maintain satisfactory attendance (i.e., minimum 80% of attendance) throughout the course.

Procedures	Responsibility
<p>A. Monitor and record attendance</p> <ul style="list-style-type: none"> • Students' attendance will be recorded every day on the Attendance Record Sheet by the trainer. • The Administration Officer will maintain and record course attendance every fortnight on the Attendance tool* and submit it to the Training Manager or store it. <p><i>*Attendance Monitoring Tool will be used to check if attendance is satisfactory.</i></p> <ul style="list-style-type: none"> • The Administration Officer will analyse the weekly attendance tool and identify students who are not attending classes. 	<p>Trainer Administration Officer Training Manager</p>



<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, Greenhill Institute will contact those students to discuss their absence. <i>First attendance warning letter</i> will be sent to the student. Students will be provided with an opportunity to contact the Greenhill Institute’s staff if they are facing any difficulty so that support can be provided for them.</p> <p>The aim of the meeting will be:</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 required. • Greenhill Institute will offer support services to students which may include academic and future progress advice, counselling, mentoring. (refer to Intervention strategy and/or Student Support and Welfare policy for more details). • Notify students about their attendance and course progress requirements and the stage where they can be reported to DHA via PRISMS on an unsatisfactory course progress basis. • Greenhill Institute will keep a summary of this discussion/meeting for record keeping purposes. <p>Continue to monitor student’s attendance.</p>	<p>Training Manager</p> <p>Trainer</p> <p>Student support officer</p> <p>Administration Officer</p>
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<p>C. Risk of Unsatisfactory attendance – Stage 2</p> <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. The aim of the meeting will be to discuss attendance problems and agree to intervention strategies aimed at improving students’ current attendance so that student can maintain satisfactory attendance and course progress requirements. Greenhill Institute will offer support services to students which may include academic and future progress advice, counselling, mentoring. (Refer to Intervention strategy and/or Student Support and Welfare policy for more details). Intervention strategy form will be completed if student agrees to implementation of intervention strategy. <p>If the attendance is still unsatisfactory, i.e., below 80% despite implementing intervention strategies, students’ course progress will be reviewed.</p> <p>- If a student’s course progress is unsatisfactory, students will be invited to attend intervention meetings and intervention strategy will be invoked in accordance with the course progress policy and procedures.</p> <p>Warning letters will be sent to the students and intervention strategies will be applied and implemented.</p> <p>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. The students’ course duration and their skills and knowledge will be reviewed considering the ASQA guidelines about Overseas Student Attendance.</p> <p>- If required, Greenhill Institute will invite the students 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. For more information, please refer to Appendix 1- ASQA attendance guidelines.</p>	<p>Training Manager</p> <p>Student support officer</p> <p>Administration Officer</p>
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<p>D. Linking student's attendance with course Progress</p> <p><i>(Process where students have failed to meet satisfactory course attendance)</i></p> <p>Before commencement of the course, during induction program and during classes, students will be informed about the importance of attendance and how it affects the course progress.</p> <p>If the student does not meet satisfactory attendance requirements, student's course progress will be reviewed and carried forward on the following basis:</p> <ul style="list-style-type: none"> • If student's course progress is found to be unsatisfactory, Greenhill Institute will issue unsatisfactory course progress warning letters. Course progress procedures will be applied as mentioned below in section 5.2. or <p>Greenhill Institute 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 student's attendance in line with National code 2018 Standard 8.10, 8.11 & 8.12.</p> <p>Note: Greenhill Institute will not report on 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.</p>	<p>Training Manager</p> <p>Trainer</p> <p>Administration Officer</p>
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5.2. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8

Procedure	Responsibility
A. Monitor course progress.	Training Manager



<ul style="list-style-type: none"> Students' course progress will be assessed and monitored regularly as per 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. <i>Course Progress and Attendance Monitoring Tool</i> will be used to monitor formal progress. During each given study period, a student's course progress will be reviewed and assessed to determine if a student is 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. 	<p>Trainer Administration Officer</p>
<p>B. Risk of Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> Where a student's course progress has been identified as 'at risk' of falling below 50% for the first study period, Notification Letter will be sent to student to inform them that the student is at the risk of breaching student's visa requirements to maintain satisfactory course progress for 1st study period. Students will be advised to contact Greenhill Institute's Administration department or trainer if required to discuss maybe having and agree to intervention strategies aimed at maintaining satisfactory course progress. An intervention strategy will be applied if student is facing any issues. 	<p>Training Manager Administration Officer Student Support Officer</p>



<p>C.</p> <p>Risk of Unsatisfactory course progress – Stage 2</p> <p>If student:</p> <ul style="list-style-type: none"> • has not successfully demonstrated competency in at least 50% of the units in 1st study period of his/her course, or • If the meeting was arranged on call and the student did not attend intervention meeting. • If an intervention strategy is implemented and the student has failed to follow intervention strategy as agreed upon. <p>It will be interpreted that the student is still at risk of not making satisfactory course progress.</p> <p>In this case, Greenhill Institute will send 1st warning letter to the student indicating that they are still at risk of not maintaining satisfactory course</p>	<p>Training Manager</p> <p>Student Support Officer</p> <p>Trainer</p>
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<p>progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk.</p> <p>Students will be invited to meet with the Administration Officer or student administration to discuss any issues that they might be having and to offer support services.</p> <p>Aim of the meeting will be:</p> <ul style="list-style-type: none"> • Inform students of the implications of amending their CoE, if applicable. • Record intervention meeting outcomes in the <i>Intervention Strategy form</i>. • Discuss and identify intervention strategies with the student. Administration Officer will ensure that <i>the Intervention Strategy form</i> is signed and accepted by the student to state that they agree to the intervention strategy. • Implement intervention strategy immediately as documented in the <i>Intervention Strategy form</i>. • Notify student about course progress requirements and the intention to report them if they demonstrate unsatisfactory course progress in two consecutive study periods. <p>To issue a new CoE and extend the duration of the student's study (if required), the Administration Officer will find the CoE concerned and select the SCV (Student Course Variation) report option, including reasons for granting the extension.</p> <p>All the documents will be placed on the student's file.</p> <p>D. Risk of Unsatisfactory course progress – Stage 3</p> <p>If student:</p> <ul style="list-style-type: none"> • did not attend the meeting after sending a warning letter. • has not followed the intervention strategy as discussed, or • Course progress is still at risk of being less than 50% of the units for the second consecutive study period. <p>Administration staff or representatives will issue a 2nd Warning letter. Students will be given another chance to meet with the Administration Officer or student administration.</p> <p>Aim of this meeting will be to discuss why the student is unable to follow intervention strategy or show satisfactory course progress. Support measures will be identified and applied in consultation with the student.</p>	
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Course progress will be monitored continuously.	
<p>E. Inform the student of “Intention to report” for making unsatisfactory course progress continuously.</p> <ul style="list-style-type: none"> Course progress will be monitored continuously. If student has failed in more than 50% of their units for two consecutive study periods despite of implementing intervention strategies, students will be notified in writing of intention to report them to DHA via PRISMS through “Intention to report letter”. Reasons for intention to report will be noted in the letter. Student will be informed of their right to access Greenhill Institute’s Complaints and Appeals process within 20 working days of receiving the “Intention to report” letter (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 Greenhill Institute’s intention to notify. Students must continue to attend their classes during the appeals process as specified in Greenhill Institute’s <i>Complaints and Appeals Policy and Procedure</i>. Greenhill Institute will only report unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if: <ul style="list-style-type: none"> the internal and external complaints processes have been completed and the decision or recommendation supports Greenhill Institute’s decision, or the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or the student has chosen not to access the external complaints and appeals process, the student withdraws from the internal or external appeals processes by notifying Greenhill Institute in writing. Reporting a student to DHA may also impact their student visa. Greenhill Institute will keep a copy of the Letter and any other relevant documentation. 	<p>Training Manager</p> <p>Administration Officer/Complaints Officer</p> <p>Appeals Officer</p>



F. Following the Notification of Intention to Report <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, Greenhill 	Training Manager Administration Officer/Complaints
Institute will report the student to DHA via PRISMS for breach of course progress requirements. If student appeals to external authority e.g. overseas student ombudsman, Greenhill Institute will not report the student until appeal process is concluded. <ul style="list-style-type: none"> • Student's enrolment will be kept active until both Internal and External complaints and appeals process have been completed. • 	Officer Appeals Officer

Appendix 1

Guidelines-ASQA Attendance Requirements

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 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 Greenhill Institute **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.

Greenhill Institute *has implemented "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 condition**. The Department of Home Affairs (DHA) may cancel a student's visa if the students 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 Administration Officer 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), Greenhill Institute will **report the students 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, Greenhill Institute will ensure that proper process and procedures are followed as per the above-mentioned Attendance and Course Progress procedures.

Keeping Students Informed:

During enrolment process before student's 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 Greenhill Institute)*
- *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, Greenhill Institute 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), Greenhill Institute's will implement a process for reporting unsatisfactory course progress in PRISMS as per Greenhill Institute's Attendance and Course Progress Policy.
- Students have the right to make complaints and appeal (internal and external) by accessing Greenhill Institute's Complaints and Appeals policy, which can be made available from the website or from reception.

Before reporting the students to DHA, Greenhill Institute will ensure that proper processes and procedures are followed as per the *Attendance and Course Progress policy and procedures*.

Greenhill Institute 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 Greenhill Institute is reporting them.*
- *Inform the student about how they can access an internal complaints and appeals process.*
- *Advise the students on their external appeal rights.*