RTO N0.: 45472 | CRICOS Provider No.: 03747K

3.1.3 MONITORING STUDENT ATTENDANCE

POLICY AND PROCEDURE

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 6.1.7; 8.1; 8.4; 8.5; 8.6; 8.6.1; 8.6.2; 8.6.3; 8.6.4; 8.6.5; 8.10; 8.11; 8.12; 8.12.1; 8.12.2; 8.12.3; 8.12.4; 8.13; 8.13.1; 8.14; 8.15;
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

This policy has been developed to ensure that RIDGE INTERNATIONAL COLLEGE monitors course progress by systematically monitoring, recording and assessing the academic progression of each student.

Being proactive in notifying, supporting and counselling students who are at risk of failing to meet the course progression requirements.

Describing the circumstances in which RIDGE INTERNATIONAL COLLEGE will report international students via PRISMS if they do not meet the course progress requirements.

Objective

RIDGE INTERNATIONAL COLLEGE will ensure that they will systematically monitor international student's attendance to ensure that students attend the timetabled activities which enable them to learn and demonstrate competence by completing their assessment activities.

Scope

This policy will apply to all current, prospective and previous students, staff and other RIDGE INTERNATIONAL COLLEGE stakeholders.

Procedures

	Description	Responsibility
1.	**Minimum Attendance** (for both domestic and international students) Students must achieve a minimum 80% attendance for all their English courses. The registered provider must clearly outline and inform the overseas student before they commence their course of study, of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period. Trainers are issued with an attendance sheet where they record attendance. If a student is not consistently attending their course, it is treated in a formal manner through attendance recording. - All attendance is reviewed monthly by Student Administration to determine students who have fallen below the minimum attendance level above. - International students with attendance below the minimum attendance level will be sent a Low Attendance Warning Letter outlining their level of attendance and offering them counselling with the Student Services Officer (SSO) to attempt to rectify the problem. - International students whose attendance has not improved by the 6th week will be sent to a Disciplinary Interview – Unsatisfactory Attendance Final Letter. This letter will outline the details of their requirement to meet with the Course Coordinator to discuss their situation. Recording of Attendance - All Students will be marked present or absent by the trainer, at the commencement and completion of each class using the Attendance Sheet. - At the end of each class, teachers will submit the Student Daily Attendance Sheet to Administration	PEO RTO Manager Teacher Student Administration

	• The SSO will input the 'sign-in' and 'sign out' data into the Student Management System (SMS) which automatically calculates the contact hours attended. • Once all information is recorded in the SMS all Student Daily Attendance Sheets are stored within the Administration office. At the end of a study period, a Student Progress Report (SPR) is created (interim SPR's may also be created to help students assess their course progress during compulsory studies periods). • The expected duration of the study specified in the overseas student's CoE must not exceed the CRICOS registered duration. • The registered provider must monitor the progress of each overseas student to ensure the overseas student is able to complete the course within the expected duration specified on the overseas student's CoE.	
2	The Student Progress Report (SPR) is to be analyzed to identify, notify and assist; • 'at risk' students - Evident from the student not meeting course progress; attendance requirements; assessment tasks; participation in tuition activities or other indicators of academic progress that highlight the student may be at risk. - The registered provider must establish and implement documented policies and procedures to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements. • improvement opportunities for courses and teaching methods. • Any other issues that need to be addressed to enable the student to complete their chosen qualification successfully and within their allocated eCoE timeline. Depending on the students' progress, the SPR will identify:	

- Unit/s undertaken

- Unit result

- Unit Completion date

- Course Completion date

- Recommendation and advice where relevant concerning one or more of the following:

    - Continued enrolment

    - A warning letter issued and/or initiate a one on one discussion between the student and SSO/ Welfare Officer.

    - Instigate an intervention strategy. The Intervention Strategy can be implemented for any student deemed at risk of not satisfactorily meeting course progress requirements at the provider's discretion (Intervention Strategy).

    - Report for unsatisfactory academic performance as per *Reporting Academic Performance Policy and Procedure*.

Any other actions that need to be implemented for the student to complete their chosen qualification successfully.

Students attending practical demonstration class for Hospitality must maintain 100% attendance for practical class (does not apply to Theory classes). If not able to maintain 100%, students must attend catch up class by paying $250 to cover the ingredient and Trainer expenses for practical classes.
Evidence of practical demonstration is must to be competent in practical requirement units. Evidence may include photo, video demonstration of practical class.
Under special or emergency circumstances fees may be waived with submission of strong evidence.

3	SPR to be signed by both the Teacher/Assessor and the student. The student will be offered a copy of the SPR at this time or can obtain one later using the Student Request Form.	CEO RTO Manager Trainer/Assessor

		Student Administration
4	Completed progress report to be returned to the Student Administration and placed in the student's file.	CEO RTO Manager Trainer/Assessor Student Administration

Vocational education and training (VET): course progress and attendance requirements

  The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:

- requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct

- processes for recording and assessing course progress requirements

- processes to identify overseas students at risk of unsatisfactory course progress

- details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress

- processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

The registered provider must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider's registration by an ESOS agency.

If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for

monitoring and recording attendance of the overseas student, specifying:

- the method for working out minimum attendance under this standard

- processes for recording course attendance

- details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent

- processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Reporting unsatisfactory course progress or unsatisfactory course attendance

Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

- notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

- informs the overseas student of the reasons for the intention to report

- advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with ESOS Standard 10 (Complaints and appeals), within 20 working days.

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The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or

- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or

- the overseas student has chosen not to access the external complaints and appeals process, or

- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:

- the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or

- for VET courses, the student is maintaining satisfactory course progress.

Allowable extensions of course duration

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or

- the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or

- an approved deferral or suspension of the overseas student's enrolment has occurred under ESOS Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact Department of Human Affairs (DOHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
A registered provider must not deliver a course exclusively by online or distance learning to an overseas student.

A registered provider must not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.
A registered provider must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
The registered provider must take all reasonable steps to support overseas students who may be disadvantaged by:

- additional costs or other requirements, including overseas students with special needs, from undertaking online or distance learning

- inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.

Continuous Improvement

A summary of all student attendance monitoring related matters will be presented as a part of the *Continuous Improvement Policy and Procedure* at the Management Meeting for review. The purpose of this is to ensure that management becomes aware of:

- repeat issues
- common threads relating to the general management and or safety of the staff and students and the services being provided.

- (when viewed collectively) any general adverse trend that needs correcting.

Confidentiality and Privacy Statement

RIDGE INTERNATIONAL COLLEGE values and is committed to protecting the privacy of its staff and other stakeholders. Stakeholders can get more information, by contacting us on our contact us email.

Publication
This policy once approved, will be available to all students and staff by accessing RIDGE INTERNATIONAL COLLEGE Intranet or on request. This policy will also be available through RIDGE INTERNATIONAL COLLEGE's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Other related policies and procedures

Related policies	
Forms or other organizational documents	Attendance warning letter
Documents related to this policy	

Review processes

Policy review frequency: Annually	Responsibility for review: RTO Manager (CM)
Documentation and communication: Describe how the policy decisions will be documented and communicated	
Version 2.0 • Major updates are made after an Internal audit • The Policy is reviewed for grammatical errors • The Policy is forwarded to all staff members via an email • The Policy is uploaded to the website	