

# ATTENDANCE MONITORING POLICY AND PROCEDURES

## PURPOSE OF THE POLICY

This policy and procedures outline Australian Federation College's approach to monitoring international VET students' attendance throughout their studies. This policy and procedures also outline the procedures for monitoring and managing VET students' attendance.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

## POLICY STATEMENTS

### OVERVIEW

In line with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and Standards for Registered Training Organisations (RTOs) 2025 (SRTOs 2025), Australian Federation College is required to establish and maintain a documented policy and procedure for monitoring student course progress and attendance.

Australian Federation College monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Australian Federation College advises students before they commence their course of the requirements to achieve satisfactory course progress and class attendance requirement, including that students who do not meet course progress are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Written Agreement and within the Orientation.

Attendance reports are recorded for monitoring purposes.

### STUDY PERIOD

Generally, at Australian Federation College each 'Study Period' is a Term (10 weeks). Each Study Period (Term) at Australian Federation College is further divided into 2 'Study Block' with 5 weeks in each block.

Study Block A: runs from week 1 to 5 of the Study Period (Term).

Study Block B: runs from week 6 to 10 of the Study Period (Term).

However, this may vary for fast-track programs for which relevant TAS/s must be referred and adhered to at all times.

### RECORDING ATTENDANCE

Australian Federation College records the number of hours the student spends in the class, to be used in determining the total number of hours the student has attended the class for that week.

## 'AT RISK' STUDENTS

For the purpose of attendance monitoring, a student will be deemed 'At Risk' if:

- they fail to attend first two weeks of a unit;
- they do not attend classes on a regular basis or arrive late and/or leave early from their class; or
- have been absent for more than 5 consecutive days without prior approval for a leave of absence.

'At Risk' students will be required to participate in an intervention strategy.

## MONITORING ATTENDANCE

Attendance is recorded in the Student Management System (SMS). Scheduled weekly contact hours at Australian Federation College is 20 hours.

During Study Period, class attendance is monitored weekly by reviewing the student's attendance record. This will be used to determine whether a student is 'At Risk' and whether an intervention strategy is required.

Australian Federation College commits to an early intervention approach.

All attendance monitoring is achieved by reviewing data on the student management system and/or feedback received from trainers and assessors.

## INTERVENTION STRATEGY

Students who are identified 'At Risk' are required to participate in an intervention meeting.

An intervention strategy will be developed to determine whether Australian Federation College can provide appropriate support in response to the student's circumstances, with the aim of improving class attendance and participation and supporting the student to achieve and maintain Satisfactory Course Progress. The agreed intervention strategy will be documented using an **Intervention Form**.

Intervention strategies could include (but not limited to):

- Strategies to improve attendance;
- Strategies to improve time management and prioritisation skills;
- Assisting students to seek more help from the college or external sources;
- Strategies to complete and submit assessments on time;
- Providing general counselling to support their wellbeing;
- Assisting in improving writing, role play, presentation, referencing or computer skills;
- Advising students on the suitability of the course in which they are enrolled, if relevant;
- Advising students of opportunities, they may have to re-assess their previously 'NYC' assessment/s;
- Advising students that not achieving 'Satisfactory Course Progress' in two consecutive 'Study Period' may result in student being reported to the Department of Home Affairs and risk of subsequent cancellation of their visa (subject to internal and external appeal processes); and
- Advising students to attend extra tutoring outside of class hours.

In addition, Student Support and/or Wellbeing Officer at Australian Federation College runs weekly (or as appropriate) '**Lunch Box Session**' for students to assist them address many of the above areas. More details can be found on '**Student Support Policy and Procedures**'

Students who are identified as 'At Risk' will be formally notified in writing that they are at risk due to attendance and/or engagement concerns, which may impact their ability to maintain Satisfactory Course Progress.

Unsatisfactory Course Progress may result in the issuance of warning notices, a Notice of Intention to Report (ITR), and, ultimately, the cancellation of the student's enrolment with Australian Federation College, in accordance with the Course Progress Monitoring Policy and Procedures.

## PROCEDURES

### 1. ASSESS ATTENDANCE

- 1.1 Check and record student attendance daily using an **Attendance Sheet**, the results of which are entered into the Student Management System.
- 1.2 Review data from student management system on a weekly basis to determine if students are 'At Risk' as per the definitions in the policy.

### 2. COMMENCE INTERVENTION STRATEGY

- 2.1 Contact 'At Risk' student via SMS, email and/or phone call. This should be repeated until the student responds and schedule an Intervention meeting in the earliest practical time.
- 2.2 Use the **Intervention Form** to guide the meeting with the student.
- 2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
- 2.4 Appropriate and ongoing counselling and support should be made available to students.
- 2.5 Monitor progress through regular communication and document progress on form.
- 2.6 In consultation with the student, adjust the intervention if required and update the Intervention Form.
- 2.7 Sign off on form when the intervention is complete.
- 2.8 Correctly record all information and/or evidence on the Student Management System (SMS) including **keeping correct file notes**.

## RESPONSIBILITIES

Administration Manager will be responsible for:

- Oversee review of 'At Risk Register' data.
- Oversee intervention meeting schedule and associated activities.
- Coordinate monitoring agreed student intervention plan.
- Oversee weekly 'Lunch Box Session' sessions.
- Oversee and coordinate general counselling and support to students.
- Oversee overall record keeping.

Student Support/ Administration Officer will be responsible for:

- Assist in accurately entering student attendance records daily into Student Management System from **Attendance Sheet**.
- Reviewing data to check attendance of students.
- Scheduling intervention meeting in consultation with students and Academic Coordinator (or a delegate).
- Assist in monitoring agreed student intervention plan.
- Conducting weekly 'Lunch Box Session'.
- Providing general counselling and support to students.

The Academic Coordinator (or a delegate) will be responsible for:

- Conducting meetings with students, developing, implement and monitoring intervention strategies.
- Process and manage appeals.
- Coordinate overall compliance and QA.

Trainers and assessors are responsible for:

- Accurately recording student attendance in the **Attendance Sheet**.
- Accurately entering student attendance records daily into Student Management System from **Attendance Sheet**.
- Accurately completing '**At Risk Register**' register and communicating with Student Support/ Administration Officer on a weekly basis.