

Attendance and Course Monitoring Policy and Procedures (VET)

1. Purpose

The purpose of this policy is to ensure that ASIA 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 2018 (Cth)* and Clause 1.7, 6.1 to 6.6 of *Standards for RTO 2015 (Cth)*.

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

2. Responsibility

Academic Manager is responsible for the implementation of this policy, ensure that staff members are aware of its application, and implement its requirements.

ASIA will provide support to the students by discussing and implementing intervention strategies for students who are at risk of failing to meet course progress and/or attendance requirements.

ASIA will monitor and record course attendance every week and course progress at the end of each study period. This is because if the students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

Students who are not attending classes may mean that they might not make satisfactory course progress. If the students are unable to meet satisfactory course requirements despite repeated warnings and implementing intervention strategies, the process of reporting student to the Department of Home Affairs (DHA) via PRISMS will commence.



3. Definitions

CoE means Confirmation of Enrolment. This is a proof of student enrolment and acceptance of the offer letter and student agreement provided from the institute. DHA requires the CoE for visa processing for international students.

DHA means the Department of Home Affairs. The Department of Home Affairs is the Australian Government interior ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, and multicultural affairs. DHA's Student Visa Program provides student visas to international students to allow them to study on campus onshore with an accredited provider.

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 ASIA is of one term for the courses. For Hospitality Courses, study period is of 10 weeks and for Early Childhood Education and Care course, study period is of 11 weeks.

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.

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

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

Satisfactory course Progress: where a student is able to 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 course requirements in that 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 term (providing the term is not the second consecutive term for which this is the case) and is therefore subject to an intervention strategy.

4. Policy

ASIA monitors student attendance to ensure that students satisfactorily progresses through their course and complete their studies within the expected duration specified on their Confirmation of Enrolment.

4.1. Completion within expected duration

International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

ASIA monitors student's course progress and attendance to ensure that students complete their studies within the expected duration as specified on their Confirmation of Enrolment.

4.2 Monitoring Attendance

ASIA will collect attendance on regular basis, contact students who are not attending classes and identify appropriate support that can be provided to students. ASIA will ensure that students are provided with full support by implementing intervention strategies so that students can complete their course on time.

Students who are absent from the class and have attendance below 80% will be identified as "at risk". Academic Manager will send warning letters to those students to discuss and identify support measures if required by students.

Attendance records:

Trainers will maintain and record course attendance every week. The attendance records will be maintained in the following manner using the *Attendance Record Sheet*.

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

- Course Code and Course Name





- Weekly Dates and Session times
- Group No:
- Student ID
- Full name of each student enrolled in the class
- Signatures of each student scheduled to attend that class at the commencement and conclusion of each class; and
- Name and signature of the trainer/assessor either training or assessing that class.

Before commencement of course, through its orientation and induction program, ASIA will advise the students about the importance of attendance and how it affects the course progress.

It is important for students to understand that not attending classes regularly will lead to unsatisfactory course progress. ASIA will send warning letters to those students whose attendance is falling below the attendance requirements.

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 90%. Students may be called for a meeting to discuss their reason for absence and identify support measures if required.

Second attendance warning letter will be sent to students if their attendance falls below 80%. This will be followed up by inviting those students to attend an intervention meeting. The Institute will implement intervention strategy to assist and support students so that they can attend classes regularly and achieve satisfactory course progress. It will be recorded in the Intervention strategy form and will be placed in student's file.

ASIA 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.

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), ASIA will report unsatisfactory course progress to the DHA via PRISMS in accordance with ASIA's course progress and attendance procedures as outlined below in section 5.

As part of the intervention strategy, students will be provided with appropriate support including, but not limited to, extra classes, academic skills support, LLN support, counselling and mentoring.

Refer to the *Student Support and Welfare policy* for more details on support provided by ASIA. It can be made available from the website or from ASIA's administration department.



4.3. Course Progress Requirements

4.3.1. Course progress requirements are defined in relation to study periods and may include (but are not limited to), any combination of the following.

- Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
- Achieving competency for certain units of competency or a certain number of units of competency

Satisfactory course Progress followed by ASIA is where a student is able to 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 course requirements in that study period.

4.3.2. Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the training products, with consideration to the length of the study period and number of units and assessment requirements of the course.

4.3.3. Students who do not meet course progress requirements are at risk of having their visas cancelled. Where requirements are not met, ASIA's course progress monitoring procedures will be followed.

4.3.4. ASIA will use range of methods to monitor course progress including review of assessment tasks, and other measures of academic progress as defined in the procedures. All records of course progress are kept in a file.

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.

4.3.7. ASIA chooses to implement the Department of Education and Training and Department of Home Affairs approved course progress policy. ASIA believes that regular and sufficient attendance to class is necessary for successful achievement of expected outcomes and to maintain course progress requirements.

4.3.8. ASIA will monitor, records and assess the course progress of each student for each unit of the course for which the student is enrolled in.

ASIA will assess each student's course progress at the endpoint of each study period.



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

4.3.10. ASIA has an intervention strategy that identifies and assists 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 % or more of the units.

4.3.11. Attempted in any study period, ASIA may choose to intervene at any point before the end of a study period, for example, if the student does not attend the classes regularly or does not respond to ASIA's attempts to assist the student in achieving satisfactory course progress.

4.3.12. At the end of each compulsory study period, students will be assessed against the Attendance and Course Progress Policy and Procedures. 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 and attendance and meetings will be organised to discuss any issues that the students might be facing. Intervention strategy will be identified and implemented during meeting. The intervention strategy will be activated within the first four weeks of the following study period or as soon as practicable.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, (failing 50% or more units in second study period) despite the implementation of intervention strategy, ASIA will notify the student of its intention to report the student to the Department of Home affairs via PRISMS for unsatisfactory progress.

4.3.13. All students must ensure they are making satisfactory progression through 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), ASIA will implement a process for reporting unsatisfactory course progress in PRISMS.

4.4. Intervention Strategy

ASIA ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements. ASIA will provide support to students through intervention strategy to ensure that students are attending classes and achieving satisfactory attendance and 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 will include an interview with the Student Support Officer or Academic Manager, and it may include one or more of the following strategies:

- attending counselling;
- attending extra/catch up classes
- English language support;
- reviewing learning materials with the student and providing information to students and 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 ASIA 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.

4.5. Extension to an expected course duration

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

- Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is 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;
 - 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 ASIA is unable to offer a pre-requisite unit.
 - where the student is unable to begin studying on the course commencement date due to 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
 - An approved deferral or suspension of studies has been granted in accordance with ASIA'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 student's enrolment is extended, ASIA will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

4.6. Reporting students

- ASIA 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



- Where a student has demonstrated unsatisfactory course progress in a study period despite implementing intervention strategies, ASIA will be required to report the student to DHA via PRISMS and the student 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 rights to appeal against this decision as per the ASIA's Complaints and Appeals Policy and Procedures within 20 working days. If the student chooses to access this process, the student will not be reported until this process is complete.
- ASIA will only report unsatisfactory course progress in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports ASIA; 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 ASIA in writing.

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

5. Procedures

The procedures for attendance and course monitoring policy demonstrate how the policy will be implemented and who will be responsible for the steps taken under the monitoring course monitoring and attendance policy.

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





Procedures	Responsibility
<p>A. Monitor and record attendance</p> <ul style="list-style-type: none">• Students' attendance will be recorded every day in Attendance Record Sheet and the <i>Attendance Record Sheet</i> will be submitted at the end of each week to Academic Manager• Academic Manager/Student Support Officer will record attendance results in attendance monitoring tool.• Weekly attendance reports will be generated and analysed and students who are at risk of unsatisfactory course progress will be identified.• The <i>Course Progress and Attendance Monitoring Tool</i> will be used to check if attendance is satisfactory.	Trainer/Assessor /Academic Manager/Student Support Officer
<p>B. Identify students at risk for Unsatisfactory attendance – Stage 1</p> <p>Where a student's attendance drops below 90% but is above 80% or who has been absent for more than five consecutive days without approval, ASIA will contact the student by phone and/or to discuss their absence. A 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 90%. Students may be called for a meeting to discuss their reason for absence and identify support measures if required.</p>	Academic Manager/Student support officer





Procedures	Responsibility
<p>Risk of Unsatisfactory attendance – Stage 2</p> <ul style="list-style-type: none">• Where a student’s attendance drops below 80% or who have been absent for more than five consecutive days without approval, send a Second Warning Letter for low attendance inviting the student to attend a meeting to develop an intervention strategy. <p>During this meeting, ASIA will:</p> <ul style="list-style-type: none">• Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.• Offer student support services to students which include but not limited to academic and future progress advice and welfare matters to meet the overseas students visa requirements.• Inform students of the implications of amending their CoE, if applicable.• Record outcomes of the meeting in the Intervention Strategy form (if required).• The student will be reminded that if they continue not to meet attendance requirement and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status.• ASIA will keep a brief summary of this discussion, as well as a copy of this letter• Continue to monitor the student’s attendance. <p>ASIA will offer student support services to students which include but not limited to academic and future progress advice and welfare matters to meet the overseas students visa requirements.</p> <p>If the attendance is still unsatisfactory i.e. below 80% despite of implementing intervention strategies, their course progression is reviewed.</p>	<p>Academic Manager/Student support officer</p>





Procedures	Responsibility
<p>If student's attendance and course progress is unsatisfactory, students will be invited to attend intervention meeting and intervention strategy will be invoked in accordance with the course progress policy and procedures.</p> <p>If the student's attendance is unsatisfactory but the student is making satisfactory course progress, student will still be counselled on the importance of the attendance for successful course progression. The student's course duration and their skills and knowledge may be reviewed in light of the new ASQA guidelines about Overseas Student Attendance.</p> <p>ASIA may 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.</p> <p>Warning letters will be sent to students and intervention strategies will be applied and implemented.</p>	
<p>C. Linking students with course Progress</p> <p>Before commencement of course, through its orientation and induction program as well as through trainers, ASIA will advise the students about the importance of attendance and how it affects the course progress.</p> <p>ASIA will report students on course progress basis however, institute will actively monitor and record student's attendance in line with National code 8.10, 8.11 & 8.12.</p> <p>Note: ASIA 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.</p>	Trainer/Assessor/Academic Manager





5.2. Monitor course progress: Course progress will be monitored at the end of each study period

National Code 2018: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> Students course progress will be assessed and monitored, in relation to the course progress requirements including competency in 50% of 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 At the course monitoring point, students course progress will be reviewed to determine if students are at risk of not meeting course progress requirements. Follow up with academic staff if records are incomplete 	<p>Trainer/Assessor/Administrator</p>





Procedure	Responsibility
<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’, first warning letter will be sent to student to inform them that student’s course progress is at the risk of falling below 50%, which means that student will not be able to maintain satisfactory course progress. Invite the student to attend meeting through the warning letter to develop an intervention strategy.• Students will be advised to meet Academic Manager/Student Support Officer and discuss issues or problems that students might be having.• Students will be informed of the implications of amending their CoE, if applicable.• Outcomes of the meeting will be recorded in the <i>Intervention Strategy form</i>.• Intervention strategy will be discussed and identified with the student. Ensure <i>Intervention Strategy form</i> is signed by the student to state that they agree to the intervention strategy.• Immediately implement intervention strategy as documented in the <i>Intervention Strategy form</i>.• The student will be reminded that if they continue to show unsatisfactory course progress requirements, they will be reported to DHA via PRISMS and this may affect their visa status.• To issue a new CoE to extend the duration of the student’s study, the Academic Manager will find the CoE concerned and select the SCV report option, including reasons for granting the extension.• All the documents will be placed on the student’s file.	Academic Manager/Student Support Officer





Procedure	Responsibility
<p>C. Risk of Unsatisfactory course progress – Stage 2</p> <p>Where a student’s course progress is unsatisfactory (below than 50% of units for 1st study period),</p> <p>In this case, ASIA will send 2nd warning letter to student indicating that they are still at risk of not making satisfactory course 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 attend a meeting and Academic Manager or Student Support Officer.</p> <p>Reasons for unsatisfactory course progress will be discussed with the student and intervention strategy will be implemented.</p>	Academic Manager/Student Support Officer
<p>D. Risk of Unsatisfactory course progress – Stage 3</p> <p>Where a student’s course progress is unsatisfactory (at risk of falling below 50% for the 2nd study period.),</p> <p>In this case, ASIA will send 3rd warning letter to student indicating that they are still at risk of not making satisfactory course progress and that they will be reported to the Department of Home Affairs via PRISMS if they continue to be show unsatisfactory course progress.</p> <p>Students will be invited to attend a meeting and Academic Manager or Student Support Officer.</p> <p>Intervention strategy will be discussed and implemented.</p>	





Procedure	Responsibility
<p>E. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none">• Course progress will be monitored continuously. Where the student is still not meeting course progress requirements despite interventions implemented, a notice of intention to report the student to DHA via PRISMS will be sent to the student• Student will be informed in the same letter of their right to access ASIA's Complaints and Appeals process and that they have 20 working days in which to do this from 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 ASIA's intention to notify. Students must continue to attend classes during the appeals process as specified in ASIA's <i>Complaints and Appeals Policy and Procedure</i>.• It will be notified to student that ASIA will report unsatisfactory course progress via PRISMS if:<ul style="list-style-type: none">- the internal and external complaints processes have been completed and the decision or recommendation supports ASIA'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 ASIA in writing.• ASIA will keep a copy of the letter and any other relevant documentation	<p>Administrator Manager/Student Support Officer</p>





Procedure	Responsibility
<p>E. Following the Notification of Intention to Report</p> <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, ASIA 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, ASIA will not report the student until appeal process is concluded and Student's enrolment will be kept active until both internal and external complaints and appeals process have been completed.	Academic Manager/Student Support Officer

Publication

- This policy and procedure will be provided to students prior to the enrolment to ensure that course progress and attendance requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.



Annexure

ASQA new Attendance Requirements 2019

Overseas students are required to participate in and attend scheduled classes.

Astral Skills Institute of Australia (ASIA) will encourage the students to apply for RPL and the institute will adjust the duration of the course for overseas students if the student has the skills and knowledge to complete assessments without attending training, while still ensuring that Astral Skills Institute of Australia adhere to minimum course registration requirements.

Astral Skills Institute of Australia will inform the overseas VET students when they are at risk of not progressing in their courses. ASIA will take appropriate action when overseas VET students are not progressing in their courses.

ASIA's responsibility is to make sure each overseas student progresses through their courses and meets the requirement to attend on a full-time basis.

As set out in written agreements: ASIA will make sure that every student receives training and undertakes assessment, as per the documented training and assessment strategy and timetables, in a way that will enable them to complete their course within the nominated duration.

While monitoring course progress to assess if that progress is satisfactory, ASIA will ensure that the student has:

- Participated 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, unsupervised study sessions (self-study).
- Completed all required assessment up to that point of time.

ASIA will retain evidence that the students are attending scheduled classes in order to show that:

- ASIA's practices are consistent with our training and assessment strategies
- the amount of training being provided is suitable for each student
- students are participating classroom and practical training
- students are satisfactorily progressing through their course.

Evidence retained by ASIA to demonstrate that students are attending scheduled classes will include marked student's attendance records.



Note for Students:

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, ASIA **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.

ASIA written Agreements includes:

- the duration of their course and the modes of study (including campus locations and facilities).
- they must participate in scheduled classes in accordance with the course timetables to make satisfactory course progress, and if they don’t satisfactorily progress in their course, there will be breach in the student’s visa conditions.
- that if students don’t attend scheduled classes, ASIA may need to reassess their course duration, and ASIA may shorten their course duration.
- that ASQA may, at any time, require the training provider to implement policies and procedures to monitor minimum attendance requirements and if students don’t meet these requirements, there will be a breach in the student’s visa conditions.
- the Department of Home Affairs may cancel a student’s visa if they fail to maintain their enrolment.

ASIA will inform the students who are at risk of not progressing, Students who cannot show that they are meeting the requirements of the qualification 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).

ASIA will monitor student’s course progression in accordance with the documented intervention strategy and notify the students if they are at risk of not progressing.

If a student is not attending scheduled classes, in the first instance ASIA will:

- remind them that 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
- Remind them of the scheduled class times.





ASIA

ASTRAL SKILLS INSTITUTE OF AUSTRALIA
RTO Code: 41322 | CRICOS No: 03858C

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), ASIA will have and implement a process for reporting unsatisfactory course progress in PRISMS. ASIA will:

- Undertake an intervention strategy to assist the students who are at risk of not meeting course progress, in sufficient time for the students to achieve satisfactory course progress.
- Inform the student of the intention to report them and the reasons why ASIA is reporting them.
- Inform the student how they can access an internal complaints and appeals process
- Advise them on their external appeal rights.

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