

ATTENDANCE MONITORING AND REPORTING POLICY AND PROCEDURE

Document Control

Document title	Attendance Monitoring and Reporting Policy and Procedure
Version	V2.0
Approved by	Chief Executive Officer
Date approved	10 November 2025
Next review due	November 2026
Document owner	CEO, All Staff

Standards & Legislation Mapping

This policy declares the specific requirements it gives effect to under Britts College's self-assurance obligations.

Framework	Reference(s)
Applicable standards	National Code 2018- Part D- Standard 11

1. Purpose

The purpose of this policy is to define a framework at Britts College "the College" or the administrators and the Academic Staff to record, manage and monitor the student's attendance within the course progress framework.

Britts College does not have a governing board. Control and influence over Britts College, and all decision-making authority, rest solely with the CEO and the Director. Accountability under this policy therefore sits exclusively with the CEO and the Director; all other roles are responsible for carrying out activities, or are consulted or informed, under the direction of the CEO and the Director.

2. Scope

This policy applies to

- All international students who are studying at the College and
- all staff with responsibilities for training/assessment and supporting students at the College.

3. Related Documents

- Australian Qualifications Framework (AQF)
- Education Services for Overseas Students Act 2000 (Cth);
- Education Services for Overseas Students Regulations 2001;
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
- Standards for Registered Training Organisations (RTOs) 2025

4. General Principles

- Students are expected and encouraged to attend a minimum of 80% of their scheduled hours of training and assessment in their course enrolment.
- The attendance is recorded during each training session; the students must be attentive and make sure that their attendance has been successfully marked.
- The Attendance Record sheet assists in providing a weekly record of the student attendance.
- Trainers and assessors are to adjust the hours attended if the student only attends part of a session.
- The student support team calculates the student's attendance percentage at a given point of time considering their total number of scheduled hours and attended/absent hours. This is usually done at the end of every successfully completed study term (11 weeks).
- Students are required to inform the College if they cannot attend their scheduled classes or need to arrive late and/or leave early due to medical or exceptional/ compassionate reasons.

- The student needs to provide documentation/evidence to the Student Services team to support their reason for absenteeism.
- Any documents provided by the student must be verified and retained in the student records.
- Students are responsible for seeking assistance and advice in relation to problems in meeting attendance requirements, withdrawal from a course and/or unit of study and special consideration due to illness or other circumstances.

Flexibility to meet students' needs

The College practices flexibility within the attendance policy. In certain circumstances a student may be given permission to commence their daily classes after the daily scheduled commencement time and finish daily classes earlier than the scheduled daily completion time. This is only to be approved under compassionate and compelling circumstances with valid and verifiable evidence. A student must apply for approval to the Academic Manager in writing and documented evidence of the circumstances must be attached.

Procedure

1. Monitoring Attendance

Student attendance data is taken from the rolls and is recorded weekly by the administrative staff. Students at risk of not satisfying attendance requirements are identified in these reports.

2. Calculation of Attendance

The projected maximum possible attendance figure for a student is calculated by a set formula. The formula will include the maximum potential timetabled hours for the study period (11-week term) for which the attendance will be recorded and monitored.

Attendance is calculated from the start date of the attendance-monitoring period to the end date of the attendance-monitoring period and incorporates the absences from attendance data that has been entered on the class rolls.

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

Attendance Status	Classes Missed	Action Taken by the College
-------------------	----------------	-----------------------------

When a student has missed 5 or more consecutive days of classes without prior approval	<33 hours	The Student Support Officer will immediately contact the students to get an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. Where the student is not able to be contacted by phone/email, appropriate 'Warning Notice' is to be sent to them. It must be noted that students have been informed via the 'Letter of Offer' to notify the College immediately of changing their address or contact details.
When a student's projected attendance is between 81% – 85%	42 – 33 hours	The student is to be sent an 'Attendance Reminder Notice' 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 notice is to also contain the consequences of not achieving a projected attendance of 80%. This communication will also indicate the student is required to organise an appointment with the student support officer to discuss their poor attendance record and any intervention strategies to ensure they stay above 80% for course duration (total scheduled contact hours). If the student does not respond within 10 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.
When a student's projected attendance falls to 80%	45 hours	If the student does not respond to the first warning letter and the attendance continues to drop to 80%. The student is to be sent the second 'Attendance Reminder Letter' 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). The notice is to also contain the consequences of not achieving a projected attendance of 80%. This communication will also indicate the student is required to organise an appointment with the student support officer to discuss their poor attendance record and any intervention strategies to ensure they stay

		above 80% for course duration (total scheduled contact hours). If the student does not respond within 10 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.
When a student's projected attendance falls below 80%	>45 hours	The student shall be sent an 'Intention to report' notice reminding the student that his/her attendance has now fallen below 80% of the scheduled contact hours of the term and has breached the attendance requirements. Student is now required to contact the College for an intervention meeting. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' if they do not agree to the ITR and that they have 20 business days to access this process. If the student does not come for intervention or access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS as cancelled. The student will be sent a copy of the cancelled COE notifying the student of the action taken.

The College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 50 per cent of the scheduled course contact hours and:

- The overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply, OR
- The overseas student is maintaining satisfactory course progress.

Students are advised of their obligations to maintain at least 80% of the attendance throughout the duration of their course. The attendance reports will identify when students are at risk of not meeting attendance and/or course progress requirements. Students are also informed as to how they can make an appointment to seek advice or counselling about attendance and/or course progress requirements.

All warning notices are to be maintained on the student's file.

Students will have 20 business days from the date the 'Intention to Report' notice is processed, to either come and avail the intervention procedure with the student support department with suitable documentation as evidence of a compelling or compassionate circumstance which may have prevented the student from maintaining the 80% attendance requirement or appeal

the decision in writing by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to do either, then they shall be reported as indicated.

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.

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 occurring. The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further 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 notices, details of phone calls made, and reports from meetings with the students in relation to the appeal are to be maintained in the individual student file.

The College will report 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/outcome is not in favour of the overseas student, 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 (after unsuccessful outcome of internal complaint) and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the college in writing.

Absence – Medical certificates/other acceptable documentation

Medical certificates or other documentation may be considered acceptable during a Complaints and Appeals hearing to substantiate compelling or compassionate circumstances which may have prevented a student from maintaining the 80% attendance requirement.

5. Approval

This policy is approved by the Chief Executive Officer of Britts College. Approval of each version is recorded in the Britts College Policy Register.