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# **Monitoring Attendance Policy & Procedure**

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## Introduction

Australian Technical College Western Australia (ATCWA) ensures that as part of a comprehensive course progress policy and where relevant, regulatory requirements, ATCWA can systematically monitor attendance.

## Purpose

To ensure that ATCWA can systematically monitor the course progress of international students through monitoring international student attendance as part of a wider ATCWA strategy to monitor course progress and completion within the expected duration. ATCWA is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. This policy & procedure ensures that ATCWA meets the requirements of Part B Standard 8 of the National Code 2018.

## Scope

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

## Responsibilities

Trainers and Assessors, Student Support Officers, Admin Officers, Director of Studies, Director of Operations, Operations Manager.

## 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 projected over the reporting period.

**Study period** means one (1) term (10 weeks) of scheduled classes.



## Document Control

Version	Date	Author	Change Description
001	6 June 2019	ATCWA	Creation of policy
002	11 September 2019	ATCWA	Review of policy
003	6 January 2020	ATCWA	Review of policy
004	<Select date>		

## Policy Statement

Australian Technical College Western Australia (ATCWA) will ensure that they record the attendance of each international student for the scheduled course contact hours for each CRICOS registered course in which the international student is enrolled.

The systematic approach to monitoring course attendance is part of a comprehensive approach to monitoring course progress at ATCWA.

The Monitoring Attendance Policy and Procedure is provided to staff as part of a mandatory staff induction and international students both pre-enrolment and at the mandatory orientation session that specify the:

- a) Requirements for achieving satisfactory attendance, which at a minimum, requires international students to attend at least eighty per cent (80%) of the scheduled course contact hours;
- b) Manner in which attendance and absences are recorded and calculated;
- c) Process 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 Administration will make attempts along with sending the email notifications to contact the international student via phone using the most current contact details that has 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 program. Where the international student's attendance is unsatisfactory despite ATCWA's warning notifications and the student's 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 ATCWA, ATCWA management 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 Director of Operations and/or Operations Manager or relevant ATCWA staff will implement ATCWA's Critical Incident Policy.

## Procedure

1. ATCWA will establish and maintain an official term by term (10 week study period) timetable for each course.
2. Prior to the commencement of the term/study period, the Admin Officer or Student Support Officer will establish a formal attendance roll for each class as per the timetable for that study period/term. This attendance roll will be generated from the RTO Manager ATCWA database.
3. The attendance roll for each class will be provided in a hard copy file to the class trainers and assessors prior to the commencement of the term/study period. The attendance will be entered both on the hard copy attendance roll and directly into the RTO Manager ATCWA database by the trainers.
4. The trainers and assessors will ensure that the attendance roll is completed accurately for each class as specified in the official timetable both on the hard copy and into the RTO Manager ATCWA database.
5. The attendance roll and RTO Manager will be updated by the class trainers and assessors and monitored by administration staff to ensure students are attending class for the required contact hours for each study period/term.
6. Class trainers and assessors will update the RTO Manager daily and submit the hard copy attendance roll to the administration staff on a weekly basis. Trainer and assessors will send courtesy emails to students that have not attended the class in that teaching week. The Admin Officer or Student Support Officer will generate a weekly attendance report from the RTO Manager. The Admin Officer or Student Support Officer will send the attendance warning notifications accordingly as per the table below. Students can also check their attendance percentage through the RTO Manager ATCWA database.
7. The Admin Officer or Student Support Officer will also directly contact via phone or email any students who are absent for five (5) consecutive days without prior notice (or approval).
8. The Student Support officer will note the reason for the absence and any supporting evidence or action taken will be updated on the RTO Manager. (Confidential information will be recorded separately in student's folder. Any serious issues will be advised to the Director of Operations).
9. ATCWA is required to counsel international students who are habitually late or regularly absent and appointments will be made with the Admin Officer or Student Support Officer to meet with relevant international students to discuss reasons for the absences and to remind international students of their attendance requirements.
10. International students who are identified as not meeting the minimum requirements will receive formal warning notifications from the Admin Officer or Student Administration as follows and these will be kept on file:

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

11. Student will be advised in:
- Warning Notification 1;** to make an appointment with Admin Officer or Student Support Officer if they wish to discuss their attendance. This notification is sent to international students via email ;
  - Warning Notification 2;** to make an appointment with Admin Officer or Student Support Officer if they wish to discuss their attendance. This notification is sent to international students via email.
  - Warning Notification 3;** this notification is sent to the international students via email. ATCWA will check the course progress of the student and the student will be required to attend an intervention meeting. 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.
12. If the international student is a Government sponsored student or under the age of 18 years, all documentation issued by ATCWA to international students in relation to their attendance and course progress will be sent to the international student’s Sponsor or legal parent or guardian.

## Compassionate or Compelling Circumstances

1. 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:
- Serious illness or injury where a medical certificate states that an international student was unable to attend class for the period defined;
  - Bereavement of close family members such as parents or grandparents, accompanied by approved documentation;
  - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student’s studies; or
  - A traumatic experience which includes:
    - Involvement in or witnessing of a serious accident that is supported by police or psychological reports; and
    - Witnessing or being the victim of a serious crime that is supported by police or psychological report.

## Appendix A

# How Attendance Is Monitored

1. It is a ATCWA requirement that as part of maintaining satisfactory course progress, and in our attempt to support you to maintain satisfactory course progress, ATCWA monitors student attendance.
2. This policy is available to international student's pre-enrolment, through the orientation program, and on the ATCWA website.
3. The recorded attendance percentage is the student's real (in-class) attendance and includes all absences.
4. ATCWA classes are full time face to face twenty (20) hours per week.
5. Attendance is recorded by the class trainers and assessors for each session/teaching day on a 2 hourly basis e. g. Class timing is 8 am – 6 pm attendance will be recorded in 2 hour blocks, 8 am – 10 am, 10 am – 12 pm, 12 pm- 2 pm, 2 pm – 4 pm and 4 pm – 6 pm. If a student is present for the 2 hour block it will be marked with a tick, if the student is absent for the full 2 hour block it will be marked with an x. If a student comes to class at 8.45 am they will be marked present for 1 hour 15 minutes for the 8 am – 10 am attendance slot.
6. 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.
7. If a student has a Medical Certificate that covers a period of absence, they must give the Medical Certificate to ATCWA administration staff as soon as they return to class after the period of absence. Staff will take a copy of the medical certificate and put it in the student file and return the original medical certificate to the student.
8. Actual 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.
9. ATCWA calculates student attendance on a weekly basis. Trainers and Assessors must ensure the attendance roll is accurate. 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
10. Students can check their attendance at Student Administration or on RTO Manager ATCWA database at any time. The attendance shown is up to the previous Friday and is the **best** percentage

that you can achieve from the previous Friday 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 projected over the reporting period.

11. Students can make appointments with the Student Support Officer or the Admin Officer to discuss absences from class. Meetings are confidential.
12. If a student receives Warning Notification 1, they can make an appointment with the Student support officer to discuss their attendance.
13. If a student receives Warning Notification 2, they can make an appointment with the Student support officer to discuss their attendance.
14. If the student receives Warning Notification 3, ATCWA will check the course progress of the student and the student will be required to attend an intervention meeting. 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.
15. ATCWA will correspond with all international students via their email address as provided to ATCWA. It is essential (and a student visa condition) that international students update their contact details with ATCWA Student Administration within seven (7) days of the change occurring.

The method for calculating the percentage of attendance is to calculate the total number of hours possible if the international student was to attend all classes with no absences for the relevant study period/term and where international students have an absence recorded on the class attendance roll, this number of minutes or hours is deducted from the overall total. So for example:

1. The study period/term is ten (10) weeks duration;
2. The timetable shows twenty (20) hours per week;
3. This totals a maximum possible attendance of 200 hours;
4. The international student has missed a total of ~ 50 hours (~2½ weeks);
5. 200 hours – 50 hours = 150 hours;
6. 150 hours = 75% of 200 hours, calculated as follows:
  - = 10 weeks duration x 20 hours per week = 200 hours;
  - = 200 hours maximum possible attendance less 50 hours absent = 150 hours;
  - = 150 hours attendance out of a possible 200 hours = 75%
  - = Therefore, in this example, the international student has only achieved a 75% attendance rate and would receive Warning Notification 1 and 2 (at the appropriate times) followed by a *Notice of Intention to Report to DHA*, which was calculated as follows:

$$= 10 \times 20 = 200 - 50 = 150 \div 200 \times 100 = 75\%$$

In the above example, international students who are identified as not meeting the minimum requirements of 80% of 200 hours would have an attendance of only 160 hours (or less).