

# MONITORING STUDENT ATTENDANCE POLICY AND PROCEDURE

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## 1.21. Monitoring Student Attendance Policy and Procedure

### Policy Content

Aspect	Details
Regulator	Australian Skills Quality Authority (ASQA)
Standards Referenced	
Legislation / Requirements	

### Purpose

The purpose of this policy is to define the approach of the RTO in monitoring student attendance, specifically for international students, as required under the ESOS legislative framework. It ensures attendance is consistently monitored, recorded, and addressed to support student learning and to meet visa compliance obligations.

### Objective

This policy ensures that:

- The RTO tracks and reviews student attendance systematically using a compliant and verifiable system.
- Students are informed of their attendance obligations prior to enrolment and supported to maintain satisfactory attendance.
- The RTO fulfils its duty to monitor attendance and intervene early where required.
- Accurate records are maintained, and necessary reports are lodged in PRISMS when attendance breaches occur.

### Scope

This policy applies to:

- All enrolled international students
- RTO staff responsible for training delivery, student support, administration, and compliance
- All CRICOS-registered courses delivered by the RTO

## Procedures

### 1.21.1. Monitoring and Recording Minimum Attendance

#### 1.21.1.1. Attendance Requirements Communication

- Before commencing their course, all international students are informed in writing of the mandatory attendance requirement a minimum of 80% of scheduled contact hours for each study period.
- This requirement is clearly stated in the Student Handbook, Letter of Offer, and Orientation Pack.
- Staff are also trained to reiterate these expectations during student orientation sessions.

#### 1.21.1.2. Daily Attendance Recording

- Trainers are issued official Attendance Sheets that include class dates, session times, and student names.
- At the start and end of each class, the trainer must mark each student as Present or Absent, noting any late arrivals or early departures.

#### 1.21.1.3. Data Entry and Monitoring

- At the end of the day, completed Attendance Sheets are submitted to the Student Administration Team.
- The attendance data is entered into the Student Management System (SMS), which automatically calculates the cumulative attendance percentage for each student.
- Data entry includes actual hours attended, and the system flags students falling below the 90% threshold for review.

#### 1.21.1.4. Monthly Attendance Review

- The Student Support Officer (SSO) generates a monthly attendance report from the SMS to identify students whose attendance has dropped below 80% or is trending downwards.
- Students with unsatisfactory attendance are immediately flagged for intervention.

#### 1.21.1.5. First Warning: Low Attendance

- Students whose attendance drops below 85% receive a formal Low Attendance Warning Letter.
- This letter includes their current attendance rate, the requirement to improve, and a scheduled counselling session with the SSO.

#### 1.21.1.6. Continued Absence and Final Warning

- If the student fails to attend counselling or shows no improvement by the sixth week of the study period, they are issued a Final Attendance Warning.
- The student is required to meet with the Course Coordinator or Compliance Manager to explain their non-attendance and discuss any barriers or support options.

#### 1.21.1.7. Attendance Reporting Readiness

- Should a student's attendance continue to fall below 80% without compassionate or compelling reasons, the student will be flagged for potential reporting to the Department of Home Affairs (DOHA) via PRISMS, in accordance with the ESOS National Code.

### 1.21.2. Student Progress Review and Intervention Based on Attendance

#### 1.21.2.1. Generation of Student Progress Reports (SPR)

- At the end of each study period or earlier if required the Student Administration Team generates a Student Progress Report (SPR) from the SMS.
- This report includes key indicators: attendance data, assessment outcomes, unit completion status, and course progress summaries.

#### 1.21.2.2. Identification of 'At Risk' Students

- The SSO reviews the SPR to identify students who show early signs of risk. These include:
  - Consistent absences
  - Failure to submit assessments
  - Low engagement or class participation
  - Falling behind course timelines
- Students identified as 'at risk' are prioritised for early intervention.

### 1.21.2.3. Notification and Counselling

- Students identified in the SPR as 'at risk' are issued a formal notification.
- The notification includes the reasons for concern and a scheduled intervention meeting with the SSO or Welfare Officer.
- During the meeting, the student is given the opportunity to discuss any personal, academic or health-related challenges.

### 1.21.2.4. Development of Individual Support Strategy

- Based on the discussion, a tailored intervention plan is documented. This may include:
  - Rescheduling or catch-up classes
  - Additional academic support or tutoring
  - Changes to workload
  - Referral to personal counselling services
  - Temporary leave arrangements in compassionate circumstances

### 1.21.2.5. Academic Integrity and Compliance Checks

- The SPR is also reviewed to ensure alignment with the CRICOS course duration and course structure.
- The RTO confirms that the overseas student remains on track to complete the qualification within the expected duration on the CoE.

### 1.21.2.6. Monitoring of Intervention Outcomes

- Follow-up reviews are scheduled based on the agreed timeframe in the student's intervention strategy.
- Updates are recorded in the student's file, and SMS notes are added to track attendance improvement or continued issues.

## 1.21.3. SPR Acknowledgement and Student Access

### 1.21.3.1. Trainer and Student Sign-Off

- After the intervention meeting (if applicable), the Student Progress Report (SPR) must be reviewed together by the Trainer/Assessor and the student.

- The Trainer/Assessor explains the key points of the SPR, including attendance percentage, progress in each unit, and any intervention actions.
- Both the Trainer/Assessor and the student sign the SPR to confirm that it has been reviewed and understood.

#### 1.21.3.2. Student Copy of the SPR

- The student is provided a physical or electronic copy of the signed SPR immediately after the meeting.
- If the student does not collect it during the meeting, they may request a copy later through the Student Request Form, available from the Student Services Officer.

#### 1.21.3.3. Communication and Language Support

- Where necessary, support is offered to ensure that the student fully understands the contents of the report.
- For students from non-English-speaking backgrounds, explanations are adjusted to suit language proficiency or delivered with interpreter assistance (if available and appropriate).

#### 1.21.3.4. Recordkeeping and Audit Readiness

- A scanned or physical copy of the signed SPR is filed in the student's individual academic file.
- Notes on the SPR review are also logged in the Student Management System (SMS) for continuity in tracking intervention, progress, or future issues.

#### 1.21.4. Finalisation and Filing of Progress Records

##### 1.21.4.1. Submission of Completed SPR

- After the SPR has been reviewed and signed by both the Trainer/Assessor and the student, it is immediately submitted to the Student Administration Office.
- Trainers must ensure that the form is complete, dated, and all required fields have been properly filled out.

##### 1.21.4.2. Secure Filing of Attendance and Progress Records

- The Student Administration Officer reviews the SPR for completeness and then files it in the student's official academic file, stored securely in accordance with RTO data protection policies.
- All related documents, including attendance sheets and intervention strategy forms (if used), are cross-referenced and attached to maintain a clear audit trail.

#### 1.21.4.3. Digital Record in SMS

- Attendance and course progress data from the SPR are also entered into the Student Management System (SMS).
- This allows the RTO to generate accurate reports for internal review and compliance monitoring, and to support PRISMS reporting where required.

#### 1.21.4.4. Access Control and Confidentiality

- Only authorised personnel such as the PEO, RTO Manager, Student Support Officer, and relevant trainers/assessors are permitted to access the full student attendance and SPR records.
- Records are not shared outside the RTO unless required under law or for legitimate visa compliance purposes.

### Roles and Responsibilities

Role	Responsibilities
Chief Executive Officer (PEO)	<ul style="list-style-type: none"> <li>- Ensure overall compliance with ESOS attendance and course progress requirements</li> <li>- Endorse decisions related to intervention, reporting to PRISMS, or course duration extensions</li> <li>- Oversee effectiveness of attendance monitoring systems across the RTO</li> </ul>
RTO Manager	<ul style="list-style-type: none"> <li>- Implement the policy consistently across all delivery areas</li> <li>- Supervise attendance record audits and SPR evaluations</li> </ul>

	<ul style="list-style-type: none"> <li>- Review and action serious cases of non-compliance, including warning notices and possible reporting</li> <li>- Approve intervention strategies and academic counselling outcomes</li> </ul>
<b>Student Administration Officer</b>	<ul style="list-style-type: none"> <li>- Enter attendance and course progress data into the Student Management System (SMS)</li> <li>- Maintain up-to-date and accurate attendance records</li> <li>- Identify attendance trends below required thresholds and escalate as per procedure</li> <li>- File signed SPRs and ensure they are accessible for audit and compliance purposes</li> </ul>
<b>Trainer/Assessor</b>	<ul style="list-style-type: none"> <li>- Accurately mark student attendance at the start and end of each class session</li> <li>- Submit daily attendance records to Administration</li> <li>- Conduct attendance discussions with students when needed</li> <li>- Complete and sign Student Progress Reports with students during monitoring periods</li> </ul>
<b>Student Support Officer (SSO)</b>	<ul style="list-style-type: none"> <li>- Provide support and counselling to students with low attendance or academic risk</li> <li>- Participate in intervention meetings and maintain records of discussions</li> <li>- Issue warning letters where necessary and guide students on how to improve attendance</li> <li>- Monitor ongoing progress during intervention periods</li> </ul>
<b>Compliance Officer (if applicable)</b>	<ul style="list-style-type: none"> <li>- Ensure policy and procedures reflect legislative updates and regulatory guidance</li> </ul>

	<ul style="list-style-type: none"> <li>- Conduct internal audits to ensure implementation of minimum attendance monitoring and reporting standards</li> <li>- Liaise with the PEO and RTO Manager on compliance matters and prepare documentation for external audits</li> </ul>
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### Continuous Improvement

- The RTO integrates student attendance monitoring outcomes into its broader continuous improvement system.
- Patterns of low attendance, common support needs, and student feedback related to attendance will be reviewed in scheduled Management Review Meetings.
- Corrective actions may be introduced if systemic attendance issues are identified, such as:
  - Adjustments to the academic timetable,
  - Additional engagement strategies or support services,
  - Enhanced communication of attendance requirements during orientation.
- Outcomes of attendance reviews are recorded in the Continuous Improvement Register and monitored for effectiveness.
- The RTO ensures that updates or refinements to this policy are made promptly based on legislative changes, audit feedback, or recurring trends.

### Confidentiality and Privacy

- All personal information collected in relation to attendance, intervention, and course progress is managed in line with the Privacy Act 1988 (Cth) and the RTO's Privacy Policy.
- Access to attendance records and student progress reports is restricted to authorised staff involved in the delivery, support, and compliance functions.

- Attendance-related data stored in the Student Management System is protected by secure access protocols and regularly backed up.
- Students are informed that their attendance information may be reported to the Department of Home Affairs if required under the ESOS framework.
- Any discussions or counselling relating to low attendance are conducted in private and documented confidentially on the student's file.

### Retention of Records

- All attendance sheets, warning letters, student progress reports (SPRs), intervention strategies, and communication records are retained for a minimum of two (2) years after the student's completion or withdrawal from the course.
- Electronic and physical files are organised systematically for audit readiness and compliance reviews.
- Records of students who are reported via PRISMS are kept with supporting evidence and decision documentation, including:
  - Attendance logs,
  - Signed SPRs,
  - Intervention outcomes,
  - Correspondence records.
- Disposal of attendance records after the mandatory retention period is conducted securely to protect student privacy and confidentiality.