



ATTENDANCE

Reference:

**National Code Standard 8 Overseas student visa requirements
ASQA Fact Sheet Overseas student attendance**

VERSION HISTORY

Policy Owner:	CEO	Mahendra Oli
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Number	Dates	Changes summary
v3.1	Sept 2025	Edits for SIT, AUR, CHC & CPCE courses Updated Policy owner & Document Management Personnel name
v3.0	Dec 2019	Edits for Commercial Cookery and Hospitality Management courses Reference to ASQA Fact Sheet on overseas student attendance
v2.3	Apr 2019	Edits for roles in RTO, updates on when attendance notifications are sent and revised Attendance flow chart
v2.2	Oct 2018	Edits for roles in RTO and update to National Code 2018
v2.1	May 2017	Update for National Code 2017
v2.0	Sept 2016	Quality assurance checks across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

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PURPOSE

Skyline International College (SIC) implements the National Code Standard 8. This means students will be made aware of our policy and procedures for recording and monitoring course progress then how we proactively notify and counsel students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Skyline International College (SIC) has attendance policies and procedures that comply with and reflect the information in the ASQA Fact sheet on overseas student attendance.

Skyline International College is aware that overseas students are required to be enrolled in a full time CRICOS registered course. Full time study is a minimum of 20 scheduled contact hours per week for the courses at our college.

Good attendance is necessary for a student if he/she is going to complete sufficient training and assessment to meet the course progress requirement. So, Skyline International College will record and monitor attendance. Attendance across a term will be part of the consideration for students who are at risk and require intervention.

The student will be advised in the ISH International Student Handbook and on the website of course progress requirements and the attendance requirements.

References

<p>NC Standard 8</p>	<p>Overseas student visa requirements <i>Attendance is used as part of the SIC intervention policy and procedure.</i> <i>This standard is not relevant for reporting purposes within SIC as the College reports students on course progress policy</i></p>
<p>ASQA FACT SHEET</p>	<p>Overseas student attendance</p>

Implementation

The **CEO** is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

The **Admin and Accounts Manager** is responsible for day-to-day administration of the attendance and course progress records, the database and reports and PRISMS entry.

The **Admin and Accounts Manager** is responsible for monitoring course progress and communicating with the **Academic Manager** regarding attendance, course progress and intervention and reporting.

The Academic Manager deals with academic complaints and appeals.

PROCESS

Attendance

Full time study is a minimum of 20 scheduled contact hours per week for the courses at our college.

20 scheduled contact hours are the weekly timetabled hours

These are calculated to include:

- Face-to-face learning hours in the classroom
- Face to face practical learning hours in the practical kitchen (in commercial cookery only)
- Planned and structured online learning hours in the eSpace learning platform
- Participation in supervised work placement – with hours recorded in a logbook (in commercial cookery only)

We record and monitor attendance against the scheduled contact hours across the Study Period - 1 term

The study period is 1 term of 10 weeks for Kitchen Management, Diploma of Hospitality Management, Cert III & IV Automotive, Certificate III in Wall And Floor Tiling, Diploma of Building and Construction (Building) and CHC courses.

The study period is 1 term of 9 weeks for all other courses.

Where the course is a shorter course (less than 6 months) then the study period is the length of the course.

For Cert III & IV Automotive courses, % average attendance in the schedule contact hours is the expected minimum across the study period

Our Student Handbook and orientation and other information will state that full time cookery and hospitality management students are expected to maintain a minimum of 70% of the scheduled course contact hours or be placed on warning then intervention.

Attendance is calculated as an average across the study period. So, a student timetabled for 20 scheduled contact hours per week (200 hours per term) is expected to maintain 70% attendance which is 14 hours per week plus satisfactory course progress which means passing the units.

For all courses, 60% average attendance in the schedule contact hours is the expected minimum across the study period

Our Student Handbook and orientation and other information will state that that full time students across all courses are expected to maintain a minimum of 60% of the scheduled course contact hours or be placed on warning then intervention.

Business, Management, ICT, Cert III Carpentry, Dip. Automotive Management, Adv Hospitality Management students – calculation of attendance hours

Attendance is calculated as an average across the study period.

Business, Management, ICT, Cert III Carpentry, Dip. Automotive Management, Adv Hospitality Management students are timetabled for 20 scheduled contact hours per week (180 hours per term) and are expected to maintain 60% attendance which is 12 face to face classroom hours per week plus satisfactory course progress which means passing the units.

Cert III & IV Automotive, Cert III Wall & Floor Tiling, , Dip. Building Construction, Cert IV Kitchen Management, Dip. Hospitality Management students – calculation of attendance hours

Attendance is calculated as an average across the study period.

Cert III & IV Automotive, Cert III Wall & Floor Tiling, , Dip. Building Construction, Cert IV Kitchen Management, Dip. Hospitality Management students are timetabled for 20 scheduled contact hours per week (200 hours per term) and are expected to maintain 60% attendance which is 12 face to face classroom hours per week plus satisfactory course progress which means passing the units.

Scheduled contact hours in the online learning is checked through the Moodle platform (eSpace) across all courses except Cert III & IV Automotive courses. Weekly progress and activity is required. 5 hours per week is scheduled. Each unit has an online plan that sets out the requirement for activity completion. There is no calculation of attendance for online learning in eSpace for Cert III & IV Automotive courses students.

Attendance – Non-attendance triggers notification messages

Our Student Handbook and orientation will state that students will be contacted about low attendance in a notification message.

Procedure

This attendance notification is through the RTOM system which generates bulk reports and can use email or SMS messaging to specific students identified in the data reports. These communications are saved in the system so that the Student Services staff is aware of the message, the response from the student and follow up. File notes are added to the students records in RTOM. (Refer to the process flow chart)

Attendance Recording and Monitoring

Trainer's Responsibilities

- Trainers will record classroom and practical training attendance on the attendance sheet and in RTOM.
- Trainers will monitor the completion of learning in eSpace and record hours in RTOM.

Student's Responsibilities

- Students are expected to attend the classes and complete learning in eSpace for the entire schedule indicated in the timetable. If they are partially absent, or do not complete learning hours in the eSpace, their attendance against expected timetabled weekly contact hours will be marked and calculated accordingly.
- The students can see from the student portal their attendance status and if they are at risk of not meeting attendance requirements.

Data entry

- The Admin and Accounts Manager has responsibility for the staff who do the entry of all attendance data entered in the Student Management System.
- Information is monitored in the database for accuracy.

Monitoring attendance

- The Admin Staff will run reports from the Student Management System.
- Reports are generated on weeks 3,5,7 and 10.

- The reports will highlight the students who are not meeting attendance requirements for the study period.
- The Admin and Accounts Manager and Academic Manager will be sent the reports.

Intervention decisions

- Intervention will be discussed between the Academic Manager and the Admin and Accounts Manager at regular staff meetings.
- Students can be placed on intervention through the RTOM systems with records logged and files notes added for continuous, live recording.

Warnings by SMS notification and email and letter

Students with Attendance that falls below the requirement are notified and managed. They are sent escalating notification and offered student support services.

- Students who are below the required percentage for attendance, are identified by the Student Management System reports generated regularly. The system is used to send low attendance email notifications.
- Students who meet the required percentage for attendance with satisfactory course progress will be accepted as meeting the College standard for course progress.
- There will be records of all SMS notifications, email, phone and letter contact and counselling. This can be sighted and monitored by management in the College database and emails to students.
- We will SMS the students to find out why the students have been absent and to see what support the staff may be able to offer the student through an intervention meeting. For example, the student's absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through the provider's student support services.
- When counseling the student about the absence, the staff are trained in procedures including escalation to intervention and will remind the student that they are full time students and there are visa obligations and remind them of the College attendance and course progress policies.
- Students who do not respond to notifications and email communication regarding attendance and course progress will be dealt according to the National Code standard 8. They are not reported for attendance only. The College may be required to reassess their course duration and may shorten their course duration if they don't attend scheduled classes.

Holidays

Skyline International College will not grant any holiday leave and will not issue any holiday approval letters during the terms. There are 9 or 10 week terms with 3 or 4 weeks breaks and longer breaks at the end of year. These provide opportunities for holidays to be arranged.

Special leave

The Academic Manager may consider only special leave on compassionate reasons for approval.

Illness

In cases of illness, students must provide certified documents (ie Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and

the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details.

Students must make a copy of these documents and write their student number on the copy before submitting it to the student services staff for filing. The original documentation must be kept by the students for the information in the event of an audit or appeal.

Academic Manager's discretion to consider compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime.
- and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the Academic Manager may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Skyline International College will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

Counselling and extra support

The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer intervention with counselling and extra support to students who demonstrate their commitment to studies.

SUMMARY OF ATTENDANCE NOTIFICATIONS

<p>Notification to DHA – Non-commencement of a course within 2 weeks of the start date.</p>	<p>Where there is no attendance for 2 weeks and no response to communication at the start of a new course, the College will investigate and this may be considered a visa breach by non-commencement of the course by the student. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the College within 7 days, this will be reported through PRISMS. The Admin and Accounts Manager will make the final decision.</p>
<p>Low attendance notification email Below attendance requirement – set weeks in each study period</p>	<p>Students who fall below the minimum set by the College are sent email notification warning via RTOM of their low attendance status across the term. Must communicate with Student Services to discuss the situation (will be put on intervention). Notification will include the warning that if they don't attend scheduled classes, SIC may need to reassess their course duration and may shorten their course duration.</p>
<p>Notification to DHA – Abandonment of course</p>	<p>Where there is no attendance at all and no response to communication in the term, the College will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The Academic Manager will make the final decision.</p>

ATTENDANCE FLOW CHART

