



# Student Contact Policy

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## Purpose

The purpose of this policy is to ensure that all Ruby staff record every instance of Contact with students, other than Complaints, which have a separate policy and supporting documents. The Institute is required to monitor international students to ensure that they are making reasonable progress toward completing 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 course progress or attendance requirements. The Institute is also responsible for the overall wellbeing of students in matters associated with their studies.

Contact means any engagement with a student, however minor and in any form (campus, phone, email, social media etc) and must be recorded on the supporting Student Contact Form.

The intention of this policy is to accumulate evidence that we are making every effort to meet this purpose and support the individual through the study journey.

*This supports compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as English Language Intensive Course for Overseas Students (ELICOS) Standards 2018 Standard P4.*

## Definitions

**Ruby staff** includes ELICOS teachers and VET trainer/assessors as relevant to the specific course/student, as well as all management, administration, marketing and support staff.

**CoE** means Confirmation of Enrolment

**ELICOS Standards** means the *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018*

**ELICOS Students** means students enrolled in English Language Intensive Course for Overseas Students

**National Code** means the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

**VET Students** means students enrolled in nationally recognised training



# Student Contact Policy

## International Students

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### Policy

#### 1. Reasons for Contact (if initiated by Staff), include but are not limited to:

- Managing the timely submission of Assessments
- Seeking reasons for non-attendance or lack of participation
- Monitoring student progress to support students to complete their studies within the expected duration specified on their Confirmation of Enrolment (or agreed extension)
- Consulting with students who have been identified as requiring additional support
- Discussing any wellbeing or behavioural issues that come to the attention of Ruby staff
- Monitoring timely payment of fees
- Advising students of any changes to services including delivery schedule, trainer changes, special arrangements.

#### 2. Reasons for Contact (if initiated by Student), include but are not limited to:

- Seeking assistance for the timely submission of Assessments
- Seeking some exemptions, suspension or non-scheduled breaks in study
- Seeking to withdraw from studies
- Seeking reasonable extensions to the course duration
- Seeking additional course / unit information or support
- Seeking additional language support
- Seeking assistance with payment of fees

#### 3. To assist staff to determine “at risk” students in relation to course progress and requiring contact to identify appropriate intervention, they are:

For VET Students:

- Students will be deemed at risk of not meeting course progression requirements if they:
  - do not participate in a summative assessment task. (workshop, project, homework)
  - not attending the scheduled sessions without explanation or contact
  - do not submit a unit assessment task(s) within 2 weeks of the due date.
  - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.



## Student Contact Policy

### International Students

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For ELICOS Students:

- Students will be deemed at risk of not meeting course progression requirements if:
  - They have not participated in formative and summative assessment tasks
  - They have not achieved a passing rate of (60%) on a summative assessment task
  - Their total course attendance is at or below either 90% or 85% and at risk of dropping below minimum of 80%

### Recording & Implementation

This Policy is to be recorded and implemented using the accompanying Student Contact Form, and should be implemented in accordance with the following guidelines:

- The form must be completed including all available information
- The form needs to include an initial recommendation by the initiating/receiving staff member
- The form needs to be distributed to all other staff involved in the particular process
- The form needs to be endorsed by those staff with recommendations for further action
- The form needs to be completed and retained on the individual student file

#### Please note:

The contents of this form are evidence that the Ruby Institute is:

- Monitoring student progress
- Monitoring student participation
- Seeking grounds or evidence for improvement
- Seeking grounds for additional student support

For further information relating to Student Progress Monitoring and Support, please refer to the Course Progress Policy and Procedures.