

# Attendance Policy – International VET

**Policy Code:** INT-001

**Version:** 14.0

**Effective Date:** 11 August 2020

## Purpose

This policy sets out the requirements for achieving satisfactory attendance, the way in which attendance is monitored, how attendance requirements are communicated to students and the consequences of failing to maintain satisfactory attendance.

**Definition of “College”** – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

**Definition of “International students”** – *The College defines an International Student as someone **who is not an** Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g.: Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

## Scope

- All International students enrolled in face to face VET courses
- All campuses registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Student Services staff
- Admissions staff
- VET staff

## Policy Statement

Part A of this policy sets out attendance standards that all international students are expected to adhere to. Part B of this policy sets out the way international students on a student visa enrolled in VET courses are monitored and the consequences for failing to achieve satisfactory attendance are also set out in this policy.

## PART A

**Note: This section applies to all international students studying VET units of study in face to face mode of delivery, regardless of visa type**

## Expectations for Attendance

The College encourages 100% attendance by all students for all classes.

## Practical classes

All students are required to attend at least 80% of their practical skills sessions. Students who do not attend 80% of practical skills sessions will be asked to repeat the unit of study to ensure they have sufficient practical experience. Practical classes are clearly identified in Unit of Study Outlines.

## Clinics

Clinic units of study have a 100% attendance requirement. Students can miss up to the equivalent one full week of scheduled clinic sessions (depending on the credit points of the clinic unit of study), with a certificate from a registered health practitioner, however, students who miss clinic sessions must make up all missed clinic sessions to receive credit for the unit of study.

Students should make every attempt to make up any missed sessions before the end of the study period. If making the clinic sessions up in the following study period is unavoidable (such as if the missed session is at or near the end of the study period), students must arrange to make them up by Week 3 of the following study period. This allows for grade submission in Week 4 prior to census date.

If the student fails to make up the missed sessions by Week 3 of the following study period, then the grade of Incomplete will be changed to a Fail.

### Note:

- Students must attend Class / Clinic on the set day and time according to their enrolment – changes are only permitted when extenuating circumstances apply.
- It is the student's responsibility to arrive at class on time and to stay until the class is completed.
- Where only part of a class is attended, if the Trainer & Assessor considers this to be a significant absence, students may be marked as absent for that class.

## Late Attendance

Students must attend Class / Clinic on the day and at the set time according to their enrolment. No changes are permitted unless extenuating circumstances apply.

It is the student's responsibility to arrive at class on time and to stay until the class is completed. Students who are more than 10 minutes late for clinic or 30 minutes late for a class may not be admitted.

Where only part of a class is attended, students may be marked as absent for all or part of that class. Subsequent partial absences will be tallied towards total absences.

## Examination / Assessment Attendance

Students must attend examinations / assessment on the day and at the set time according to the assessment timetable which is published by the College at least two weeks prior to exam period. Any student unable to attend examinations must apply for special consideration according to the process outlined in the [Assessment Policy - VET](#).

It is the student's responsibility to arrive at examinations / assessments on time and to stay until the examination / assessment is completed. Students who are more than 30 minutes late for an examination / assessment may not be admitted. Students are not permitted to leave the examination / assessment room within the first 30 minutes.

Refer to the [Assessment Policy – VET](#) for further information.

## PART B

**Note: This section only applies to student visa holders studying VET courses**

## Satisfactory Attendance

Students studying VET courses in Australia on a student visa **must** achieve satisfactory attendance as set out in this policy in order to satisfy the requirements of their student visa. The College defines satisfactory attendance as attendance of over 80% of course contact hours. If at any point it becomes impossible for the student to attend over 80% of course contact hours, the student's attendance will be deemed unsatisfactory.

## Monitoring Attendance

VET students studying on a student visa have their attendance recorded for each class which they are scheduled to attend. This data is stored electronically and used to calculate the student's attendance for every week of each study period, and to calculate the student's overall attendance per study period for the entire course.

Students are required to produce a medical certificate for any absence longer than one (1) scheduled course day. All documentation relating to attendance is kept on the student's file.

The College reviews attendance records weekly, and will provide a written warning to any student identified as being at risk of unsatisfactory attendance if:

- attendance drops below 90% for a single study period; and / or
- attendance drops below 90% for the entire course; and / or
- the student is absent for more than five (5) consecutive scheduled course days without prior approval.

The first written warning will remind the student of the College's attendance requirements.

Any subsequent written warnings will remind the student of the College's attendance requirements and request that the student meet with a nominated staff member to discuss their individual situation. If the student has indicated that they have engaged an education agent the agent will be notified that a student is at risk of being reported for unsatisfactory attendance.

At this meeting the student will be required to sign an *Attendance Counselling Form* to confirm that they understand that, if at any time it becomes impossible for them to achieve the required attendance rate of over 80% for the entire course, the College will notify the student of its intention to report him or her to the Department of Home Affairs (DHA) through the Provider Registration and International Students Management System (PRISMS) for unsatisfactory attendance.

Only student visa holders studying VET courses can be reported through PRISMS for unsatisfactory attendance.

If at any time it becomes impossible for a VET student studying on a student visa to achieve an attendance rate of over 80% for the entire course, they will be issued an intention to report letter which sets out that the College intends to report the student's unsatisfactory attendance to DHA through PRISMS.

The student has 20 working days to appeal against the College's intent to report for unsatisfactory attendance, consistent with the *Complaints and Appeals Policy – International*. Students can appeal the College's decision to report them for unsatisfactory attendance if there is evidence to support that the student has in fact attended over 80% of all scheduled course contact hours.

The College is required to report unsatisfactory attendance under the *National Code 2018* (VET students only). The College is only permitted to decide not to report a student for breaching the attendance requirements if the student's records clearly indicate the student is making satisfactory course progress and the student is attending at least 75% of all scheduled course contact hours.

Outside of the above reasons there is no discretion for the College not to report a student, even if the student has a genuine reason for all absences (such as an illness) and supporting documentation (such as a medical certificate). In these cases however, the College may choose to provide documentation to DHA in order to support the student's continuation of study.

## Reporting a Student for Unsatisfactory Attendance

If an international student enrolled in a VET course and studying on a student visa has been sent an Intention to report letter, and

- does not access the College's complaints and appeals process within 28 days, or
- completes the complaints and appeals process but the process finds to support the decision of the College,

the College must notify the DHA through PRISMS that the student has not achieved satisfactory attendance as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known.

The Office of Student Records and General Manager, VET will liaise with the National Quality, Governance and Compliance Manager to ensure this notification is made as soon as the complaints and appeals process or timeline is exhausted.

If the student is reported for breaching this condition, the College will issue the student with a letter stating that the student has been reported to DHA for unsatisfactory attendance. DHA will then attempt to contact the student using the last address provided to the College registered on PRISMS. Students may also contact DHA if they have concerns regarding their student visa. If DHA is unable to contact the student it may result in automatic cancellation of the student's visa. For this reason it is vital that students provide the most up to date contact details to the College at all times. These details will be updated by the College on PRISMS within two (2) working days of notification of the change.

## Definitions

**CoE** – Confirmation of Enrolment.

**DHA** - Department of Home Affairs (Immigration).

**International Student Adviser** – Student Adviser allocated to international student services on CRICOS approved campuses.

**National Code 2018** - National Code of Practice for Providers of Education and Training to Overseas Students 2018, made under the Education Services for Overseas Students Act 2000 (ESOS Act).

**Student / Learner** - an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

**Study period** – period of time that a unit of study is delivered. In VET courses, this could be a Term (10 weeks) or a Trimester (13 weeks).

**Unsatisfactory Course Progress** – failing 50% or more of units of study attempted in a study period.

## Related Procedures

Not Applicable



## Further Information

### Related Policies

*Assessment Policy - VET*

*Student Misconduct Policy - VET*

### Related Documents

*Attendance Counselling Form*

*Intention to Report - Attendance*

### Guidelines

Not Applicable

### Benchmarking

Christian Heritage College

University of Western Sydney

### Supporting Research and Analysis

Not Applicable

### Related Legislation

Legislative Framework that applies to Education providers who offer courses to Overseas students in Australia:

[National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(National Code\) made under the ESOS Act.](#)

[The Education Services for Overseas Students \(TPS Levies\) Act 2012 \(ESOS TPS Act\).](#)

[The Education Services for Overseas Students Act 2000 \(ESOS Act\).](#)

[The Education Services for Overseas Students Regulations 2001 made under the ESOS Act \(ESOS Regulations\).](#)

## Review and Approval

### Policy Author

Quality and Compliance Coordinator

### Policy Owner

General Manager, VET

### Contact

General Manager, VET

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## Approval Body

College Council

Meeting date: 19 April 2013

## Policy Status

Revised

## Responsibilities for Implementation

- General Manager, VET
- National Quality, Governance & Compliance Manager
- Office of Student Records staff
- Student Services staff
- VET Trainers & Assessors

## Key Stakeholders

- Admissions staff
- General Manager, VET
- International VET students
- VET Trainers & Assessors / Clinic Supervisors