



# Attendance Policy & Procedure

## Purpose & Legislative Background

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Overseas students are required to be enrolled in a full-time registered course to undertake the study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are also expected to progress through their course so that they complete the course within the nominated course duration. The National Code defines course progress as 'the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies. When providing VET courses to overseas students, providers deliver training prior to the assessment to achieve skill-based competencies. Providers need to facilitate learning so that students can consistently apply knowledge and skill to the standard of performance required in a workplace. This policy is to assist in the management of the attendance monitoring process at Buyers Agent Training .

## Scope

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This policy applies to all current students at Buyers Agent Training.

## Policy

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Buyers Agent Training policy is that students should attend ALL (100%) of the classes within their course to facilitate optimum learning. However, if students have valid reasons for absence, a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education, Skills and Employment (DESE) / Department of Home Affairs (DHA).

Students must contact the college every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of Buyers Agent Training staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/ student support officer or another nominated Buyers Agent Training staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential for students to progress satisfactorily in their course and to be deemed as genuine/bonafide students.

Buyers Agent Training will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a



student visa.

Buyers Agent Training believes good attendance is important to achieve desired educational outcomes.

Buyers Agent Training will at a minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending at least 80% of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file/Student Management System and student attendance is monitored daily by trainers. Student absences are tracked and monitored 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.

- The Student Support Officer will attempt to contact the student.
- If a student is not contactable, their agent will be contacted.
- The Student Support Officer will counsel the student on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss the issue with the CEO and the relevant authorities will be notified (e.g., police, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

**90% Attendance – WARNING 1:** Students whose attendance falls below 90% will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with a Student Support Officer.

**85% Attendance – WARNING 2:** Students whose attendance fall below 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice.

**Less than 80% Attendance – Intention to Report:** As soon as Buyers Agent Training is aware a student will not achieve 80% attendance, Buyers Agent Training will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access Buyers Agent Training's complaints and appeals process.

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process of the process is completed and the decision is not in the student's favour, Buyers Agent Training will notify- as soon as practical- the Secretary of DESE via PRISMS that the



student is not achieving satisfactory attendance.

Buyers Agent Training may decide not to report a student where attendance has fallen below 80% if Buyers Agent Training is satisfied they are a genuine/bonafide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance can 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 Deferring, Suspending, and Cancelling Overseas Student Enrolment Policy and Procedure.

**In all circumstances, if the student's attendance drops below 70%, students will be reported to DESE/DHA via PRISMS.**

If a student cease attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Buyers Agent Training will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation.

Buyers Agent Training 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.

## Management Action and Responsibility

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Refer to the RSA Matrix for details.

The policy must be approved by the CEO before it takes effect