

Attendance Monitoring Policy and Procedures

ESOS/NCP	• ESOS Act (2000), Education for Overseas Students Amendment Act 2014 National Code of Practice for Providers of Education and Training to Overseas Students • The National Code 2018: Standard 2
SRTOs 2025	• Standards: The policy supports Standard 8 of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 • https://www.asqa.gov.au/rto/2025-standards-rto
Legislate Context	• National Vocational Education and Training Regulator Act 2011 (Cth) • Standards for Registered Training Organisations (RTOs) 2025 • Education Services for Overseas Students (ESOS) Act 2000 • VET Student Statistical Collection Guidelines • Student Identifiers Act 2014 • Equal Opportunity Act 1995 • Human Rights and Equal Opportunity Commission Act 1986 (Cth) • Disability Standards for Education 2005 (Cth)
Related Policies and forms	• RPL and Credit Transfer Policy and Procedure • Course Progress and Intervention Strategy Policy and Procedure • Student Intervention Strategy Form • Student Handbook • Course Completion within Expected Duration Policy and Procedure

Contents

1.POLICY.....	3
1.1DEFINITIONS	3
2.SCOPE	3
3.PROCEDURE	3
4.1 PROCESSES FOR RECORDING COURSE ATTENDANCE	4
4.2 PROCESSES FOR MONITORING COURSE ATTENDANCE.....	5
4.3 REPORTING STUDENT FOR NOT MEETING ATTENDANCE REQUIREMENTS	5
VERSION HISTORY	6

1.POLICY

This policy sets out attendance standards that all international students are expected to adhere to. This policy sets out the way international students on a student visa enrolled in VET courses are monitored and the consequences for failing to achieve satisfactory attendance are also set out in this policy.

1.1DEFINITIONS

Term	Definition
At-Risk	The student not meeting satisfactory course progress/Course Attendance requirements
Intervention	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
Study Period	ACCM defines one study period as being a “Study period” comprising of 10 weeks for each qualification on RTO Scope of Registration.
Special Consideration	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is face to face in-class contact time between a student and a teacher
Scheduled course contact hours	“Scheduled course contact hours is defined as the hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and Assessments.”

The table below clearly outlines the requirements to achieve satisfactory attendance in each study period.

Minimum Requirement to achieve satisfactory attendance in each study period		Method for working out minimum attendance
Vocational Education and Training (VET) Course	The minimum requirement for attendance is 80% per cent of the scheduled contact hours for the course.	A Study period is comprising of 12-13 weeks with 10 weeks of scheduled class for teaching (training and assessment). The scheduled course contact hours are 20 hours a week. The scheduled course contact hours required for VET courses in a study period is: 10 weeks x 20 hours per week = 200 hours. Therefore, 80% of 200 hours = 160 hours The minimum attendance required in each study period for an overseas student enrolled in a VET course works out to be a minimum of 160 hours.

2.SCOPE

This policy applies to the monitoring of attendance of overseas students and the requirements with regard to assessing the overseas student's attendance.

3.PROCEDURE

ACCM will:

Prospective students are referred to the College attendance policy in the Letter of Offer. The attendance policy and procedure is also available to students on the website, information is available in the student handbook and attendance requirements are explained during the Orientation sessions.

ii. The College will monitor student progress and provide intervention and support to enable the student with supported opportunities to complete their qualification within the duration of the CoE – see Course Progress and Completion in Expected Duration policies and procedures. Trainers will mark the class roll daily to record attendance

and the student Administration Officer will enter the absences in the records. The College will monitor record and assess student's attendance for each study period/term. At Orientation the attendance requirements are explained and the students are directed to the Recording and Monitoring of Student Attendance policy and procedure. Where a student does not maintain satisfactory attendance, of 80% across a study period/term and/or a specific unit of their course, an intervention may begin.

iii. The student will be first contacted by email when their attendance falls to 80% informing them of the situation and the implications of a falling attendance rate.

iv. The second notification email will be sent when the attendance falls to 70%. The DoS will check the academic progress of the student and where the academic progress is also not satisfactory, the student support will be notified for monitoring.

v. If attendance falls below 70% and the student is not making satisfactory academic progress the student support will follow up with an intervention process for failure to maintain satisfactory academic progress with poor attendance. The intervention is to provide the student with the opportunity to make satisfactory academic progress.

4.1 PROCESSES FOR RECORDING COURSE ATTENDANCE

Student attendance is taken by the trainer/assessor for every scheduled class (training and assessment) time. The student attendance is recorded using the ACCM Attendance Record Sheet.

The Attendance Record Sheets are prepared for each study period in advance, and essentially includes a place to record the following:

- Qualification Name and Group Name
- Session date
- Morning Session: -9.00 am 1.00pm &
- Afternoon Session: - 1.30 pm to 5.00 pm or (As per the scheduled timetable)
- Total Duration (Student Attended the Class)
- Student Number,
- Student First Name
- Student Last Name
- Student Signature
- comments (if any attendance variation occurred)
- Trainer Signature

The 'Student Attendance Record Sheet' is to be submitted to the Student Support Officer at the end of each day, or as per the arrangements mad. Student attendance is then tallied for the day and the trainer will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student. The decision to approve a student's request for absence from class (i.e., temporary postponement of enrolment during studies) must take compassionate and compelling circumstances of the student into account.

These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate or other relevant documentation should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the 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 student (these cases should be supported by police or psychologist's reports)
- where the ACCM was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Please note that the above are only some of the examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, ACCM will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file. If student absence from class is approved, then the student's attendance will be recalculated for the affected study period.

4.2 PROCESSES FOR MONITORING COURSE ATTENDANCE

The Student officer/Administrative Officer will monitor student attendance. The projected attendance will be monitored Every two week (Five Consecutive Days) to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

At the beginning of each course, the ACCM Attendance System' (Excel Spreadsheet) will be set up with each of the students and their relevant required course hours.

All 'Student Attendance Record Sheet's' are to be submitted to the Student Support Officer who will enter all data into the ACCM Attendance System (Excel Spreadsheet). At the end of each week/Every Two Weeks. It is the responsibility of the Student Support Officer to ensure all attendance records are up to date and are accurate.

All relevant staff (Student Administration and Trainers /Assessors) are informed of processes for recording course attendance and the importance for accuracy when entering and collating completed Student Attendance Record Sheets through the staff induction program and through regular monitoring by the Director of Studies.

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

4.3 REPORTING STUDENT FOR NOT MEETING ATTENDANCE REQUIREMENTS

ACCM must follow this policy and processes to report students who do not meet attendance requirements.

All students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa conditions

ACCM may decide not to report the student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and for VET courses, the student is maintaining satisfactory course progress.

This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Student Support Officer who monitors the attendance records weekly. All warning letters, breach recorded letter, Intention to report and breach reported letter are to be maintained on the student's file.

If ACCM has assessed that the student is not meeting attendance requirements in accordance with its policies, ACCM must give the student a written notice of its intention to report. ACCM must also advise the student of their right to access the ACCM's internal complaints and appeals process within 20 working days from the notification date. The ACCM's complaints and appeals policy and procedures are available on the ACCM website

<https://www.accm.vic.edu.au/policies>

Where a decision or outcome is in favor of the student, the ACCM will immediately revoke the decision to report the student's unsatisfactory course attendances, and the student's attendance will be recalculated.

ACCM must maintain the student's enrollment by only reporting a breach of attendance requirements in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act. If:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the student has chosen not to access the external complaints and appeals process; or
- the student withdraws from the internal or external appeals process by notifying ACCM in writing.
- In the above circumstances, the decision must be taken at the discretion of ACCM CEO.
- Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non- attendance.)
- Where a student is able to provide evidence that the attendance records are incorrect, they will also be adjusted accordingly and action is taken to prevent such errors re-occurring.
- The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy

VERSION HISTORY

Version	Date	Reason for upgradations	Prepared By
1.0	Oct 2021	Initial Document	CEO/Director
1.1	August 2022	Updated on registration	CEO/Director
2.0	Oct 2025	RTO standards 2025 update	CEO/Director