



# Attendance

## Policy and Procedures

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# Vocational Skills Australia

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V1.0 2018	Last Update
V2.0 2025	Update after RTO Revised Standard 2025

## Attendance Policy and Procedures

*RELATED ELICOS STANDARD 2018 P4*

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

### 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 VSA.

### Legislative Background

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

ELICOS Standards 2018 P1

### Scope

This policy applies to:

- All VET students enrolled or intending to enrol at VSA. 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 VSA.

### Policy Statement

VSA 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 to avoid being reported to the Department of Education, Skills and Employment (DESE) / Department of Home Affairs (DHA).

Students must contact the college every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of VSA staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/

student support officer or another nominated VSA 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.

VSA will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a student visa.

VSA believes good attendance is important to achieve desired educational outcomes.

VSA 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 course contact hours.

All phone conversations, 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. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

## Procedures

### Identifying Training Support Needs

Attendance is recorded by the trainer & assessor twice 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, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

Attendance Monitoring –VSA would monitor the student’s attendance every 5 weeks via an attendance monitoring tool. This tool alerts VSA student support team when a student’s attendance falls below 90% or less so that the relevant warnings can be issued.

**90% Attendance – WARNING 1:** Students whose attendance falls below 90% will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with a Student Support Officer and attend all future class as per the schedule.

**85% Attendance – WARNING 2:** Students whose attendance fall below 85% will be contacted by

letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Academic Manager ASAP for assistance/advice.

**Less than 80% Attendance – Intention to Report:** As soon as VSA is aware a student will not achieve 80% attendance, VSA will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access VSA's complaints and appeals process.

If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process or the process is completed and the decision is not in the student's favour, VSA will notify- as soon as practical- the Secretary of DESE via PRISMS that the student is not achieving satisfactory attendance.

VSA may decide **not** to report a student where attendance has fallen below 80% if VSA is satisfied, they are a genuine/bonafide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

Where a student with low attendance can demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO 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.

**In all circumstances, if the student's attendance drops below 70%, students will be reported to DESE/DHA via PRISMS.**

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, VSA will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation.

VSA in this instance does not have to give students access to the appeals process.

Students would not be entitled to a refund unless at the discretion of the CEO.

## Responsibilities

**CEO:** Ensures a culture of 100% attendance and approves policy.

**RTO Manager:** Oversees attendance reporting systems and ensures appropriate resourcing for support provision.

**Student Support Officer:** Facilitates disclosure process, coordinates services, and supports students with disabilities.

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

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

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

**Third Party:** Must follow the RTO's approved PTR process.

## Supporting Documents

- Attendance Register
- Attendance Monitoring Tool
- Attendance Warning Letters

## Related Policies

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

## Operational Procedure Table: Attendance Monitoring Table

Action	Responsible Staff	Supporting Document	Timing/ Frequency	Compliance Mapping National Code
<b>Attendance below 90%</b>	Student Support Team	1 <sup>st</sup> Warning Letter/ Intervention Meeting	At course commencement, Ongoing	Standard 8
<b>Attendance below 85%</b>	Student Support Team	2 <sup>nd</sup> Warning Letter/ Intervention Meeting	At course commencement, Ongoing	Standard 8
<b>Attendance below 80%</b>	Student Services Manager	Notice of Intent to Report/ Intervention Meeting	At course commencement, Ongoing	Standard 8
<b>No Show at (any) Intervention Meeting</b>	Student Services Manager	Notice of Intention to Cancel Enrolment	At course commencement, Ongoing	Standard 8
<b>Do not comply with the agreed intervention strategy</b>	Student Services Manager	Notice of Intention to Cancel Enrolment	At course commencement, Ongoing	Standard 8
<b>Internal Appeal not accessed by the student</b>	Student Support team upon approval from Student	Cancel Enrolment on attendance requirements not met and report the same	20 Days lapse after Intention to cancel	Standard 8

	Services Manager	to DESE- DHA via PRISMS		
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## Document Control

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