



## Frequently Asked Questions (FAQs)

### Attendance and Course Monitoring

#### 1. Monitoring Attendance

| Question no. | FAQ's on Course Attendance and course progress  | Actions taken by ASIA  | What students are required to do?  |
|--------------|---|--|--|
| Q 1          | Will my attendance be recorded daily on hourly basis?   | Yes, student's attendance will be recorded daily on hourly basis and will be submitted to the Academic Manager at the end of each week.<br><br>Attendance reports will be generated and analysed weekly.             | You are required to attend your classes regularly every day and maintain satisfactory attendance as per your course progress requirements. |
| Q 2          | Who will be responsible for analysing and monitoring my attendance?                                   | ASIA's administration department will summarise and monitor attendance record at the end of each week. Student Administration will determine satisfactory and unsatisfactory attendance of students every fortnight. | You are required to attend your classes regularly every day and maintain satisfactory attendance as per your course progress requirements. |
| Q 3          | What is satisfactory attendance?<br><br>What is the percentage of attendance that I need to maintain? | Students are required to maintain a minimum of 80% of attendance to maintain satisfactory course progress.   | You are required to attend all the classes.  |





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

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| Q 7. | What should I do after receiving low attendance letter?    | ASIA's student administration will contact you. Authorised person will meet you and discuss intervention strategies which can be implemented to assist you to maintain satisfactory attendance and achieve satisfactory course progress.   | You are required to contact the authorised person in Student Administration within 5 days of receiving the letter or as soon as possible. You must discuss why you were absent, what were the circumstances and if you require any intervention strategy. |
| Q 8. | Do I need to apply for RPL on the basis of low attendance? | <p>Yes, according to the new attendance requirements of ASQA 2019, If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set may not be suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.</p> <p>In this case, ASIA will invite 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>You are required to meet the concerned person* in student administration.</p> <p>*As at reception</p>  |

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## 2. Monitoring Course progress

| Question no. | FAQ's on Course progress   | Actions taken by ASIA   | What students are required to do?  |
|--------------|--|---|--|
| Q 1          | What is satisfactory course progress?                                    | Satisfactory course progress implies that a student is successful in completing or demonstrating competency in at least 50% of the course requirements in any study period to achieve minimum competency level.   | You are required to maintain satisfactory course progress i.e. be successful in demonstrating competency in at least 50 % of the course requirements in any study period of the studies. |
| Q 2          | What is Unsatisfactory course progress?                                  | Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.  | You are required to attend all the classes so that you are aware about the teachings and assessments which will help you to maintain satisfactory course progress.                       |
| Q 3          | What is study period?  | For ASIA's Hospitality Courses, Study period is of 10 weeks (for one term) and for ASIA'S Early Childhood Education and Care course, study period is of 11 weeks (for one term) in which the student is enrolled.   |  |
| Q 4          | How and when will the course progress be monitored?                      | Course progress will be monitored based on the assessments and your results in these assessments will determine satisfactory course progress.   | You are required to attend all your classes regularly so that you can maintain satisfactory course progress.   |
| Q 5          | Who will be responsible for analysing and monitoring my course progress? | ASIA's administration staff and the Academic Manager will analyse and monitor your course progress. Academic Manager will consult with the administration staff and determine satisfactory and unsatisfactory course progress of students for every study period. | You are required to attend your classes regularly every day so that you can maintain satisfactory course progress.   |





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| Q 6 | Will I receive warning letters based on low course progress requirements? | <p>Yes, ASIA's student's administration will send you 4 warning letters.</p> <p>1<sup>st</sup> warning letter: ASIA will inform students if they are at risk of showing unsatisfactory course progress and thereby breaching their students' visa requirements.</p> <p>2<sup>nd</sup> warning letter: ASIA will inform students that their course progress is unsatisfactory i.e. less than 50% for the first study period*. If it continues to fall, it will lead to unsatisfactory course progress for the second consecutive study period* which will ultimately lead to not meeting satisfactory course progress requirements as per your student visa conditions.</p> <p>3<sup>rd</sup> Warning letter: If student continues to show unsatisfactory course progress even after sending 2 warning letters and after implementing intervention strategy, ASIA will send 3<sup>rd</sup> warning letter indicating that they are still at the risk of not making satisfactory course progress for the second study period and that the student will be reported to the Department of Home Affairs via PRISMS if they continue to be at risk even after following intervention strategy.</p> <p>4<sup>th</sup> Letter Intention to report: ASIA will inform students about their failure to meet satisfactory course progress requirements. Upon which, ASIA will be required to report the student's unsatisfactory course progress to the Department of Home Affairs (DHA) via PRISMS.</p> | <p>You are required to maintain satisfactory course progress if you receive the 1<sup>st</sup> warning letter.</p> <p>You are required to meet student administration to discuss further upon this, so that intervention strategies can be implemented, and support can be provided.</p> <p>If the course progress is unsatisfactory despite 3<sup>rd</sup> warning letter, and after implementation of intervention strategy, then you will be reported to DHA via PRISMS that you are at risk of breaching your student visa requirements.</p> |
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| Q 6. | Will I be reported to DHA based on unsatisfactory course progress? | Yes, as mentioned above, the students will be reported to the Department of Home Affairs (DHA) via PRISMS.  | You are required to maintain satisfactory course progress requirements.  |
| Q 7. | What should I do after receiving 2nd or 3rd warning letter?        | <p>Students are required to meet Academic Manager within 5 days of receiving the letter. ASIA will implement intervention strategies and provide support to the students.</p> <p>If students believe that they have maintained satisfactory course progress and attendance, then ASIA will advise the students about their right to lodge complaints and appeal by using ASIA's complaints and appeals policy available on the website.</p> | <p>You are required to contact and meet the Academic Manager or Student Support Officer in student administration within 5 days of receiving the letter or as soon as possible.</p> <p>You also have the right to lodge an appeal.</p>   |
| Q 8  | What is complaints and Appeals and how does it work?               | <p>ASIA has implemented complaints and appeals policy for students.</p> <p>Detailed process and procedures on the complaints and appeals policy is available on website of ASIA.</p> <p><a href="http://www.asia.edu.au">www.asia.edu.au</a></p>  | <p>You can refer to internal appeals process within 20 working days of receiving the intention to report letter. If you are not satisfied with the internal appeals process, then you can lodge an external appeal process though Overseas students Ombudsman (refer Q9).</p> <p>*Refer to detailed Complaint and Appeals Policy and Procedures available on the ASIA's website or student's handbook.</p> |

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

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