

Monitoring Attendance and Course Progress Policy and Procedures – International Students

1. Purpose

This document describes the policies, procedures and management of monitoring attendance and course progress of international students.

2. Scope

This policy and procedure apply to all onshore international students on a student visa enrolled in Commonwealth Register of Institutions and Courses for Overseas Students CRICOS-registered programs at The Gordon.

3. Policy overview and principles

The National Code of Practice for Providers of Education and Training to Overseas Students (National Code) mandates consistent standards for protecting international students and course delivery. Under Standard 8, students must meet satisfactory course progress and attendance requirements as a visa condition.

Under *Standard 8 Overseas student visa requirements*, overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

As a registered provider, The Gordon must:

- Monitor students' course progress and, where applicable, attendance.
- Ensure the study duration aligns with the CoE and CRICOS requirements (considering compassionate or compelling circumstances).
- Implement policies to identify, notify, and assist students at risk.
- Clearly inform students of course progress and attendance requirements before course commencement.

3.1 VET Programs: course progress and attendance requirements

Students are advised of course progress and attendance requirements:

- Letter of Offer (Terms and Conditions)
- Compulsory Student Orientation
- From the Program Area as part of the unit commencement information
- The International Student Portal and student communications

3.1.1 Assessing Course Progress

Letter of Offer (Terms and Conditions)

- Orientation
- Unit commencement information
- International Student Portal and communications

Assessing course progress is managed in accordance with the *Assessment Policy TED PO 10* and the *Student Conduct Policy RISK PO 08*.

3.1.2 Monitoring of attendance

The Gordon records and monitors attendance as a key progress indicator. Although ASQA does not mandate attendance monitoring, students must maintain at least 80% attendance. Absences (including lateness and illness) are recorded.

Students absent for five or more consecutive days without approval or with patterns of absence below 80% are considered "at risk" and issued a warning. If issues persist, a Notice of Intention to Report is issued.

If compassionate circumstances exist, The Gordon may decide not to report students attending at least 70% of scheduled hours while maintaining satisfactory course progress.

Notice of Intention to Report and Appeals Students identified for unsatisfactory progress or attendance receive written notice of:

- The Gordon's intent to report them.
- Reasons for the report.
- Right to appeal under *Complaints and Appeals Policy RISK PO 09* within 20 working days.

3.1.3 Managing students with unsatisfactory course and / or attendance requirements

Teaching staff notify students and escalate concerns to the Portfolio Manager, Course Lead, and International Office. A student is considered "at risk" if they:

- Fail a key assessment, unit, or core unit(s) essential for progression.
- Are withdrawn due to poor attendance or incomplete tasks/assessments.
- Have multiple resubmissions or fail competency-based assessments.

The Gordon will implement Intervention Strategy when a student is identified "at risk" of achieving satisfactory course progress. Intervention strategies may include:

- Warning letters
- Meetings with staff
- Extra learning support
- Reassessment or re-enrolment
- Counselling services
- Course change or suspension of enrolment

A warning letter is issued with intervention strategies. If compassionate circumstances exist, intervention may occur without a warning letter. **Reporting unsatisfactory course progress and unsatisfactory course attendance**

A student is classified as "Unsatisfactory Progress" if they:

- Fail the same unit twice.
- Fail 50% or more of enrolled units in consecutive semesters.
- Do not complete intervention actions.

PRISMS

A student is classified as "Unsatisfactory Progress" if they:

- Fail the same unit twice.
- Fail 50% or more of enrolled units in consecutive semesters.
- Do not complete intervention actions.
- Internal/external appeals confirm The Gordon's decision.
- They do not access the appeals process within 20 working days.
- They withdraw from the appeal process.

Decision not to report student for breaching attendance requirements

The Gordon may decide to not report the student, if the student is still attending at least 70 per cent of the scheduled course contact hours and:

- The student has provided evidence demonstrating compassionate and compelling circumstances
- The student is maintaining satisfactory course progress and remains on track to complete within the expected course duration on their Confirmation of Enrolment.

Extensions of Course Duration and CoE A student's enrolment may be extended if:

- Compassionate or compelling circumstances exist (with evidence).
- An intervention strategy is in place.
- They have an approved Leave of Absence, refer *Deferring, Suspending, or Cancelling Enrolment Policy INT PR 02*.

Extensions may be denied if the student is "at risk" and fails intervention requirements. If approved, students must contact the Department of Home Affairs for visa advice. Denied extensions come with written reasons and appeal rights under *Complaints and Appeals Policy RISK PO 09*.

3.1.4 Modes of delivery

Modes of delivery are reviewed regularly. The Gordon must:

- Not deliver courses exclusively online or by distance.
- Limit online/distance learning to one-third of total units.
- Ensure each study period includes at least one in-person unit (except for final units).
- Comply with ASQA requirements for ELICOS programs.
- Support students with online learning difficulties, including financial hardship or accessibility issues.

4. Procedure

Action	Responsibility	Guidance
Assessing course progress		
Monitor and review course progress VET Programs	Program Area / International Office	<p>Monitor course progress with program areas.</p> <p>Regular meetings each Semester to discuss international student list.</p> <p>Identify students 'at risk' of or are making unsatisfactory course progress and report to International Office.</p> <p>Discuss intervention actions and decide on best outcome for the student to continue with course progress.</p>
Implement Intervention Strategy	International Office / Program Area / Student	<p>Meet with the student to discuss concerns with course progress.</p> <p>Student advised of risks with continued progress issues and issued a reminder/warning in writing.</p> <p>The student shall follow through with actions to improve course progress.</p>
Unsatisfactory course progress and intention to report	International Office / Student	Where the student is identified unsatisfactory Course Progress, or fails to complete actions required to improve course progress, an intention to report correspondence will be issued.
Complaints and Appeals process	Student	Where an Intention to Report letter is issued, the student is advised of the right to appeal the decision within 20 working days.
Recording unsatisfactory course progress in PRISMS	International Officer	If the student chooses not to appeal, or the appeal outcome supports The Gordon, International Office will report in PRISMS and save records in Student Management system.
Update student record	International Officer	Update student records in Student Management system.
Monitoring attendance		
Record and Monitor attendance VET Programs	International Office / Program Area	<p>Monitor student attendance with program areas.</p> <p>Regular meetings each Semester to discuss international student list.</p> <p>Identify students 'at risk' of or unsatisfactory course attendance and report to International Office.</p>
Review attendance and Implement intervention strategy	International Officer / Program Area / Student	<p>Meet with the student to discuss attendance.</p> <p>Decide on best outcome for the student to continue with course progress.</p> <p>Student advised of risks with continued attendance issues.</p>

Action	Responsibility	Guidance
		The student shall follow through intervention strategy to improve attendance.
Review attendance	International Office	Where the student fails to improve attendance, an Intention to Report may be issued.
Complaints and appeals process	Student	The student is advised of the right to appeal the decision within 20 working days.
Decision not to report student for breaching attendance requirements	International Officer / Manager Commercial Operations / Program Area	Considered when: <ul style="list-style-type: none"> The student is making course progress Compelling or compassionate circumstances Student will be advised of reasons why and actions required.
Recording unsatisfactory course attendance in PRISMS	International Officer	If the student chooses not to appeal, or the appeal outcome supports The Gordon, International Office will report in PRISMS and save records in Student Management system.
Update student record	International Officer	Update student records in Student Management system.
Extending course duration		
Review CoE and course completion	International Officer	Review course completion and CoE at the end of each term. Identify students who are not able to complete the course within CoE duration. Discuss with Program Areas at scheduled meetings. Meet with Program area and students as required with action plan.
Request CoE extension	Student/Program Area	Student or Program Area requests for CoE extension in order to complete the course.
Assess CoE Extension	International Officer / Manager Commercial Operations	Review the student's progress and circumstances with program area. Determine the student's eligibility for CoE extension.
CoE Extension Outcome	International Officer	Advise outcome of CoE extension. If approved, extend CoE in PRISMS and advise the student seek visa advice from the Department of Home Affairs.

5. Responsibilities

Position	Responsibility / Governance
Executive Director Growth and Student Experience	Unless otherwise stated in this procedure the Executive Director Commercial Business is responsible for the issue, revision, re-issue and authorisation of this document.
International Office	For the monitoring of student progress and attendance and working with the program area to ensure the best outcome of the student.
Teaching Staff	For recording attendance for each session they teach, and for entering participation and results for each Unit of Competency they deliver into the Student Management system within ten working days so that attendance and progress can be monitored for all students.
Program Area	For monitoring progress on a weekly basis for each enrolled international student and for establishing a study support 'Work Plan for International Students' INT FO 01.01 for any student who is falling behind progress milestones.

6. Definitions

The following terms and abbreviations are specific to this policy and procedure:

Name	Description
Compassionate or compelling circumstances	<p>Circumstances should be beyond the control of the student and the grounds are supported by substantiating documentation. Examples of compelling or compassionate circumstances are:</p> <ul style="list-style-type: none"> • Illness of the student or immediate family member evidenced by a medical certificate. • Death of a student's immediate family member evidenced by a death certificate. <p>Other compassionate grounds where adequate evidence can be provided to show cause for release:</p> <ul style="list-style-type: none"> • Significant natural disaster in home country • Political instability in home country • Mental health illness or significant personal issues, evidenced by a psychological or medical report of a nature that would warrant release
Intention to Report letter	a formal notification to the student that the Gordon intends to report unsatisfactory attendance or course progress to the Department of Home Affairs.
Intervention strategy	<p>an individual plan to assist students who are 'at risk' of or making unsatisfactory course progress, may include but not limited to:</p> <ul style="list-style-type: none"> • Meeting regularly with a designated teaching staff • Attending extra learning support with teaching staff or study support • Extension or additional opportunities of submission • Attending The Gordon's counselling and support services • Reassessment or re-enrolment • Being withdrawn and re-enrolling in the "at risk" units • Suspension of enrolment (Leave of Absence) • Changing to an alternative course where appropriate
PRISMS	The Provider Registration and International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue confirmations of enrolment (CoEs). Australian Government agencies use PRISMS to monitor student compliance with visa conditions and provider compliance.
Confirmation of Enrolment (CoE)	Confirmation of Enrolment is a document provided electronically and issued by The Gordon (the registered provider) to intending overseas students. The COE must accompany the application for a student visa and confirms the student's eligibility to enrol in the particular course of the registered provider.
ELICOS	English Language Intensive Courses for Overseas Students.
ASQA	The Australian Skills Quality Authority (ASQA) is the national regulator for the vocational education and training sector and registered training organisations (RTOs). Under the ESOS Act, ASQA is the ESOS agency for providers or registered providers of vocational education courses and standalone ELICOS providers.

7. Key Aligned Internal Documents

Refer to the [Operational Management System \(OMS\)](#) for copies of all policies, procedures and supporting documents.

Work Plan for International Students INT FO 01.01

Deferring, Suspending or Cancelling Enrolment Policy and Procedure – International Students INT PR 02

Admission and Selection Policy and Procedure – International Students INT PR 03

International Education Agent Procedure INT PR 04

Genuine Temporary Entrant and Genuine Student Assessment Policy and Procedure – International Students INT PR 07

Students Transfer Policy and Procedure – International Students INT PR 09

Assessment Policy TED PO 10

Student Conduct Policy RISK PO 08

Complaints and Appeals Policy RISK PO 09

8. Key Aligned Legislation / Documents

[ELICOS Standards 2018](#)

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

9. Review and Approval

Business Process Owner	Executive Director, Growth and Student Experience		
Endorsed by (if applicable)	Not applicable	Endorsed Date	
Approved by (if applicable)	Not applicable	Approved Date	21 May 2025
Review schedule	This procedure will be reviewed every 3 years (or earlier as required)		
Date of next review	21 May 2028		

Minor Structure changes outside of Review schedule		
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