



Attendance Monitoring Policy & Procedure

Introduction:

The attendance policy and procedure aligns with and part of the ATCWA's course progress monitoring policy and procedures. It assures that ATCWA continuously monitors and its students' attendance/class participation to ensure that they maintain a satisfactory course progress and the conditions of the ESOS act.

Purpose:

In line with Part B of the Standard 8 of the National Code 2018, the purpose of this policy and procedure is to establish a system to continuously monitor the course progress of international students through monitoring their attendance for a successful completion of their studies within the scheduled study period. ATCWA is proactive in notifying and counselling students who are at risk of failing to meet their attendance requirements.

Scope:

This policy and procedure applies to all enrolled international students at ATCWA.

Staff Responsible:

- Trainers and Assessors
- Student Support Officer
- Academic Coordinator
- Director of Studies & Compliance
- Managing Director

Definitions:

- **International student** means current international students or intending international students on a student visa under the Migration Act 1958.
- **Intervention strategy** means an intervention strategy as per the Monitoring Attendance Policy and Procedure.
- **Satisfactory attendance** means a minimum of eighty per cent (80%) real (in class) attendance over the reporting period.
- **Study period** means one (1) term (10 weeks) of scheduled classes.

The Policy

Australian Technical College Western Australia (ATCWA) assures that it consistently monitors and records attendance of each international student for the scheduled course contact hours for each CRICOS registered course in which the international student is enrolled.

The Attendance Monitoring Policy and Procedure is provided to staff, as part of their mandatory staff induction, and to all enrolled international students, at both pre-enrolment and at the mandatory orientation session. This policy and procedure specifies the:

- a) Requirements for achieving satisfactory attendance, which requires international students to attend at least eighty percent (80%) of the scheduled course contact hours;
- b) Manner in which attendance and absences are recorded and calculated;
- c) Process applies for assessing satisfactory attendance;
- d) Process for determining the point at which the international student has failed to meet satisfactory attendance; and
- e) Procedure for notifying international students that they have failed to meet satisfactory attendance requirements.

Where international students are identified as having been absent for more than five (5) consecutive days without approval, Student support will make attempts along with sending email notifications to contact the international student via phone using the most current contact details that have been provided to ATCWA by the student. Similarly, where the student is at risk of not attending for at least eighty per cent (80%) of the scheduled course contact hours for the course in which he or she is enrolled (before the student's attendance drops below eighty per cent [80%]), ATCWA identifies and attempts to make contact with the international student by sending warning notifications via email.

Where ATCWA has identified the student as not achieving satisfactory attendance, ATCWA will implement its intervention strategy via warning notifications as part of ATCWA's wider course progress monitoring process. Where the international student's attendance is unsatisfactory despite ATCWA's warning notifications and where the students overall attendance falls below 80%, ATCWA will implement a further intervention strategy to provide the student with the opportunity to make satisfactory course progress.

Where ATCWA identifies that an international student has been absent for five (5) days or more and is not able to be contacted using the most current contact details that the international student has provided to ATCWA, the Student Support Officer will:

- a) Contact any known friends, relatives or housemates where ATCWA has an awareness of these contacts and their details.
 - i. Where the international student can be located, the international student will be advised that they have breached the *Monitoring Attendance Policy and Procedure* and will be requested to attend a meeting at the college where an appropriate intervention strategy will be implemented.
 - ii. Where ATCWA cannot locate the international student and the international student has been absent for five (5) days or more, ATCWA's Managing Director and/or Operations Manager or relevant ATCWA staff will implement ATCWA's Critical Incident Policy.

Compassionate or Compelling Circumstances:

An international student may claim that they were unable to maintain satisfactory attendance because of compassionate and compelling circumstances. These circumstances are generally those beyond the control of the international student and which have an impact upon the international student's program progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury where a medical certificate states that an international student was unable to attend class for the period defined;
- b) Bereavement of close family members such as parents or grandparents, accompanied by approved documentation;
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies; or
- d) A traumatic experience which includes:
 - i. Involvement in or witnessing of a serious accident that is supported by police or psychological reports; and
 - ii. Witnessing or being the victim of a serious crime that is supported by police or psychological report.

Attendance Monitoring:

1. ATCWA classes are full time face to face twenty (20) hours per week. 5 hours are allocated as supervised self-paced learning (SSL) that students study remotely, under the supervision of the trainer.
2. Attendance is recorded by the trainer for both morning and afternoon session. The attendance will be marked with a tick, if the student is absent it will be marked indicating absent.

3. If a student is absent from class due to illness, they should see a doctor as soon as possible and request a *Medical Certificate*. The Medical Certificate/s should clearly state the date/s of the absence. Medical Certificates should not be backdated for more than three (3) days prior to the student's absence.
4. If a student has a Medical Certificate that covers a period of absence, they must submit a Medical Certificate to Student Support Officer as soon as they return to class after the period of absence. The SSO will update medical leave in the SMS.
5. The approved medical leave attendance will not be adjusted for medical certificates but if a student is sent a Notice of Intention to Report for unsatisfactory course progress and lodges an appeal the medical documentation will be considered as compassionate and compelling evidence to support the student's absence.
6. Trainers must ensure the attendance roll is accurate, and the attendance are updated at the end of. It is a legal document used to determine whether an international student's attendance meets student visa requirements and may be used as evidence in legal proceedings
7. Students can check their attendance at Student Administration or on the SMS ATCWA SMS at any time. The attendance displayed is up to the prior week and is the best percentage that they can achieve from the previous week to the end of the reporting period/study period/term (ten (10) weeks). Satisfactory attendance is a minimum of eighty per cent (80%) real (in class) attendance over the reporting period.
8. Students can make appointments with the Student Support Officer to discuss absences from class. Meetings are confidential.
9. ATCWA corresponds with all international students via provided to ATCWA. It is essential (and a student visa condition) that international students update their contact details within seven (7) days of the change occurred.

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The Procedure

Unless specified, ATCWA considers 10 weeks as the standard and usual duration of a term.

1. Prior to the commencement of the term, the Academic Coordinator enrolls student in the Learning Management System (LMS) and in the Student Management System (SMS).
2. Trainers generate daily attendance sheets through the Learning Management System.
3. Students sign in and out with their signatures.
4. Trainers update attendance records directly into the SMS daily.
5. For the supervised self-paced learning sessions; trainers follow the submissions made by students on LMS according to the assigned day/date. Students who submit completed learning tasks receive attendance for the allocated hours. However, the % of attendance depends on the criteria of the assigned learning task. Trainers decide whether to give full or partial attendance and following the SSL guidelines.
6. At the end of each week, trainers submit completed hard copies of the attendance sheets to the Student Support Officer for verification and archiving.
7. If a student continues to be absent for five (5) consecutive days without prior notice or approval, the Enrolment Officer must send the non-commencement notification to the new students who started in the particular term. The other ongoing students will receive the first warning letter if they are absent for the first 2 weeks. Where doable, the Student Support Officer directly contacts the students via phone or email and remind them to attend class.

The Enrolment Officer must follow the following non-commencement procedure for reporting non-commenced students.

- 7.1. Identify the non-commenced students based on the SMS attendance records and notifications received from trainers at the end of the week 2 of the term.
- 7.2. Inform the non-commenced students via SMS that they have failed to commence the course as per their CoE commenced date.
- 7.3. In the non-commencement notice, provide each student with a date on the following week (week 3 of the term) to meet with the student support officer if they require assistance or if they are in a situation that prevents them attending the course.
- 7.4. If the student was unable to respond to the email or attend the meeting, Enrolment officer to inform the student and the agent (if applicable) that their enrolment with ATCWA has been cancelled. This must indicate the cancellation of the future enrolments as well.
- 7.5. The Enrolment Officer must report non commencement in the PRISMS within 28 days from the course commencement date applicable to each student.

- 7.6. The Enrolment Officer must update student's status as inactive in the SMS, update the enrolment register and inform all applicable staff.
8. If the non-attendance continues, the Student Support Officer reminds the student again by sending the second warning letter on the following week and request the student to meet for assistance and follow up.
9. At the meeting with the SSO, an intervention strategy will be prepared to support the student and the plan will be communicated to the trainer and other relevant staff.
10. If a student who do not attend the scheduled intervention meeting informed via the second warning letter, the third warning letter/NIR will be issued. (Confidential information will be recorded separately in student's folder.

ATCWA counsels its students who are habitually late or regularly absent and appointments will be made with the Student Support Officer to meet with the students to discuss reasons for the absences and to remind them of their attendance requirements.

The above mentioned attendance warning procedure follows the following benchmarks.

Step 1 - Attendance Level 1 Warning Notification 1	Attendance below 90%
Step 2 - Attendance Level 2 Warning Notification 2	Attendance below 85%
Step 3 – Attendance Level 3 Warning Notification 3	Attendance 80% and below

Student will be advised in:

- **Warning Notification 1;** to make an appointment with the Student Support Officer if they wish to discuss their attendance. This notification is sent to international students via email.
- **Warning Notification 2;** to meet with the Student Support Officer to discuss their attendance. This notification is sent to international students via email. At the meeting, the international student is reminded of the student visa condition to maintain satisfactory course progress and attendance and a plan is discussed as part of an intervention strategy. The intervention meeting will be documented and the student will be notified of the agreed intervention strategy in writing via email.
- **Warning Notification 3;** this notification is sent to the international students via SMS and it refers to the NIR procedure.

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Document Version Control History			
Version	Date	Author	Change Description
1.0	6 June 2019	ATCWA	Creation of policy
2.0	11 September 2019	ATCWA	Review of policy
3.0	6 January 2020	ATCWA	Review of policy
4.0	4 January 2021	ATCWA	Review of policy
5.0	11 August 2021	DOS/Compliance	Review and update the content to be aligned with the current practices and systems in place.
6.0	15 August 2023	DOS/Compliance	Annual review – A minor change to the policy.
7.0	15 Nov 2024	DOS/Compliance	Annual review – Minor change to the class time and structure of the attendance record.
8.0	02 June 2026	DOS/Compliance	Annual review – Changes to the staff responsible and the procedure.