

## Attendance Monitoring Policy and Procedures

### Purpose

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

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) 2015 (Standards for RTOs 2015), 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.

### Calculating 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' Student

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

- they fail to attend first week 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 to be recorded in the Student Management System.

Attendance is calculated as the percentage of the course scheduled face-to-face class hours for which a student is present and recorded as present in the **Attendance Sheet**. Scheduled weekly face-to-face class hours for attendance at Australian Federation College is 20 hours.

During each 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.

The intervention strategy will be developed to see if Australian Federation College is able to provide support to the students' circumstances to assist them maintaining satisfactory course progress and will be documented in 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.

Administration/ Accounts Officer, Student Support 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 'At Risk' will be informed in writing that they are at risk along with an invitation to attend Intervention meeting.

## Procedures

### 1. Assess Class Attendance

- 1.1 Check and record student attendance daily using an **Attendance Sheet**, the results of which are entered into the Student Management System. An attendance rate is calculated each week.
- 1.2 Contact the student via phone call and email if the student failed to attend first week of a unit, has been absent for more than 5 consecutive days without prior approval or they have been listed in the **'At Risk Register'** by their trainer and assessor.

In case a student has missed 5 consecutive classes without prior approval, Student Support/ Administration/ Wellbeing Officer must give a call to the student and inquire about their wellbeing as a 'Duty of Care'. In case of students' significant health or wellbeing issue, must escalate the matter to Academic Coordinator and/or to the CEO/PEO for appropriate action.

### 2. Commencement of Intervention Strategy

- 2.1 'At Risk' students should be sent email with invitation to attend intervention;
- 2.2 Record details on the SMS;
- 2.3 In consultation with the Academic Coordinator (or a delegate) and the student, schedule a meeting in the earliest practical time.
- 2.4 Use the **Intervention Form** to guide the meeting with the student.
- 2.5 Document agreed interventions on the **Intervention Form** and implement immediately. Include the **Intervention Form** on the student's file.
- 2.6 Appropriate and ongoing counselling and support should be made available to students.
- 2.7 Monitor progress through regular communication and document progress on form.
- 2.8 In consultation with the student, adjust the intervention if required and update the **Intervention Form**.
- 2.9 Sign off on form when the intervention is complete.

## Responsibilities

Student Support/ Admissions/ Administration Officer will be responsible for:

- 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'.

Student Wellbeing/ Support Officer will be responsible for:

- providing general counselling and support to students.

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

- conducting meetings with students and developing and monitoring intervention strategies.

Trainers and assessors are responsible for:

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