1) Course Progress

a) The school will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.

b) The course progress of all students will be assessed at the end of each term/semester of enrolment.

c) Students who have begun part way through a semester will be assessed after one full period of attendance.

d) To demonstrate satisfactory course progress, students will need to achieve competency in at least 50% of units in any study period.

e) If a student does not achieve competency in at least 50% of units studied in an assessment period, the Head of Department will meet with the student to develop an intervention strategy for academic improvement. This may include:
   i) additional supervised study periods
   ii) tutorial assistance
   iii) other intervention strategies as deemed necessary

f) A copy of the student’s individual strategy and progress reports in achieving improvement will be forwarded to parents.

g) The student’s individual strategy for academic improvement will be monitored over the following semester by the Head of Department and records of student response to the strategy will be kept.

h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, Heights College will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process.

i) The school will notify DEEWR via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
   i) the student does not access the complaints and appeals process within 20 days, or
   ii) withdraws from the complaints and appeals process, or
   iii) the complaints and appeals process results in favour of the school.

2) Completion within expected duration of study (course progression)

a) As noted in 1.a., the school will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student’s progress is such that they are expected to complete their course within the expected duration of the course.

c) The school will only extend the duration of the student’s study where the student will not complete their course within the expected duration due to:
   i) compassionate or compelling circumstances
   ii) student participation in an intervention strategy as outlined in 1.e.
   iii) an approved deferment or suspension of study has been granted in accordance with Heights College’s Deferment, Suspension and Cancellation Policy.

d) Where the school decides to extend the duration of the student’s study, the school will report via PRISMS and/or issue a new COE if required.

3) Course attendance

   a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

   b) Student attendance is:
      i) checked and recorded daily
      ii) assessed regularly
      iii) recorded and calculated over each semester.

   c) Late arrival at school will be recorded and will be included in attendance calculations.

   d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Head of Department.

   e) Any absences longer than 3 consecutive days without approval will be investigated.

   f) Student attendance will be monitored by the Student Receptionist every 5 days over a semester to assess student attendance using the following method.

4) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%.[For example, an eight week semester with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours.]

   ii) Any period of exclusion from class will not be included in student attendance calculations. [See Standard 13 – Deferring, suspending and cancelling enrolment for an explanation of this item]

   b) Students at risk of breaching Heights College’s attendance requirements will be counselled and offered any necessary support when they have absences during any assessment period.
c) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, Heights College will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.

d) The school will notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
   i) the student does not access the complaints and appeals process within 20 days
   ii) withdraws from the complaints and appeals process
   iii) the complaints and appeals process results in a decision for the school.

e) Students will not be reported for failing to meet the 80% threshold where:
   i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
   ii) has not fallen below 70% attendance.

f) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.

g) If a student is assessed as having nearly reached the threshold for 70% attendance, the College Registrar will assess whether a suspension of studies is in the interests of the student as per Heights College’s Deferment, Suspension and Cancellation Policy.

h) If the student does not obtain a suspension of studies under the Heights College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

5) Definitions

   a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:
      i) serious illness, where a medical certificate states that the student was unable to attend classes
      ii) bereavement of close family members such as parents or grandparents
      iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
      iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists’ reports)
      v) where the school was unable to offer a pre-requisite unit
vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) *School day* – any day for which the school has scheduled course contact hours