



## Frequently Asked Questions (FAQs)- Attendance and Course Monitoring

### 1. Monitoring Attendance

Question no.	FAQ's on Course Attendance and course progress	Actions taken by Greenhill Institute	What students are required to do?
Q 1	Will my attendance be recorded daily on hourly basis?	<p>Yes, student's attendance will be recorded daily. Administration Manager or representative will maintain and record course attendance every week on the Attendance tool.</p> <p>Attendance reports will be generated and analysed weekly and students who are not attending classes will be identified.</p>	You are required to attend your classes regularly every day and maintain satisfactory attendance as per your attendance and course progress requirements.
Q 2	Who will be responsible for analysing and monitoring my attendance?	<p>Greenhill Institute's administration department will summarise and monitor attendance record at the end of each week.</p> <p>Administration Manager or representative from the administration department will analyse the weekly attendance tool and will determine satisfactory and unsatisfactory attendance of students every week.</p>	You are required to attend your classes regularly every day and maintain satisfactory attendance as per your course progress requirements.
Q 3.	Will my attendance be recorded during practical classes?	<p>Yes, students must attend all theory and kitchen practicals to fully develop their culinary skills. Student's kitchen attendance will be monitored closely and student missing kitchen's practical classes will be treated on a case-by-case basis. Student missing more than one kitchen practical class will not be allowed to sit in re-assessment but will be</p>	To develop skills and knowledge, you must ensure to attend classes regularly.



		required to repeat the units as it will not be possible for students to develop the required skills without attending kitchen practical classes.	
Q 4	<p>What is satisfactory attendance?</p> <p>What is the percentage of attendance that I need to maintain?</p>	Students are required to maintain a minimum of 80% of attendance to maintain satisfactory attendance.	You are required to attend all the classes.
Q 5	What is Unsatisfactory attendance?	Greenhill Institute will regularly monitor attendance and send warning letters to the students. If a student's attendance is at the risk of falling below 80% or has fallen below 80% or the student has been absent for more than 5 consecutive days without approval. This will mean that your attendance is unsatisfactory.	You must attend at least 80 per cent of the scheduled course contact hours for each course in which you are enrolled.
Q 6	Will I receive warning letters based on low attendance requirements?	Yes, Greenhill Institute's Student Administration will send low attendance warning letters to students because low attendance will lead to unsatisfactory course progress which will further lead to students being reported to the Department of Home Affairs via PRISMS.	If you have received low attendance warning letter, you should contact student administration or Administration Manager immediately and discuss reasons for low attendance and need of any support required. You are required to ensure that you regularly attend your classes and maintain satisfactory course progress so that you are not reported to DHA and you complete your course within the timeframe as specified in your CoE.
Q 7	Will I be reported to DHA based on low attendance?	<p>No, Greenhill Institute will not report a student based on unsatisfactory attendance.</p> <p>However, Low attendance might lead to unsatisfactory course progress which will further lead to you being reported to the</p>	You are required to maintain satisfactory attendance in order to maintain satisfactory course progress requirements.



		Department of Home Affairs via PRISMS.	
Q 8	What should I do after receiving low attendance letter?	Greenhill Institute's student administration will contact you. Administration Manager or representative will meet you and discuss intervention strategies which can be implemented to assist you to maintain satisfactory attendance and achieve satisfactory course progress.	You are required to contact the authorised person in Student Administration or Administration Manager within 5 days of receiving the letter or as soon as possible. You must discuss the reasons for your absence, what were the circumstances and if you require any intervention strategy.
Q 9	Do I need to apply for RPL on the basis of low attendance?	<p>Yes, according to the attendance requirements of ASQA, 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.</p> <p>In this case, Greenhill Institute may invite student to apply for RPL and may 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.</p>	<p>You are required to meet the concerned person* in student administration.</p> <p>*As at reception</p>

## 2. Monitoring Course progress

Question no.	FAQ's on Course progress	Actions taken by Greenhill Institute	What students are required to do?
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Q 1	What is satisfactory course progress?	Satisfactory course progress implies that a student is successful in completing or demonstrating competency in at least 50% of the units in any study period to achieve minimum competency level.	You are required to maintain satisfactory course progress i.e., be successful in demonstrating competency in at least 50 % of the units in any study period of the studies.
Q 2	What is Unsatisfactory course progress?	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units in any study period.	You are required to attend all the classes so that you are aware about the teachings and assessments which will help you to maintain satisfactory course progress.
Q 3	What is study period?	For Greenhill Institute, study period is between 12-25 weeks for one term depending upon the qualification undertaken by the student. Different qualifications have different study period. Student must contact Institute to obtain study period information for individual courses. An email can be sent to <a href="mailto:info@greenhillinstitute.vic.edu.au">info@greenhillinstitute.vic.edu.au</a> .	
Q 4	How and when will the course progress be monitored?	Course progress will be monitored based on the assessments and your results in these assessments will determine satisfactory course progress.	You are required to attend all your classes regularly so that you can maintain satisfactory course progress.
Q 5	Who will be responsible for analysing and monitoring my course progress?	Greenhill Institute's administration staff and Administration Manager will analyse and monitor your course progress. Administration Manager will consult with the administration staff and determine satisfactory and unsatisfactory course progress of students for every study period.	You are required to attend your classes regularly every day so that you can maintain satisfactory course progress.



<p>Q 6</p>	<p>Will I receive warning letters based on low course progress requirements?</p>	<p>Yes, Greenhill Institute’s student’s administration will send you warning letters.</p> <p>Notification Letter: Greenhill Institute will inform students if they are at risk of showing unsatisfactory course progress for the first study period and thereby breaching their students’ visa requirements.</p> <p>1<sup>st</sup>warning letter: Greenhill Institute will inform students that their course progress is unsatisfactory i.e., not demonstrating competency in at least 50% of the units in the first study period*. If it continues to fall, it will lead to unsatisfactory course progress for the second consecutive study period* which will ultimately lead to not meeting satisfactory course progress requirements.</p> <p>2<sup>nd</sup>Warning letter: If student continues to show unsatisfactory course progress even after sending 2 warning letters and after implementing intervention strategy. Greenhill Institute will send 2<sup>nd</sup>warning letter indicating that they are still at the risk of not making satisfactory course progress for the second consecutive study period and that the student will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk even after following intervention strategy.</p> <p>Intention to report: Greenhill Institute will inform students about their failure to meet satisfactory course progress requirements. Upon which, Greenhill Institute will be required to report student’s unsatisfactory course progress to the Department of Home Affairs (DHA) via PRISMS.</p>	<p>You may be invited to meet RTO Administration Manager or student administration to discuss any issues that you might be having and to offer support services after receiving notification letter</p> <p>You are required to meet student administration to discuss further upon this, so that intervention strategies can be implemented and support can be provided after receiving 1<sup>st</sup>or 2<sup>nd</sup>warning letter.</p> <p>If course progress is unsatisfactory despite 2<sup>nd</sup>warning letter, and after implementation of intervention strategy, then you will be reported to DHA via PRISMS that you are at risk of breaching your student visa requirements after 20 working days of receiving Intention to report letter.</p>
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Q 6.	Will I be reported to DHA based on unsatisfactory course progress?	Yes, as mentioned above, students will be reported to the Department of Home Affairs (DHA) via PRISMS based on unsatisfactory course progress for two consecutive study periods after 20 working days of receiving Intention to report letter.	<p>You are required to maintain satisfactory course progress requirements.</p> <p>You have the right to lodge complaints and appeals within 20 working days by using Greenhill Institute's complaints and appeals policy if you believe your course progress is satisfactory.</p>
Q 7.	What should I do after receiving 1 <sup>st</sup> or 2 <sup>nd</sup> warning letter?	<p>Students are required to meet Administration Manager within 5 days of receiving the letter or as soon as possible. Greenhill Institute will implement intervention strategies and provide support to the students.</p> <p>If students believe that they have maintained satisfactory course progress and attendance, then Greenhill Institute will advise the students about their right to lodge complaints and appeals within 20 working days by using Greenhill Institute's complaints and appeals policy available on Greenhill Institute's website.</p>	<p>You are required to contact and meet the Administration Manager in student administration within 5 days of receiving the letter or as soon as possible.</p> <p>You also have the right to lodge an appeal.</p> <p>You may also meet student support officer if you wish to discuss about the support services provided by the institute.</p>
Q 8	What is complaints and Appeals and how does it work?	<p>Greenhill Institute has implemented complaints and appeals policy for students.</p> <p>Detailed process and procedures on the complaints and appeals policy is available on website of Greenhill Institute.</p> <p><a href="https://greenhillinstitute.vic.edu.au/">https://greenhillinstitute.vic.edu.au/</a></p>	<p>You can refer to internal appeals process within 20 working days of receiving the intention to report letter. If you are not satisfied with the internal appeals process, then you can lodge an external appeal process through Commonwealth Ombudsman (refer Q9).</p> <p>*Refer to detailed Complaint and Appeals Policy and Procedures available on the Greenhill Institute's website or student's handbook.</p>



Q 9	What is Commonwealth Ombudsman?	Greenhill Institute will advise students to refer to Commonwealth Ombudsman to lodge an external appeal or complain about the decision. The Commonwealth Ombudsman offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.	You can refer to Commonwealth Ombudsman which offers free and independent service for overseas students. Refer to the link below:  <a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a>
Q 10	Will my enrolment stay active during complaints and Appeal process?	Yes, Student's enrolment will be kept active until both internal and external appeals process have been completed.	Your enrolment will be kept active until both the internal and external appeals process have been completed.
Q 11	At what last stage will I be reported to the Department of Home Affairs? and What will be the after affects?	Greenhill Institute will report student on the basis of unsatisfactory course progress to DHA via PRISMS, if: <ul style="list-style-type: none"> <li>• the internal and external complaints processes have been completed and the decision or recommendation supports the Greenhill Institute's decision, or</li> <li>• the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or</li> <li>• the student has chosen not to access the external complaints and appeals process,</li> <li>• the student withdraws from the internal or external appeals processes by notifying Greenhill Institute in writing.</li> </ul> Student's CoE will be cancelled in the end.  Students will be given a warning letter "Intention to report" before reporting the students.	Your Condition of Enrolment (CoE) will be cancelled which was given to you by the Institute.