

Attendance Policy and Procedures

NATIONAL CODE OF PRACTICE FOR PROVIDERS OF EDUCATION AND TRAINING TO OVERSEAS STUDENTS 2018 (CTH). STANDARD 8

1. Purpose

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 City College .

2. Legislative Background

National code of practice for providers of education and training to overseas students 2018 (cth).standard 8

3. Scope

This policy applies to:

- All VET students enrolled or intending to enrol at City College . The standard study period in this policy refers to the one study term as per the intake schedule.
- All staff involved in training delivery, assessment, support, and administration.
- Any third parties delivering services on behalf of City College .

4. Policy Statement

City College expects that the students should attend all 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. Students must contact the college every time they will be absent prior to the regular class time, **via email from their registered email address or their appointed agent (if any)** to Student Support Officers.

Students who do not advise the college of absences will be contacted/counselled by their trainer/ student support officer or another nominated City College 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.

Non-attendance may lead to the cancellation of a student visa by Department of Home Affairs.

City College believes good attendance is important to achieve desired educational outcomes.

City College 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 contact hours.

Document Name: Attendance Policy and Procedures	Version: 1.1	Approved by: CEO
Reviewed on: November 2025	Next Review Due: July 2026	Page 1 of 4

All written communication such as: 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 and Student Support Officers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate from a registered General Practitioner.

5. Procedures

1.1. Identifying Training Support Needs

Attendance is recorded by the trainer & assessor daily, for the morning and afternoon sessions. Any **absences longer than 5 consecutive days of the assigned timetable** 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 Academic Manager and the relevant authorities will be notified (e.g., police, DoHA, next of kin).

The formal process for addressing attendance issues is as follows:

Attendance Monitoring – City College would monitor the student's attendance per week also term wise via an attendance monitoring tool, making sure if it falls below 80% so that the notifications can be sent.

Where a student with low attendance can demonstrate (and provide evidence of) compassionate or compelling circumstances e.g. medical illness supported by a medical certificate, Academic Manager will assess whether a temporary suspension of studies is in the best interest of the student. Refer Student Information Policy and Procedure and Student Enrolment Policy and Procedure.

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

6. Responsibilities

CEO: Ensures a culture of satisfactory attendance and approves policy.

Student Support Officer: Oversees attendance reporting systems and ensures appropriate resourcing for support provision. Facilitates disclosure process, coordinates services, and supports students with disabilities.

Student Services Coordinator: Monitors student attendance reports and leads intervention planning and approves complex adjustments.

Trainers and Assessors: Identify students at risk and not attending classes

Compliance Manager: Monitors adherence to this policy, maintenance of records and supports continuous improvement.

Third Party: Must follow the City College's policy and procedures.

7. Supporting Documents

WS1_ Attendance Sheet (Google)

Link:

SMS (Power Pro)

Templates:

T1_Non-Attendance Notification Template

T2_ Notification of Attendance below 80% template

Document Name: Attendance Policy and Procedures	Version: 1.1	Approved by: CEO
Reviewed on: November 2025	Next Review Due: July 2026	Page 2 of 4

T3_ Intervention email template

T4_ No Show Intervention email template

Form:

Form1_ Intervention Form

Documents:

Doc1_ Individual Study Plan (ISP)

8. Related Policies

1. QA2.1 Student Information Policy and Procedures
2. QA2.2 Student Enrolment Policy and Procedure
3. QA2.6 Student Wellbeing Support Policy and Procedures
4. CR 2.9 – 2.11 AQF Certification Documentation and Records Policy and Procedures
5. Student Handbook
6. Course Guide

9. Operational Procedure Table: Attendance Monitoring Table

Action	Responsible Staff	Supporting Document	Timing/Frequency	Compliance Mapping National Code
Prepare Attendance Sheets as per enrollment data extracted from PRISIMS; verify student/trainer names and session times	SSO	Attendance Sheets (Hard Copy) WS1_ Attendance Sheet (Google)	Before Commencement of the course/ ongoing update as required	NC Std 8.6 / ASQA 1.7
Trainers & SSO' s will record daily attendance	Trainer SSO	Attendance Sheet (Hard Copy) WS1_ Attendance Sheet (google) SMS (Power Pro)	Same day	NC Std 8.6
Send non-attendance emails to students who are missing their scheduled classes	SSO	T1_ Non-Attendance Notification Template	Weekly	NC Std8.14
Monitor Attendance below 80%	Trainer & Assessors Student Support Officer	WS1_ Attendance Sheet (google) T2_ Notification of Attendance below 80% template	Weekly A week before the unit ends	Standard 8

Intervention Meeting (if required)	SSO Trainer and Assessor/ Academic Manager	T3_Intervention email template	When required	Standard 8
No Show at (any) Intervention Meeting	Trainer and Assessor/ Academic Manager	Form1_Intervention Form T4_ No Show Intervention email template	When required	Standard 8
Do not comply with the agreed intervention strategy	Academic Manager	Form1_Intervention Form Doc1_Individual study plan (ISP)	When required	Standard 8

Document History / Version Controls

Document Code	Attendance Policy		
Version	Approval Date	Nature of Amendment	Approved By
1.0	1 st July 2025	1. New Policy and Procedure introduced as per Revised ASQA standards 2025	CEO
1.1	20 Nov 2025	1. Reviewed Roles and Responsibilities as per Organisation Chart 2. Operational Tables were reviewed and updated in consultation with the HOD	Compliance Manager