SC9-I: Course Attendance Policy and Procedures

Contents

Purpose

The purpose of this policy is to ensure that Trinity Institute (Australia) monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

Definitions

CoE means Confirmation of Enrolment

CRICOS means the Commonwealth Register of Institutions and Courses for Overseas Students

DoE means Department of Education

DHA mean Department of Home Affairs

ESOS Act means the *Education Services for Overseas Students Act 2000* and Regulations

National Code 2018 means the *National Code of Practice for Providers of Education and Training to Overseas Students* 2018

PRISMS means the Provider Registration and International Student Management System

Study Period is defined at Trinity Institute (Australia) as a Trimester or a Semester. Trimesters usually consist of two to three terms plus holidays, and Semesters usually consist of four terms plus holidays (depending on course structure)

Term means a timetabled 4-6 week learning period within a Semester or Trimester.

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Policy

1. **Completion within expected duration**

   ● International students must complete their studies within the expected duration specified on their CoE. The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

   ● Trinity Institute (Australia) monitors student attendance to ensure that students meet their attendance visa requirements.

   ● The steps outlined within this policy and associated procedures do not impede early interventions where Trinity Institute (Australia) deems necessary. Early interventions may be triggered via, for example: student disengagement; low participation; low assessment submission rates; if the student has not attended intervention meetings; where vocational placements are not being attended; misbehaviour as per Code of Conduct. Early interventions may occur via formal or informal monitoring.

   ● Students who are not attending regular sessions may be termed 'At Risk' students.

       − Trinity Institute (Australia) considers a student to be 'At Risk' for attendance where they have missed enough classes within a Study Period (Semester or Trimester), that their projected course attendance is less than 90%, or if they have been absent for three or more consecutive days in which sessions are scheduled without approval.

   ● Any student will be considered by Trinity Institute (Australia) to have unsatisfactory attendance and deemed 'not progressing' if:

       − they have not attended enough classes within a Study Period so that their projected course attendance is less than 81%.

2. **Study Periods and Monitoring Points**

   ● Study Periods are known as Semesters and Trimesters at Trinity Institute (Australia). They comprise two or more Terms plus holidays. They are designed to ensure the academic integrity of the course is upheld.

   ● Each Study Period has one Formal Monitoring Point after allowing for assessment submission, marking and feedback to have occurred, and after unit of competency outcomes have been finalised and released.

   ● Informal monitoring of attendance occurs at periodic intervals throughout Study Periods, including after marking of each Term's assessments. All instances of informal monitoring are recorded on the SMS.

3. **Attendance Monitoring**

   ● All students' course attendance for a Study Period will be monitored at least at the Formal Monitoring Point:

       − The monitoring report is reviewed and updated by the Academic Support and Administration Manager including a status of 'progressing', 'at risk' or 'not progressing' for all students. This is based on current evidence located in student files and other academic records.

- The Academic Support and Administration Manager will consult with academic staff if there is any uncertainty or more evidence is needed to confirm or deny a student's course attendance status.

● Trinity Institute (Australia) ensures that it identifies, notifies and assists students where there is evidence that the student is 'At Risk' of not meeting course attendance requirements or has been determined to be 'not progressing'.

4. Intervention Strategy

● For students determined to be 'At Risk' or 'not progressing', an individual intervention plan will be developed with the student to document the support that will be provided by Trinity Institute (Australia). This may include:

- English language support;
- reviewing learning materials with the student and providing information to students in a context that they can understand;
- providing extra time to complete tasks;
- providing access to supplementary or modified materials;
- providing supplementary exercises to assist understanding;
- attending academic skills programs;
- attending extra tutorial or study groups;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Trinity Institute (Australia) is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above.

5. Extension to an expected course duration

● Extensions to the course duration specified on the CoE are only allowed where:

- A student is complying with an intervention strategy, or

- An approved deferral or suspension of studies has been granted in accordance with Trinity Institute (Australia)'s Deferral, Suspension and Cancellation Policy and Procedures, or

- Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

  o serious illness or injury, where a medical certificate states that the student was unable to attend sessions

  o bereavement of close family members such as parents or grandparents

  o major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies

  o a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of, a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports

  o where Trinity Institute (Australia) is unable to offer a pre-requisite unit, or

- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to DoE via PRISMS.

- All variations, including the reasons for the variation will be recorded on the student's file.

- Where the duration of the student's enrolment is extended, Trinity Institute (Australia) will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6. Reporting students

- Where a student has demonstrated unsatisfactory course attendance despite interventions implemented, Trinity Institute (Australia) will make the decision to report the student to DoE and DHA via PRISMS. The student will receive a written notice informing them of the reasons for the decision and Trinity Institute (Australia)'s intention to report for non-satisfactory course attendance.

- Students have the right to appeal against this decision as per Trinity Institute (Australia)'s Complaints and Appeals Policy and Procedures. If the student chooses to appeal, the student will not be reported until the appeal process is complete.

- Trinity Institute (Australia) will only report unsatisfactory course attendance in PRISMS if

    - the internal and external complaints and appeals processes have been completed and the decision to report the student stands, or

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

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

    - the student withdraws from the internal or external appeals processes by notifying Trinity Institute (Australia) in writing.

- All records will be kept on the student's file including warning letters and the notice of intention to report.

- Where a student's attendance is below 80% but above 70%, AND the student is maintaining satisfactory course progress, Trinity Institute (Australia) may choose not to report that student to DESE and DHA via PRISMS.

- Refer to the PRISMS Management Policy and Procedures for more information.

7. Publication

- This policy and procedure will be summarised in the International Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.

- This policy and procedure will be published on Trinity Institute (Australia)'s website.

- This policy will also be covered during orientation for international students and induction for all academic staff.

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8. **Responsibility**

- Trinity Institute (Australia)'s CEO has discretional responsibility for approvals and application of this policy.

Procedures

1. **Monitor course attendance**

Procedure	Responsibility
A. Proactive steps • Provide students with their timetable with course attendance requirements at the beginning of each term. • Send reminders (via text, call, or email) about course attendance requirements every two (2) weeks.	Academic Coordinator, in consultation with Trainer/Assessor
B. Monitor and record course attendance • Record students' attendance and submit at the end of each week to Academic Coordinator. • Academic Coordinator records attendance in the student management system. • Generate and analyse attendance reports at informal and formal monitoring points to check if attendance is satisfactory against the requirements of this policy, to be reviewed by the Academic Support and Administration Manager.	Trainer/Assessor Academic Coordinator Academic Support and Administration Manager

C. Risk of Unsatisfactory course attendance – Stage 1
 	
• Where a student's attendance in a given Study Period leads to their projected course attendance dropping below 90% **or** if they have been absent for 3 or more consecutive days in which sessions are scheduled without approval, send a first Warning Letter of Low Attendance inviting the student to attend a meeting to develop an intervention plan.
    o To calculate % attendance:
    FORMULA:
    # of sessions attended/# of total scheduled sessions for course
    (BSB Study Period example:
    # of sessions attended/# of total scheduled sessions for study period
    20 sessions attended/(2 sessions per week for 12 weeks) 24 = 83%
    CPC Study Period example:
    42 sessions attended/(3 sessions per week for 16 weeks) 48 = 87%
    AUR Study Period example:
    60 sessions attended/(3 sessions per week for 22 weeks) 66 = 90%)
 	
• Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.
	Academic Support and Administration Manager
	
	Academic Coordinator

Procedure	Responsibility
• Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the Intervention Plan. • Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. • Immediately implement intervention strategy as documented in the Intervention Plan. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DESE and DHA via PRISMS and that this will affect their visa. • Place a summary of this discussion, as well as a copy of this letter on the student's file. • **Continue to monitor the student's attendance.**	

C. Risk of Unsatisfactory course attendance – Stage 2
 	
 NOTE: a student does not have to have gone through Stage 1 for Stage 2 to apply
 	
 • Where a student's attendance in a given Study Period leads to their projected course attendance dropping below 85% (but above 81%) **or** has not fulfilled the requirements of their Intervention Plan, send a second Warning Letter for Low Attendance inviting the student to attend a meeting to develop an intervention plan.
 	
     o To calculate % attendance for Study Period:
     FORMULA:
     # of sessions attended/# of total scheduled sessions for study period
     (BSB Study Period example:
     20 sessions attended/(2 sessions per week for 12 weeks) 24 = 83%
     CPC Study Period example:
     42 sessions attended/(3 sessions per week for 16 weeks) 48 = 87%
     AUR Study Period example:
     60 sessions attended/(3 sessions per week for 22 weeks) 66 = 90%)
 	
 • At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required.
 	
 • Advise the student that if their attendance in a given Study Period drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress.
	Academic Support and Administration Manager
	
	 Academic Coordinator

D. Unsatisfactory course progress – At Risk ● Where a student's course progress is 'At Risk', send a Warning Letter for Course Progress and requiring the student to attend a meeting to develop an intervention plan. ● Intervention meetings are held in the first week of the new Study Period.	Academic Support and Administration Manager Academic Coordinator

Procedure	Responsibility
● Follow-up calls are made daily and regular emails sent to students identified as at-risk or not progressing (e.g., those issued a warning or intention to report letter). ● Discuss the reasons for the 'At Risk' status with the student and agree on appropriate intervention strategy with the student. ● Inform students of the implications of amending their CoE, if applicable. ● Record outcomes of the meeting in the Intervention Plan. Intervention Plan actions are to be measurable and achievable within the Study Period. ● Ensure Intervention Plan is signed by the student to state that they agree to the intervention strategy. ● Immediately implement intervention strategy as documented in the Intervention Plan. ● The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DoE and DHA via PRISMS and that this will affect their visa. ● To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.	
E. Send a Final Warning including intention to notify DHA • If a review of a student's attendance record show that even if the student attends every scheduled session for the rest of the course, their projected attendance will not meet the 80% requirement, then follow the steps below. ○ *To calculate projected total % attendance:* *FORMULA:* *# of sessions attended+# of remaining sessions/# of total scheduled sessions for course* *total course example:* *36 sessions attended+36 remaining sessions/(3 sessions per week for 36 weeks) 108 = 66%* • If the student's attendance is below 80% but above 70%, check if the student is maintaining satisfactory course progress. If the student's progress is satisfactory, refer to the CEO to decide if Trinity Institute (Australia) will report that student to DESE and DHA via PRISMS. • Issue a Notice of Intention to Report for Unsatisfactory Attendance of Trinity Institute (Australia)'s intention to notify DHA. • Do not report students where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be temporarily suspended as per Trinity Institute (Australia)'s Deferral, Suspension and Cancellation Policy and Procedure.	Academic Support and Administration Manager Academic Coordinator CEO

Procedure	Responsibility
• Advise the student of the process for appealing against this decision via Trinity Institute (Australia)'s Complaints and Appeals process and that they have 20 business days to decide if they wish to appeal the decisions. • Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Trinity Institute (Australia)'s intention to notify. Students may continue to attend sessions during the appeals process as specified in Trinity Institute (Australia)'s Complaints and Appeals Policy and Procedure. • Place a copy of the Notice of Intention to Report any other relevant documentation on the student's file.	
F. Following the Notification of Intention to Report ● If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student to DoE and DHA via PRISMS for breach of course progress requirements. ● Refer to PRISMS Management Policy and Procedures for more information.	Academic Support and Administration Manager Academic Coordinator

G. Notification to ASQA
 	
• At the end of each Study Period the Academic Support and Administration Manager will prepare a report on course attendance monitoring including:
 	
   o the total attendance of each student as a percentage of the required hours
 	
   o any interventions undertaken
 	
   o any students who have been reported for non-attendance
 	
   o any other measures taken to ensure students participate in their full-time courses.
 	
• The report is given to the CEO to review and analyse.
 	
• The CEO sends the report to ASQA (integrity@asqa.gov.au) two weeks after the end date of each Study Period.
	Academic Support and Administration Manager
	
	CEO

Document Control

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