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# Attendance Monitoring Policy & Procedure

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## Introduction:

This policy and procedure is aligned 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 are meet the study requirements and the requirements to be maintained in accordance with the ESOS conditions.

## 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 attendance requirements. This policy & procedure ensures that ATCWA meets the requirements of

## Scope:

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

## Responsibilities:

Trainers and Assessors, Student Support Officer, Admin Officer, Training Coordinator, 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 over the reporting period.
- **Study period** means one (1) term (10 weeks) of scheduled classes.

# Attendance Monitoring Policy & Procedure

Document Version Control History			
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	4 January 2021	ATCWA	Review of policy
005	11 August 2021	DOS/Compliance	Review and update the content to be aligned with the current practices and systems in place.

## 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 Administration 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 program. 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, 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.

## 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.

## How Attendance Is Monitored:

1. ATCWA classes are full time face to face twenty (20) hours per week.
2. 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.

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 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.
5. 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.
6. 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
7. Students can check their attendance at Student Administration or on the RTO Manager ATCWA database at any time. The attendance displayed is up to the prior 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 over the reporting period.
8. Students can make appointments with the Student Support Officer or the Admin Officer to discuss absences from class. Meetings are confidential.

9. ATCWA corresponds 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.
10. 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 less than 160 hours.

## 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/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 which is the Administrative system/database of ATCWA.
2. Training Coordinator provides hard copies of attendance rolls for trainers prior to the commencement of the term/study period.
3. Trainer instructs students to sign in and out with their signatures and enters attendance records directly into the RTO Manager, which is the administrative portal of ATCWA.
4. For the e-learning sessions; trainer follows the submissions made by students on LMS according to the given deadlines. Students who submit completed e-learning tasks receives attendance for the allocated weekly e-learning hours. However, the % of e-learning attendance depends on student's ability to meet the requirements of the assigned e-learning task. Trainer to decide whether to give full or partial attendance and follows the above procedure to update the records.
5. At the end of each week, trainer submits completed hard copies of the attendance sheets to the Admin Officer for verification and archiving.
6. Within the first two weeks Trainer sends courtesy emails to students who did not attend class on a weekly basis.
7. If a student continues to be absent for five (5) consecutive days without prior notice or approval, the Admin Officer sends the first attendance warning letter. If necessary, the Admin Officer directly contacts the students via phone or email and remind them off to attend class.
8. If the on attendance continues, the Admin Officer reminds the student again by sending the second warning letter in the following week and request the student to meet with the SSO for intervention.
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. Any serious issues will be conveyed to the Director of Operations).

### Notes:

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 international students 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:

- a) **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 ;
- b) **Warning Notification 2;** 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. 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.
- c) **Warning Notification 3;** This notification is sent to the international students via email and it refers to the NIR procedure.

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.