



Monitoring Attendance (VET REQUIREMENTS)

Purpose

Registered providers must monitor student attendance as per the National Code 2018 Standard 8 Student Visa Requirements.

The purpose of this policy is to ensure Ingress Training Academy systematically monitors students compliance with their visa conditions relating to attendance.

Ingress Training Academy will monitor, record and assess the course attendance of each student for the course in which the student is currently enrolled and keep records. Attendance is monitored for each study period.

The College believes good attendance is important in order to achieve the desired educational outcomes.

Ingress Training Academy mark attendance twice daily and assess each student's attendance at the end of each week, to check if students are either at risk of falling below 80% or have already fallen below 80%.

During the pre-enrolment phase and again at orientation programme, all students are advised/reminded of the student visa condition that they must attend full time study.

Policy

Ingress Training Academy policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours should be maintained to avoid it impacting on their course progress and subsequently being reported to the Department of Home Affairs (DHA) for unsatisfactory course progress.

The College believes good attendance is important in order to achieve the desired educational outcomes.

Ingress Training Academy will record the attendance of each student for the scheduled/timetabled course contact hours for each CRICOS registered course in which the student is enrolled.

Attending study full time, for VET courses 20 hours per week, is a student visa requirement.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Ingress Training Academy will at the minimum contact and counsel students who:



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RTO Code: 41506 CRICOS Code: 03699B

International Student Monitoring Attendance

- have been absent for five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours in each study period.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is recorded twice daily by trainers. Student absences are tracked and monitored for calculations at the end of each week. Student absences are tracked and monitored for calculations at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted, their agent will be contacted.
- Student Support Officer will counsel students on the importance of notifying the college when they will be absent.
- If contact cannot be made the Student Support Officer will discuss with the CEO and the relevant authorities will be notified (eg police, DHA, next of kin)

Once a student's attendance drops below 85% the student should be interviewed and counselled to ensure they understand they are at risk of not meeting their course progress due to their low attendance.

If it is determined that a student is still able to progress well without attending the required classes, their enrolment duration should be reviewed, considering if they have already have the skills and knowledge to complete and pass assessments without attending training, and the COE duration may need to be shortened. This should have been identified during the enrolment process.

Students excluded from class for misbehaviour:

Ingress Training Academy will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations.



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Also refer Standard 9 Deferring, suspending or cancelling the overseas student's enrolment Policy and Procedure.

A non-genuine/non bona fide student is defined by Ingress as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and / or does not attend/does not participate in regular classes.

WARNING 1

90% Attendance

Students whose attendance falls to **90%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is low. Students will be advised this could be detrimental to their course progress.

WARNING 2

85% Attendance

Students whose attendance falls to **85%** or less will be contacted by letter/email and/ or SMS warning them that they are now at high risk of not meeting their course progress due to their low attendance and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Ingress does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 10 weeks (1 term).



'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. 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*
- *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; and
witnessing or being the victim of a serious crime, and
this has impacted on the student (these cases should be supported by police or psychologists' reports) or where the College was unable to offer a pre-requisite unit.
Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Ingress will notify DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation. The College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund, unless, at the discretion of the CEO.

Online/distance units: (if offered)

Attendance will not be formally monitored because students do not attend classes for these units.

Note:

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training. In this case, you will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.



PROCEDURE

- Trainers/teachers are to mark the roll a minimum of twice per day.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

** All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates.*

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DHA)

WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:

Warnings will be sent to students when they reach the levels as below:

90% Attendance- Warning 1 (calculated over the study period)

- Letter/email and SMS sent to alert student their attendance is low and their course progress is at risk.
- The letter must advise students that:
 - They are expected to attend & participate in the scheduled classes as per their timetable to make satisfactory progress, and if they do not make satisfactory course progress, they will be in breach of a condition of their student visa.
 - If they do not attend scheduled classes, the college may need to reassess their course duration and this may mean their course duration will be shortened.
 - ASQA may at any time require the college to implement policies and procedures to monitor minimum attendance requirements, and, if students do not meet the requirements, they will be in breach of their visa condition.
 - The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.
- All documentation/notes to be kept on student file.



85% Attendance or below - Warning 2 (calculated over the study period)

- Students whose attendance falls to **85% or below** will be contacted by letter/email and SMS warning them that they are now at high risk of being reported to DHA for unsatisfactory course progress due to their lack of attendance and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file.
- Students should be reminded of the college Code of Behaviour and attendance requirements, and that students not attending class may be deemed as a non-genuine student, therefore their enrolment could be cancelled under Standard 9 of the National Code.
- The letter must advise students that:
 - They are expected to attend & participate in the scheduled classes as per their timetable to make satisfactory progress, and if they do not make satisfactory course progress, they will be in breach of a condition of their student visa.
 - If they do not attend scheduled classes, the college may need to reassess their course duration, and this may mean their course duration will be shortened.
 - ASQA may at any time require the college to implement policies and procedures to monitor minimum attendance requirements, and, if students do not meet the requirements, they will be in breach of their visa condition.
 - The Department of Home Affairs may cancel a student's visa if they fail to maintain their enrolment.

Note:

If an overseas student is not attending scheduled classes, but is making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course, without receiving structured training. In this case, you will need to reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

ALSO REFER - COMPLAINTS AND APPEALS POLICY

- All evidence including action taken eg counselling student, **MUST** be retained on the student file.

National Code Standard 8 must be adhered to at all times.

Standard 8: Overseas student visa requirements

FACTSHEET ATTENDANCE 2019:

<https://www.asqa.gov.au/news-publications/news/new-fact-sheet-overseas-student-attendance>