

Attendance monitoring

Policy and procedure

Scope

This policy applies to students on a student visa studying in any course enrolled at TIV.

Definitions

Satisfactory attendance

Satisfactory attendance means that the student has maintained a minimum of 80% or higher attendance in a specified study period.

Unsatisfactory attendance

Unsatisfactory attendance means that the student has not maintained a minimum of 80% attendance in a specified study period.

PRISMS is the Provider Registration and International Students Management System

Policy

Standard 8: Overseas Students Visa Requirements of the National Code 2018 requires TIV to:

- a) Monitor students compliance with their visa conditions relating to attendance;
- b) Be proactive in identifying and counselling students who are at risk of failing to meet the attendance requirements;
- c) Under section 19 of the ESOS Act, report student who have breached the attendance requirements.

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Purpose

The principles underpinning this policy are that early identification will enable appropriate support and intervention strategies which will be implemented in order for the student to satisfactorily complete their program.

This policy and procedure identifies processes for:

- Contacting students;
- Monitoring attendance;
- Calculating attendance;
- Notifying identified students of their rights to access the complaints and appeals process;
- Reporting students; and
- Circumstances where students not be reported if their attendance percentage is below 80%.

Procedure

1. TIV systematically records and monitor attendance for students who enroll in the courses. International students on a student visa are required to attend 20 hours per week of scheduled contact face to face hours in the classroom.
Students identified as '*at risk*' of unsatisfactory attendance will be notified formally through student attendance warning letters.
2. Trainers takes the attendance for all 20 hours scheduled per week and records the attendance for each session and submits the records to the student administration officer.
3. Student's attendance will be regularly monitored by the Student administration officer reporting to the RTO Manager to ensure that TIV facilitates the highest quality of learning opportunities and additionally maintains compliance with legislative requirements.
4. Trainers will be inducted into the requirements of this policy at induction and through the Staff meeting/s. Trainers will receive guidelines on how to complete this record and in particular how to record absences, leave, late arrivals and early leave during the day. Notes are provided by the trainer in case of late arrivals and early finish.
5. The projected attendance will be based on student's unattended hours in attendance against the total contact hours fortnightly.
6. The projected attendance will be monitored on regular basis to ensure students can be given every opportunity to prevent falling below 80% attendance requirement and avoid breaching their enrolment and visa condition.

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7. Both students and teaching staff are required to sign each record on a daily and submit the records to the Student Administration Officer reporting to the RTO Manager, who will enter all data in to the spreadsheet which will calculate the attendance percentage of each student. RTO manager would monitor the spreadsheet on a regular basis.
8. Student Administration Officer will record any absence supported by a medical certificate/compelling and compassionate circumstances records which would be counted towards the student's total absences when calculating attendance.

When an individual student attendance falls into any if the following categories the associated action shall be taken:

Student Attendance	Action by Institute
Any student who has missed 5 consecutive days of scheduled classes without prior approval or notification	<p>Training staff will notify the RTO manager and Administration Staff when a student fails to attend for five consecutive days without approval.</p> <p>Administration Staff will contact the student and ask the student to make an appointment with RTO manager and remind the student's that it is a condition of their visa that they must maintain satisfactory attendance and institute can provide additional support if required. (Refer to Student Support Policy).</p> <p>The student will be sent 'Student Attendance 1st Warning Letter' and be provided with an opportunity to contact the staff for any support they require. (Appendix A).</p> <p><i>It must be noted that students have been informed upon enrolment to notify The RTO upon changing their address or contact details.</i></p>
When a student's projected attendance falls below 90% without prior approval or notification	<p>The student will be sent a 'Student Attendance 1st Warning Letter' (Appendix A) informing them of their projected attendance and that they need to ensure at least average 80% attendance level for the study period is maintained. This letter is to also contain the consequences of not achieving a projected average attendance of 80%.</p>
When a student's projected attendance falls below 85% without prior approval or notification	<p>When a student's projected attendance is below 85%, a 'Student Attendance 2nd Warning Letter' (Appendix B) will be issued.</p> <p>This warning letter will initiate an intervention strategy, i.e. the student is required to contact TIV within 5 working days and organise an appointment with the RTO Manager to discuss their poor attendance record and agree to intervention strategies aimed at achieving an average attendance of above 80% for the remainder of the study period.</p>

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Student Attendance	Action by Institute
<p>When a student's projected attendance falls below 80%</p>	<p>Intention to Report</p> <p>The student shall be sent an 'Intention to Report' letter (Appendix C) indicating the student has breached the attendance requirements. This letter will also identify that the international student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study.</p> <p>They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS and would be reported.</p> <p>Circumstances where student not to reported if attendance fall below then 80%</p> <p>If a student's attendance is less than 80 per cent, TIV may choose to not report a breach if:</p> <ul style="list-style-type: none">○ the student's attendance is at least 70 per cent○ the student is maintaining satisfactory academic performance
<p>Reporting 'Breach of Student Attendance' for international students</p>	<p>As identified above, when an international student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the RTO Manager who will, in conjunction with the Administration Officer/ RTO Manager, monitor the recorded breach and report the breach as required. A breach reported letter (Appendix D) is sent to the student by the Administration Officer.</p> <p>An international student's enrolment is cancelled in the event that their student visa is cancelled by the DHA.</p>

Complaints and Appeal Rights

1. The student will be advised of their appeal rights, as per the Complaints and Appeals Policy and to submit any evidence to support their situation and will be advised that they must maintain their attendance whilst the appeal process is in effect and a decision is being made.
2. Should the students choose to make an appeal or a complaint, Complaints and Appeals Policy will apply.

Compassionate or compelling Circumstances

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‘Compassionate or compelling’ circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student’s attendance, course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports)
- Where the institute was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Intervention strategy

1. During a study period student course attendance will be continuously monitored by RTO manager.
2. Identification of students “at risk” will be accomplished by RTO manager according to any of the criteria below.
3. The course counselling interview and intervention meetings will be initiated by the RTO Manager however appropriate personnel such as Trainer may be called on to assist with the process.
4. At the course counselling interview attendance, academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
 - Programs and counselling to address attendance, academic and non-academic issues
 - Resitting assessments during the current study period
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Student study time table prepared
 - A intervention meeting for the current study period with the RTO Manager or a delegated person will be scheduled
 - A regular attendance and academic involvement report requested from each subject trainer.

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5. Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under institute student behaviour requirements). The written notification will require the student to immediately contact the RTO manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Manager. It will be at the discretion of the manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the intention to implement institute Student behaviour procedure.

Ensuring Integrity of the Data

To ensure the integrity of the attendance data and records the RTO Manager shall regularly review a sample of attendance records to verify the data included in the projected attendance is accurate.

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of Study Period.

Responsibilities

Trainers: Trainers are required to accurately record and submit student attendance. In the event a teacher is aware of issues affecting attendance, such as punctuality or poor course progress, the trainer is required to inform the RTO Manager or designated personnel so that appropriate support can be initiated to reduce risk. As the first point of contact, the trainer will also advise the student of the concern regarding attendance and consequences of breaches.

RTO Manager: The RTO Manager is responsible for monitoring *at risk* students who have received warning letters and in particular to ensure support strategies and intervention opportunities are offered to the student and ensure integrity of the data.

Student Administration Officer: Student Administration Officers are required to enter attendances and absences into the spreadsheet which calculates student attendance percentages

Students: Students are made aware of this policy prior to enrolment, through Induction/ orientation. Information is provided at Orientation and through due diligence reminders in the classroom. Students have a responsibility to submit medical reports and to advise their class teacher at the earliest opportunity of any matters affecting their well-being and attendance. Students are required to ensure that the institute is informed of their current contact details at all times.

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Appendix A

Date: dd/mm/yyyy

Student Name:

Student ID:

Student Address:

Re: Student Attendance 1st Warning letter

Dear Student,

Our records indicate that your current Attendance may be at risk of falling below the required progression for the course you are enrolled. As per our attendance monitoring policy, TIV regularly monitors attendance for all students who are currently enrolled and offers them intervention support to help them successfully complete the course.

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason which has caused your projected attendance to fall below 90% for your course duration (total contact hours).

If you are experiencing any of these below, please contact us immediately.

- Health issues
- Financial difficulties
- Physical, learning or psychological disability
- Too many distractions in your study environment

What can you do now?

The aim of this notification is to encourage you to take immediate ACTION to improve your attendance in the coming months.

If you have any questions or wish to discuss strategies to ensure your satisfactory progression through your chosen course of study you can contact the RTO Manager.

What happens next?

If we do not hear from you or your attendance continues to fall behind 80%, you will receive the 2nd Warning Letter which will outline the next steps for you.

Yours sincerely,

Student Administration Officer

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Appendix B

Date: dd/mm/yyyy

Student Name:

Student ID:

Student Address:

Re: Student Attendance 2nd Warning letter

Dear Student,

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours fortnightly).

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen **below 85%**. Further absenteeism (non-attendance) will result in your projected attendance falling below this required 80% and breaching your enrolment and Visa conditions.

This letter is your 2nd warning letter and you **must** contact Student Administration **immediately** and arrange a meeting with the RTO Manager to discuss and agree to intervention strategies aimed at improving your current attendance situation.

Please be advised that as soon as your current rate of attendance falls below 80% over your current study period (total scheduled contact hours), **TIV will notify the appropriate government agency(s)** via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

At TIV our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Student Administration Officer

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Appendix C

Date:

Student Name: «NAME»«SURNAME»

Student ID: «ID»

Student Address:«ADDRESS», «SUBURB», «STATE»-«POSTCODE»

Dear Student,

Re: Intention to Report

Our records indicate your projected attendance has fallen below the required attendance as per your enrolment and Student Visa conditions.

Your attendance has now fallen below 80% of the total scheduled course contact hours.

Please be advised that you are now in breach of your Student Visa attendance requirements and TIV is now required to notify the appropriate government agency(s) via the PRISMS reporting system of this breach of your Visa conditions (section 19 of the ESOS Act).

If you feel you have reasonable grounds for non-attendance of your course and wish to appeal this decision of reporting the breach of attendance, you must contact TIV in writing within 20 business days outlining your circumstances.

You will be required to provide evidence of the circumstances to support your appeal.

This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the Training Manager.

If no response is received within 20 business days of the date of this letter TIV will proceed with the reporting process.

Yours sincerely,

Manager

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Appendix D

Date: dd/mm/yyyy

Student Name:

Student ID:

Student Address:

Re: Breach of Student Attendance

Dear Student,

Subsequent to TIV issuing to you a Student Attendance Breach Recorded Letter and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of attendance within 20 business days, I am advising you that TIV has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

In the event that the Department of Immigration as a result of this report, cancels your student visa, please be advised that your student enrolment with TIV will also be cancelled. I recommend that you contact DHA regarding the status of your student visa.

Yours sincerely,

Student Administration Manager