

## MONITORING COURSE PROGRESS AND INTERVENTION - ELICOS POLICY and PROCEDURE

### PURPOSE

The purpose of this policy is to ensure the RTO:

- monitors the course progress and attendance of students
- identify and offer support to those at risk of not meeting course progress or attendance requirements
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

### APPLICABLE LEGISLATION/ STANDARDS

National Code of Practice for Providers of Education and Training to Overseas Students 2018 ESOS Act.

Standards for RTOs 2025 – National Vocational Education and Training Regulator Act 2011

English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018

### REFERENCE

National Code – Standard 8: Overseas Student Visa Requirements

National Code – Standard 10: Complaints & Appeals

SRTOs 2025 – Outcome Standard 1

## 1 MONITORING COURSE PROGRESS & ATTENDANCE – ELICOS PROGRAMS

The ESOS framework and DHA visa conditions require that students maintain satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Dalton will advise the requirements to achieve satisfactory course progress and attendance requirements, where applicable, to students on commencement. Any variations are advised to students in writing as soon as they are known.

The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course.

### 1.1 Course progress and attendance requirements

#### **Course Progress**

*The course progress monitoring policy of Dalton College follows requirements of ESOS National Code 2018 Standard 8 and ELICOS Standards 2018 C1.1, P3.1, P4.1 and P4.2.*

This policy defines the requirements for students to achieve the learning outcomes of the ELICOS course(s) they are enrolled and the intervention strategies for those failing to meet such requirements.

Student progress will be monitored through formative and summative assessment, teacher feedback and teacher/student consultations. Assessments are weekly formative tasks and exams conducted at

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6<sup>th</sup> week (mid-term) and 12<sup>th</sup> week (final) covering listening, speaking, reading and writing skills. The tasks are clearly listed in the prescribed syllabus and the individual teachers' daily lesson plan. The overall score and corresponding grade will be calculated on the basis: Mid-term exam marks will constitute 40% weightage; Final Exam marks will constitute 50% weightage while that of formative assessments (weekly activities) will constitute 10%. The satisfactory result for passing a course level must be a minimum of overall score of 60%.

### **Attendance Monitoring**

The attendance monitoring and reporting policy of Dalton College follows ESOS National Code 2018 Standard 11 and Section 19 of ESOS ACT. The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the Course but the College may decide not to report a student for breaching 80 per cent if:

- there is documentary evidence demonstrating that compassionate or compelling circumstances apply
- the student is attending at least 70 per cent of the course contact hours for which he or she is enrolled; and
- this is consistent with the College's documented attendance policies and procedures.

## **1.2 Definitions**

*'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Dalton does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.*

'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 12 weeks (1 term).

'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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;

or

- a traumatic experience which could include:
  - I. involvement in, or witnessing of a serious accident; and
  - II. Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

or

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- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

These are only some examples of what may be considered compassionate or compelling circumstances.

### 1.3 Monitoring Process – Course Progress

#### Procedure

##### 1. Recording Results

The ELICOS course consists of General English (Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate) and English for Academic Purposes (Intermediate, Upper-Intermediate). Each level comprises of 10 weeks with 20 contact hours per week. Students will be assessed through the weekly formative assessment (activities) based on different language skills and projects in the General English (GE) and English for Academic Purposes (EAP) courses. There will be an exam after every 5 weeks. Mid-term exam will be conducted in the 6<sup>th</sup> week, while the final exam will be conducted in the 12<sup>th</sup> week. Teachers will be required to record the results no later than the next day of the assessments.

The progress report will show in a progressive manner the course progress for each student in each level of the course in which the student is enrolled. The report will be maintained on Wisenet and kept on hard copy in the student file.

##### 2. Regular course progress review

At the beginning of week 6 of every level, teachers and Student Support Officer will review the course progress for each student. If deemed appropriate, student will be asked to come for course progress consultation sessions (intervention) with students. Intervention report will be filled in identifying student’s strengths and weaknesses through class and assessment performance and the areas to focus on. The learning outcomes, assessment rubrics, assessment tasks and students’ performance on the tasks will be used as the tools for the consultation sessions.

Staff are to firstly encourage students to increase their workloads to 'catch up' on any missed units. The College is open 7 days per week to further assist students. Trainers must consult with the Academic / Compliance Manager before increasing or decreasing student workloads.

#### CoE changes performed by Admission staff

- When the student is required to repeat units in a term or study period, Admissions staff will be notified by the Academic Manager in writing, whether a change to the student COE and/or an update in PRISMS is required.
- Any record of variations to student enrolment must be kept on the student’s file and updated in PRISMS as applicable.
- Any record of online and distance education study must be kept on students’ files.

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### 3. Intervention strategies

Documentary evidence of student consultation at each stage of course progress monitoring is mandatory. Consultation with trainers and students or Student support officers or DOS must be recorded in special needs reports, foot notes and intervention forms

Students identified as ‘at-risk’ by their teacher will be reported to the ELICOS Director of Studies during the weeks before the first consultation sessions, that is, weeks 5 or if they received an overall grade of below 60% in their midterm exam or final exam or they have scored less than 60% in any component (reading, speaking, listening and writing) in the exam.

#### **Stage 1 at-risk**

- 1) When a student is identified as having skills level inadequate for the current study load, the student can be moved to a lower level course (unless the student has participated in that level of course before) after Diagnostic test and consultation with the DOS.
- 2) Students will be identified as Stage 1 at-risk if they:
  - have difficulty in understand the learning activities
  - have difficulty with their homework
  - fail to do homework on a regular basis
  - fail to engage in the class activities
  - score less than 60% (mid-term test score on the 6<sup>th</sup> week) after the first 5 weeks of study
- 3) Students identified as Stage 1 at-risk will have the same week 5 course progress consultation session as the other students. On the consultation, Stage 1 at-risk students will complete an Intervention Strategy Plan (ISP). The Plan needs to be agreed by student and teacher and approved by the Academic Manager.
- 4) The ISP may include extra-curriculum classes, additional assignments, independent learning resources or identification and referral to student support services such as Student Welfare Counsellor.
- 5) The Stage 1 at-risk student progress will be monitored during the second half of the study block.

*Example: Jack was enrolled for a period of 20 weeks and was placed in a GE 2 course following a placement test. However, he failed to meet the requirements by scoring less than 50% during the progress tests and Midterm- test. As a result, when he was offered to be moved one level lower, student agreed to DO the course followed by strict monitoring of attendance.*

#### **Stage 2 at-risk**

- 1) Students will be identified as Stage 2 at-risk if they receive an overall grade of below 60% after 10 weeks of their study (final result by the 12<sup>th</sup> week).
- 2) Stage 2 at-risk student will have the consultation session with the teacher to review the Progress Report in week 11 and then be referred to the Director of Studies on the same day.
- 3) The Director of Studies will have the formal meeting with the students to discuss their course progress, pathway, progression implications and course extension. The Director of Studies will then refer the matter to the Administration Manager confirming that the student is required to repeat the level. Upon the agreement of the student and approval of the Director of Studies, the case will then be referred Form to Admissions team to process the re-enrolment of the student.

*Example: Chloe was enrolled for a period of 20 weeks and was placed in a GE 2 course following a placement test. However, she failed to meet the requirements by scoring less than 60% during the*

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progress tests and final test. As a result, when she was offered to re-enrol, student agreed to repeat the course followed by strict monitoring of attendance.

#### 4. Unsatisfactory course progress

1) Students will be considered as making unsatisfactory course progress when they:

- fail to participate in the intervention processes
- fail the course levels consecutively
- poor attendance records

At this stage, it is requirement under the terms of the National Code 2018 that the Institution must undertake an intervention strategy to resolve the problem which may include the following:

- The student will be counselled by the DOS to identify any specific issues affecting learning.
- The student maybe encouraged to do practice tasks.
- Teachers will work with DoS to prepare strategies to help at- risk students individually.
- A written record of counselling, intervention activities and measures must be kept on the student’s file. This record has to be referred for follow up meetings with a student.

#### 5. Determining failure to make progress

Assessing an acceptable level of progress is a complex issue in relation to ELICOS students. Language background, aspects of educational background and culture, individual language learning capacities (as opposed to other learning capabilities), the objectives of the student and adjustment to life in a new country can make determining progress difficult in the case of some students. As problems arise, intervention strategies, as detailed earlier, will be put in place to assist individual students who are experiencing difficulties with their studies.

Students who have completed a course level twice and still not have attained a pass score, will be required to attend a meeting with the DoS. Such students may be permitted to enrol in the same course level for a third attempt, if the DoS is satisfied that the student is making genuine efforts to progress.

A student who fails to pass on their third attempt at a course level will not be permitted to enrol in that course level again.

#### 6. Reporting process

- 1 Student will be issued with a Breach letter advising the student of the college’s intent to report the student to the Department of Home Affairs (DHA) through the PRISMS for unsatisfactory course progress.
- 2 The letter will inform the student that they have access to the Complaints and Appeal Policy and Procedure and they have 20 working days to lodge an appeal should they have objections to the Institute decision of reporting them to DHA.

### 1.4 Monitoring Process – Attendance

#### Procedure

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ELICOS have one study period each level. Each level of course is 12 weeks (including 2 weeks of tests and breaks). Students' duration of their Confirmation of Enrolment (CoE) varies between week 1 and 12 (10 weeks of study) weeks for each level of General English (GE) and English for Academic Purposes (EAP) course. As such, student individual attendance is recorded and calculated over the period of the enrolment as stated on the CoE.

In the case that a CoE duration is greater than 5 weeks, the student attendance is monitored over two periods: the first period is for the first 5 weeks; the second period is calculated on the remaining part as stated on the total duration of the CoE.

Maintaining satisfactory attendance is a student visa requirement.

Students must contact the College every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff. Students who do not advise the College of absences will be contacted/counselled by a Student Support Officer or another staff member.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored for reporting calculations at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

### 1. Process for assessing satisfactory attendance

Administrative staff review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements. Regular assessments will be undertaken at intervals which will ensure that the administrative staff will be able to make an accurate assessment of whether the student:

- Is absent for more than 5 consecutive days without approval,
- Is not maintaining satisfactory attendance,
- Is at risk of not attending at the required level for the relevant attendance calculation period,
- Has actually fallen below the required attendance level within an attendance calculation period.

### 2. Calculation of Attendance and student's projected maximum possible attendance

Attendance is calculated from the start date of the attendance-monitoring period to the end date of the attendance-monitoring period. The projected maximum possible attendance figure, which is expressed as a percentage incorporates the actual number of hours absent together with a figure to incorporate the assumption that the student will not be absent for any timetabled class for the remainder of the attendance calculation period.

Student attendance data is taken from the rolls and is entered into an excel spreadsheet and the student management system (Wisenet) weekly by the administrative staff. Reports showing a student's projected maximum possible attendance are generated from Wisenet. Students at risk of not satisfying attendance requirements are identified on these reports. The attendance reports show the student number and the projected maximum possible attendance for each student for data entered onto Wisenet from the hard-copy rolls at the date of the generation of the report.

**Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process of intervention will begin.**

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### 3. Students excluded from class for misbehaviour

Dalton will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Also refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment Policy and Procedure.

### 4. Process for monitoring attendance

When a student has missed 5 or more consecutive days of classes without prior approval

- The Student Support Officer will immediately contact the student by phone/email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend.
- If contact by phone is not successful, the Administration Manager is to be informed and shall attempt to identify the student's current contact details.
- When the student is not able to be contacted by phone/email, appropriate 'Warning Letter' is to be sent to their last known address. It must be noted that students have been informed via the 'Enrolment Agreement' to notify the Dalton College immediately of changing their address or contact details.

When a student's projected attendance falls below 90%

#### **WARNING 1**

##### **90% Attendance**

- Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.
- This letter is to also contain the consequences of not achieving a projected attendance of 90%. This communication will also indicate the student is required to organise an appointment with the ELICOS Director of Studies to discuss their poor attendance record and any intervention strategies to ensure they stay above 90% for course duration (total scheduled contact hours).
- If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.

When a student's projected attendance falls below 85%

#### **WARNING 2**

##### **85% Attendance**

- Students whose attendance fall to 85% will be contacted by letter/email and/ or SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

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- This letter is to also contain the consequences of not achieving a projected attendance of 85%. This communication will also indicate the student is required to organise an appointment with the ELICOS Director of Studies to discuss their poor attendance record and any intervention strategies to ensure they stay above 85% for course duration (total scheduled contact hours).
- If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.

When a student’s projected attendance falls below 80%

**Intention to Report (Less than 80% Attendance)**

- The student shall be sent a ‘Intention to Report letter’ indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study.
- They will also be informed of their ability to access the ‘Complaints and Appeals Policy and Procedure’ and that they have 20 business days to access this process.
- If the student does not access the complaints and appeals process within 20 business days, the student’s enrolment status is to be updated on PRISMS. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

Dalton may decide not to report a student for 80% attendance where the College recognises the student has a valid reason for and satisfy at least 70% of the scheduled course contact hours maintaining satisfactory academic performance. When the College is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, AND
- attendance has not fallen below 70%, AND
- academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DET/DHA via PRISMS.

Any other circumstance would require evidence to be considered as compassionate or compelling. If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Dalton will notify DHA via PRISMS of termination of the student’s studies within 14 days of the event via a Student Course Variation. The College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

**5. Reporting ‘Breach of Student Attendance’**

- As identified above, when a student’s attendance falls below 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.

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- This process of reporting into PRISMS is the responsibility of the Administration Manager who will monitor the recorded breach and report the breach as required.
- A copy of all letters, details of phone calls made, and reports are to be maintained in the individual

## Summary

<b>Process of Intervention after Attendance Monitoring over the period of 12 weeks</b>			
<b>Process</b>	<b>Scenario /timing of action</b>	<b>Procedure and documents</b>	<b>Responsible person</b>
Attendance reminder / notification	Absent for the first 4 days of study period	The Student Support Officer (SSO) will immediately contact the student by phone/email to gain an explanation for non-commencement and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contacted by phone is not successful, the Administration Manager is to be informed and shall attempt to identify the student's current contact details.	SSO
1 <sup>st</sup> warning	Attendance falls behind 90%	The student is to be sent a 'Student Attendance 1st Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%. This communication will also indicate the student is required to organise an appointment with the ELICOS Director of Studies to discuss their poor attendance record and any intervention strategies to ensure they stay above 80% for course duration (total scheduled contact hours).	SSO
Intervention strategy plan	When the student attends the following session	ISP Signed by the student after consultation process. If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.	DOS , student and SSO
2 <sup>nd</sup> warning	Attendance falls behind 85 %	Students whose attendance fall to 85% will be contacted by letter/email and/ or SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer and DOS for assistance/advice. Students may take along a support person.	SSO

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Intervention strategy plan	When the student attends the following session	ISP Signed by the student after consultation process. If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.	DOS , student and SSO
'Intention to Report letter	Attendance falls behind 80%	The student shall be sent a 'Intention to Report letter' indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process. If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' notifying the student of the action taken.	SSO
Complaints and Appeals	Student appeal	Complaints and Appeal form Intervention strategy	DOS, student and SSO
Reporting 'Breach of Student Attendance'		As identified above, when a student's attendance falls below 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition. This process of reporting breaches into PRISMS is the responsibility of the Administration Manager who will monitor the recorded breach and report the breach as required. A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.	

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.

Eg

- attending tutorials/study groups
- receiving individual assistance
- attending counselling /bilingual support
- receiving assistance with personal issues which are influencing progress
- receiving mentoring to cross the barrier in learning

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- 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.

All records **MUST** be kept on the student file.

As part of an intervention strategy, students may take a normal, reduced or increased study load in a study period, if the workload is monitored to ensure the student completes the course within the duration specified on the CoE, and, that it does not have a detrimental effect on the principal course of study.

Students are encouraged to increase their workloads to 'catch up' on any missed units. The College is open 5 days per week to assist students.

Should students refuse to maintain an agreed/approved workload; the student will be firstly counselled and then warned of impending visa implications.

If there are compelling or compassionate reasons, Dalton may grant the student a less than 'full time' workload. This would be monitored as part of the student's intervention strategy.

## 2. EXTENDING COURSE DURATION

Dalton College can only extend the overseas student's enrolment after assessment, if:

- there are compassionate or compelling circumstances and there is evidence to support this assessment;
- an intervention strategy has been implemented, or is in the process of implementing, for the student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.

When Dalton College decides to extend the duration of the student's study due to any of the conditions above, Dalton will report via PRISMS and/or issue a new CoE if required. PRISMS will indicate to the user if a new CoE is required. This reporting must be done within 31 days of the determination that the student will need to change/extend the duration of their COE unless the student is under 18, in which they must be reported within 14 days.

If the registered provider extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/Trav/Visa1/500->).

Professional judgement will be used to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, documentary evidence provided to support the claim must be provided, and copies of these documents will be kept in the student's file.

### CoE changes performed by Admission staff

Where Dalton decides to extend the duration of the student's study due to any of the conditions above, Dalton will issue a new CoE if required.

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- When the student is required to repeat units in a term or study period, Admissions staff will be notified by the Student Support Staff in writing, whether a change to the student COE and/or an update in PRISMS is required.
- Any record of variations to student enrolment must be kept on the student’s file and updated in PRISMS as applicable.

### 3. ONLINE LEARNING

Dalton College is registered to deliver VET and ELICOS programs solely through face-to-face delivery. Students are required to attend all scheduled face-to-face classes as specified in the course timetable to meet training and assessment requirements.

### 4. COMPLAINTS & APPEALS PROCESS

A student may appeal on the following grounds:

1. The College’s failure to record or calculate the student’s marks accurately,
2. compassionate or compelling circumstances, or
3. The College's documented policies and procedures that have been made available to the student were not followed.

If a student chooses to access the provider’s complaints and appeals process, the College must maintain the student’s enrolment while the complaints and appeals process is ongoing as per our *Complaints and Appeals Policy and Procedure*.

1. To lodge an internal appeal, student must submit the Complaints and Appeal Form within 20 days from the receipt of the Breach letter to the Student Administration for an appeal meeting with the Director of Studies and Student Support Officer.
2. The completed Complaints and Appeal Form must be submitted along with the supporting documents if any.
3. The Director of Studies will assess the appeal and provide the student with the outcome in writing within 10 working days from the date the appeal is submitted. Student enrolment will be maintained until the appeal process ends.
4. If the appeal is withheld, the student will remain enrolled and be given the final attempt for the unit of study in order to show satisfactory progress. The student will be advised of a revised study plan by the Director of Studies. The Director of Studies will advise the Admissions team for the re-enrolment of the student to repeat the level.
5. The Admissions Department will issue the student a new Letter of Offer and make the corresponding variation for the CoE (Confirmation of Enrolment) to issue to student. The changes will be recorded in both Wisenet and PRISMS.
6. Students identified as unsatisfactory progress at the second attempt will be issued the Breach letter advising of the college’s intent of reporting the student to DHA via PRISMS for unsatisfactory course progress.
7. If the appeal is unsuccessful, the student will receive a written notification explaining the grounds of the appeal rejection. In this letter, student will be also notified of their rights of a further avenue of appealing through the Ombudsman.

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8. Students intending to lodge an external appeal through the Ombudsman within 20 working days of receiving the internal appeal written outcome.
9. Students are required to maintain attendance for the enrolment where they have a valid CoE until the appeal outcome is finalised.
10. The Ombudsman decision will be the final and no further avenues of external appeal are available.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) the College does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Dalton’s intervention strategy, and the College does not report the student.

*NOTE: Dalton will only await the outcome of our internal and external appeals process before reporting a student for unsatisfactory course progress (if found in favour of the College).*

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process or the process is completed, or the decision is in support of Dalton, the College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance/course progress as soon as practicable (within 5 working days).

When a student is reported for unsatisfactory course progress DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

## 5. ERRATIC COURSE PROGRESS AS A POTENTIAL INDICATION OF NON-BONA FIDE STUDENTS

If Dalton suspects a student is not a genuine/bona fide student, the College may cancel the student’s enrolment, as allowed under Standard 9 and as stated in our Standard 9 policy.

*Refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment*

**A non-genuine student is defined by Dalton as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.** The College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

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