

# International Student Attendance Policy & Procedure

## 1. Policy

This policy/procedure supports Standard 11 – Monitoring Attendance of the ‘National Code of Practice for Providers of Education & Training to Overseas Students 2017’. It provides procedures to ensure the attendance of all International students is recorded and these attendance records are monitored. This allows for early detection of a student’s poor attendance and enables the RTO to provide the student an opportunity to rectify their situation before being reported for breaching attendance requirements.

**All International students must maintain a minimum of 80% attendance rate for their course duration (total scheduled contact hours).** All student attendance records shall be regularly monitored against this requirement as described below.

All staff are made aware of the requirements of this policy and procedure and related attendance requirements through the Australian Institute of Engineering Staff Induction process and ongoing professional development activities.

Students are made aware of attendance requirements through a variety of methods:

- Pre-enrolment information provided to students
- The Australian Institute of Engineering Student Induction program undertaken on commencement
- And throughout the program where students are identified as being at risk of not meeting the required attendance requirements

## 2. Procedure

### 2.1 Recording Student Attendance

Student attendance is monitored each and every session of scheduled class time using the ‘Class Attendance Record Sheet’ (Appendix A). Each trainer will be provided a ‘Class Attendance Record Sheet’ that will include the names of all students currently enrolled in each class. This ‘Class Attendance Record Sheet’ will be populated by Student Administration at the beginning of each week. Each trainer shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.

This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session. A symbol shall be placed in the box beside each student’s name to indicate their attendance. A student who arrives late or misses part of a session shall have their hours of attendance recorded on the ‘Class Attendance Record Sheet’.

The following symbols are to be used in recording a student’s attendance:

Symbol in session box	Meaning
P	Full Attendance Achieved
L	Attendance variation (Late arrival, leave early, missed Hours) Student late arrive time / leave early time will be recorded by trainer.
A	Absent (zero attendance)

Student attendance is then tallied for the day and the Trainer / Assessor 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 'Student Attendance Record Sheet' is to be submitted to Student Administration at the end of each day. The CEO will ensure these record sheets are maintained securely and collated as required.

All attendance shall be recorded in the Student Data Management System (aXcelerate) which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration & Trainers / Assessors) are informed of this process and the importance for accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the CEO.

## 2.2 Monitoring Student Attendance

The CEO will monitor student attendance via aXcelerate that will calculate the projected attendance of the students for each course. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

**The projected attendance will be monitored each week to ensure students can be given every opportunity to prevent their attendance falling below the 80% attendance requirement and avoid breaching their enrolment and Visa conditions.**

At the beginning of each course the Student Data Management System (aXcelerate) 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 Student Administration who will enter all data into the Student Data Management System (aXcelerate). At the end of each week it is the responsibility of the Training Manger to ensure all attendance records are up to date and are accurate.

Student Data Management System (aXcelerate) will then calculate the attendance percentage of each student and the CEO will monitor these records weekly to ensure consistent implementation and accuracy of the data entry and attendance records.

At this time, once per week, the Training Manger the attendance percentage of all students and monitor the individual attendance of each student.

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

Student Attendance Status	RTO Action
Any student who has missed 5 consecutive days of classes without prior approval	The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not successful the CEO is to be informed and shall attempt to identify the student's current contact details.  Where the student in not able to be contacted by phone / email, a 'Student

	<p>Attendance 1st Warning Letter' (Appendix B) is to be sent to their address on file.</p> <p><i>It must be noted that students have been informed via the 'Enrolment Agreement' to notify the RTO immediately of changing their address or contact details.</i></p> <p>If a student does not comply and does not attend classes after being contacted, the CEO is to be notified and the student's location is to be identified or student enrolment status updated as required.</p>
<p>When a student's projected attendance falls below 90%</p>	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' (Appendix B) informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.</p>
<p>When a student's projected attendance falls below 85%</p>	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' (Appendix C). This communication will indicate the student is required to organise an appointment with the CEO to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours)..</p> <p><b>If the student does not respond within 5 business days the CEO will attempt to contact the student and action the student enrolment status as required.</b></p>
<p>When a student's projected attendance falls below 80%</p>	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' (Appendix D) letter indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. 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><b>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. The student is also to be sent a 'Student Attendance Breach Reported Letter' (Appendix E) notifying the student of the action taken.</b></p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a 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 CEO who will monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

## *2.3 Reporting 'Breach of Student Attendance'*

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 condition.

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

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option then they shall be reported as indicated. It is the responsibility of the CEO to report the student's breach within 5 business days of the student's appeal period expiring.

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 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 and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported.

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

## *2.4 Ensuring Integrity of the Data*

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

The CEO shall use the 'Student Data (Attendance) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The class attendance record sheets
- Student Data Management System (aXcelerate)
- The Intention to Report Register

**The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic term.**

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the CEO.

## APPENDIX A: Class Attendance Record

### Daily Attendance Record

Student attendance is monitored each and every session of scheduled class time. This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session - Students are given a 15 minute leeway at the beginning of the session.

Symbol in session box	Meaning
P	Full Attendance Achieved
L	Attendance variation (Late arrival, leave early, missed Hours). Indicate the number of hours attended.
A	Absent (zero attendance)

All 'Class Attendance Record' sheets are to be collected and submitted to Student Administration at the beginning and end of each day.

Hours attended and absent are added for the day and tallied in the appropriate boxes and each session to confirm the accuracy for the recorded attendance.

Student late arrive time / leave early time will be recorded by trainer.

Student No.	Student Name	Monday			Tuesday			Wednesday			Thursday			Friday		
		AM	PM	Total	AM	PM	Total	AM	PM	Total	AM	PM	Total	AM	PM	Total

Trainer Signature required for each day:

## APPENDIX B: Below 90% Warning Letter

### Student Attendance 1<sup>st</sup> Warning Letter

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear **Student name**,

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).

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).

This letter is your 1<sup>st</sup> warning letter and your attendance will be monitored closely for the remainder of your enrolment.

Please be advised that as soon as your current rate of attendance falls below 80% over the course duration (total scheduled contact hours), **Australian Institute of Engineering is required to notify the Department of Education and Training (DET) and the Department of Immigration and Border Protection (DIPB)** via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

If you have any reasons why you will be not be able to attend the course at the required hours per week, you **must** contact Student Administration in person **immediately** and arrange a meeting with the CEO to discuss how we can improve this situation.

At Australian Institute of Engineering 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,

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CEO

Australian Institute of Engineering

## APPENDIX C: Below 85% 2nd Warning Letter

### Student Attendance 2nd Warning Letter

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student name,

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).

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 2<sup>nd</sup> warning letter and you **must** contact Student Administration **in person immediately** and arrange a meeting with the CEO to discuss how we can improve this situation.

Please be advised that as soon as your current rate of attendance falls below 80% over the course duration (total scheduled contact hours), **the RTO will notify the Department of Education and Training (DET) and the Department of Immigration and Border Protection (DIPB)** via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

At Australian Institute of Engineering 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,

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CEO

Australian Institute of Engineering



## APPENDIX D: Below 80% Breach Recorded Letter

### Student Attendance Breach Recorded Letter

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student name,

Subsequent to our issuing to you two (2) 'Attendance Warning' Letters and our attempts to counsel you through this issue, 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 **Australian Institute of Engineering is now required to notify the Department of Education and Training (DET) and the Department of Immigration and Border Protection (DIBP)** 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 the RTO **in writing** within 20 business days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the CEO.

If no response is received within 20 business days of the date of this letter the RTO will proceed with the reporting process. Please be advised that you are still required to attend the RTO until notified by DIBP.

Yours sincerely,

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CEO

Australian Institute of Engineering



## APPENDIX E: Below 80% Breach Reported Letter

### Student Attendance Breach Reported Letter

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student name,

Subsequent to previous notification that you have are in breach of your Student Visa attendance requirements and failure for you to contact the RTO within 20 working days of the notification, **the RTO is now required to notify the Department of Education and Training (DET) and the Department of Immigration and Border Protection (DIPB)** via the PRISMS reporting system.

Please be advised that you are required to contact the RTO immediately to discuss your enrolment and likely cancellation of your student status with the RTO. The RTO advises that you contact DIBP immediately to discuss your options.

Yours sincerely,

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CEO  
Australian Institute of Engineering

# Australian Institute of Engineering

ABN: 13 612 727 143

Registered Training Organisation ID 45356 | CRICOS Provider Code 03685G

60 Belfast Street, Broadmeadows, VIC 3047, Australia

www.auie.edu.au | Tel: +61 3 9302 1296



## APPENDIX E: Student Data (Attendance) Integrity Checklist

### Student Data (Projected Attendance) Integrity Checklist

The following checklist is to be used to verify International Student attendance records and academic progress data

The CEO is to gather the following data to complete this checklist:

- Class Attendance Record Sheets for the student
- Student Data Management System (aXcelerate)
- Intention to Report Register

<b>Date of Data Integrity Check:</b>	
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### Attendance data check:

<b>Student Name:</b>					
<b>Student DOB:</b>					
<b>Student ID:</b>					
<b>Course:</b>					
Calculate the hours the student has been in attendance according to the Class Attendance Record Sheets	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>
Identify the number of hours the student has been in attendance according to the Student Data Management System (aXcelerate)?	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>	<b>Hours:</b>

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<p>Are the hours of attendance in the Student Data Management System (aXcelerate) consistent with the Class Attendance Record Sheets</p> <p><i>If 'No' identify any discrepancies in the data and indicate the action to be taken</i></p>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
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## Verification of implementation of Intention to Report Register:

<p>Have students with a projected attendance rate of less than 80% been provided an Intention to report letter or been placed on an intervention strategy?</p> <p><i>If 'No' identify any discrepancies in the data and indicate the action to be taken</i></p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<p>Are there any students that have been sent an intention to report letter more than 20 business days ago and not yet reported via PRISMS?</p> <p><i>If 'Yes' what is the reason the student has not yet been reported and identify the required action</i></p>	Yes <input type="checkbox"/> No <input type="checkbox"/>

CEO Signature:	_____
Date:	_____