

VET Attendance Policy & Procedure

1. Purpose

This policy establishes a structured framework to ensure Insight Academy systematically monitors student attendance in compliance with student visa conditions, Outcome Standards 2025, and the National Code 2018. It ensures students are supported to maintain satisfactory attendance that enables progression and completion of their course within expected duration.

2. Scope

This policy applies to all overseas students enrolled in vocational education and training (VET) courses at Insight Academy.

3. Policy Statement

Insight Academy expects students to attend all scheduled classes (100% attendance) to maximise their learning and achieve the best possible outcomes. Attendance is a critical component of student engagement, learning progression, and workplace readiness.

Where students have a compelling reason to miss any scheduled class, they are encouraged to inform their trainers and assessors (coaches) as well as the student support team with reasons and evidence of their absence. Where compassionate or compelling circumstances exist (e.g. medical illness with supporting evidence), students are supported in meeting the 80% threshold provided they continue to demonstrate genuine commitment to their studies.

Guiding Principles:

- Attendance monitoring supports learning and academic progress.
- Students will be given timely warnings and support where risk of non-compliance is identified.
- Compassionate and compelling circumstances are considered before formal reporting.

- Attendance decisions are aligned with fairness, transparency, and student wellbeing.

4. Procedure

4.1 Attendance Records

- Attendance is recorded by trainers and assessors (coaches) in an attendance record sheet as well as the LMS for each scheduled session.
- Where it is noted that the student has missed two (2) consecutive sessions, the trainer (coach) will attempt to contact the student via the LMS to remind the student of their attendance requirements.
- Students are expected to contact Insight Academy every time they intend to miss a scheduled session prior to the session, via email, phone, or notify their trainer and assessor (coaches) via the LMS. All absences for more than 2 days due to illness must be supported by a medical certificate.
- A student who is too ill to immediately continue with their studies may apply for special leave and have their enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. Refer *Deferment, Suspension, Withdrawal and Cancellation Policy and Procedures*.
- The physical attendance records are submitted to the Training Coordinator which are collated weekly by the Admin Officer in the **Attendance Monitoring Register**.

4.2 Attendance Monitoring

- Student attendance is monitored fortnightly.

Stage 1 - Where students are reported absent for more than five (5) sessions without approval/ notification a **'Wellbeing Check'** is conducted by the Academic Support/ Student Support Officer.

Stage 2 – Where attendance records indicate projected attendance between 90% – 85%, the students are issued a **1st Insufficient Attendance Warning** letter.

- The warning notifies the students of the attendance requirements and advises them of **'NO FURTHER ABSENCES FOR NEXT 6 WEEKS'** to be followed.
- The attendance is then strictly monitored for the next 6 weeks.

Stage 3 – Where attendance records indicate repeated absences after Stage 2 and/ or the 6-week no absence notice is not adhered to and/ or the projected attendance falls **below 85%**, a **2nd Insufficient Attendance Warning** letter is issued.

- The warning advises students to respond immediately with reasons of their absence and any supporting evidence for the same.
- It also advises students that continued non-attendance will lead to Insight Academy reporting them for non-compliance with attendance requirements.
- Where the students do not respond to the attendance warnings, Insight Academy Student Support team may attempt to contact their 'emergency/ next of kin' contacts as well as the education agents to notify of the absence and to ensure students' wellbeing.

Stage 4 – Where attendance records indicate repeated absences after Stage 3 and/ or projected attendance **below 80%** with no acceptable compassionate/compelling evidence and/ or the student disengagement, an '**Intention to Report for Non-Attendance**' notice or '**Intention to Cancel Enrolment for Non-Attendance**' notice is issued to the student.

- The notice informs students of Insight Academy's intention to report them for non-compliance with the attendance requirements via PRISMS and that it may have an adverse effect on their student visa.
- This notice also informs students of their rights to appeal the decision within 20 working days as per the *Feedback, Complaints and Appeals Policy and Procedures*.

4.3 Intervention

Students contacted under the above triggers are invited to attend an Intervention Meeting with the Student Support team.

Where the student can establish and provide reasons for absences along with evidence establishing **compassionate/compelling** grounds, student is supported with the required intervention strategies/ plan such as supplementary sessions to make up for the absences and academic counselling.

The record of this meeting is maintained in the **Intervention Support Strategy Form**.

4.4 Reporting/ Cancelling enrolment for insufficient attendance

- Where a student chooses NOT to access the complaints and appeals process within the 20-working day period or withdraws from the process or the appeals process is unsuccessful and the projected attendance remains < 80%, Insight Academy will cancel student enrolment and report the student via PRISMS as applicable.
- Insight Academy **may** exercise discretion for not reporting the student **only** where:
 - compassionate/compelling grounds are documented,
 - the student is able to maintain at least 70% attendance and
 - academic progress remains satisfactory.

4.5 Records

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file and/ or the SMS.

Standard Operating Procedure: Attendance Monitoring			
Step	Procedure	Responsibility	Supporting Documents
1	Record attendance every scheduled session in the class rolls and LMS; reinforce the expectation of 100% attendance at induction and routinely in class.	Trainers & Assessors (Coaches)	Class Attendance Sheets, LMS, Student Handbook
2	Weekly attendance sheets submitted, and attendance recorded.	Trainers & Assessors (Coaches) Admin Officer	Class Attendance Sheets, LMS, Attendance Monitoring Register
3	Two (2) consecutive sessions missed: trainer contacts the student via LMS and requests reason/evidence; advise medical certificate if relevant	Trainer and Assessors (Coaches)	LMS messages

Standard Operating Procedure: Attendance Monitoring			
Step	Procedure	Responsibility	Supporting Documents
4	Monitor attendance fortnightly by calculating each student's projected attendance for the study period and flagging those at risk.	Admin Officer, Training Coordinator	Attendance Monitoring Register
5	Wellbeing Check: Triggered when a student misses more than 5 consecutive classes or has been absent without approval. Student contacted via phone/email.	Student Support Officer	Contact Notes in SMS
6	1st Insufficient Attendance Warning: Issued when projected attendance is between 90–85% or repeated absences occur. Students are placed on a “No Further Absences for 6 Weeks” plan.	Student Support Officer	1 st Insufficient Attendance Warning template, Contact Notes in SMS
7	Monitor student compliance with the 6-week plan. Review attendance weekly and follow up if commitments are missed.	Student Support Officer, Training Coordinator	Attendance Monitoring Register, Contact Notes in SMS
8	2nd Insufficient Attendance Warning: Issued if student fails to comply with the plan, continues to be absent, or projected attendance falls below 85%.	Student Support Officer	2 nd Insufficient Attendance Warning template, Contact Notes in SMS
9	Review reasons for absence if provided, confirm compassionate/compelling evidence. If accepted, update support plan and timetable.	Student Officer, Training Coordinator	Evidence records, Intervention Support Strategy Form
10	Intention to Report (ITR): Issued when projected attendance falls below 80% without acceptable evidence or the student disengages. Notice includes allowance of 20 working days to appeal.	Student Support Officer, Training Coordinator	Student Support Officer, Training Coordinator

Standard Operating Procedure: Attendance Monitoring			
Step	Procedure	Responsibility	Supporting Documents
11	If appeal lodged, pause reporting. Meet with student to review circumstances. If grounds proven and student can maintain $\geq 70\%$ attendance with satisfactory academic progress, discretion may be applied.	Admin Coordinator	Complaints and Appeals Form, Evidence records Intervention Support Strategy Form
12	If no appeal is lodged, or if the appeal is withdrawn/unsuccessful and attendance remains $< 80\%$, enrolment is cancelled and student reported in PRISMS. Student is notified and records updated.	Admin Officer	NA

5. Supporting Documents

- Attendance Monitoring Register
- 1st Insufficient Attendance Warning template
- 2nd Insufficient Attendance Warning template
- Intervention Support Strategy Form
- Intention to Report for Non-Attendance notice template
- Intention to Cancel Enrolment for Non- Attendance notice template
- Complaints and Appeals Form

6. Related Policies

- VET Academic Progress Monitoring and Intervention Policy and Procedures
- Feedback, Complaints and Appeals Policy and Procedures
- Deferral, Suspension, Withdrawal and Cancellation Policy and Procedures
- Student Support and Wellbeing Policy and Procedures
- Training Support and Reasonable Adjustments Policy and Procedures
- Fees, Charges and Refunds Policy and Procedures
- Document Management and Records Retention Policy and Procedures

7. Roles and Responsibilities

CEO: Oversees attendance monitoring processes, allocates resources, and approves exceptional course variations.

Compliance Consultant: Reviews processes for regulatory compliance and advises on policy improvements.

Trainers and Assessors (Coaches): Record student attendance, provide initial feedback, and contacts students via LMS for unexplained absences.

Admin Officer: Updates the Attendance Monitoring Register, updates CoE variations in PRISMS where applicable and ensures all documentation is stored on the student file.

Training Coordinator: Oversees the attendance monitoring process, monitors attendance, organises and conducts intervention meetings, and ensures intervention plans are implemented and monitored.

Academic/ Student Support Officer: Monitors attendance risk and projections, issues warnings, runs intervention meetings (if required) and creates/monitors intervention plans, verifies compassionate/compelling evidence, ensures SMS documentation, and escalates unresolved cases to the Training Coordinator.

Students: Attend scheduled classes, notify Insight Academy team of any intended absences, respond to communication from the Academy, and participate in agreed intervention strategies.

8. Legislative Background

This policy is guided by the following legislative and regulatory frameworks:

- Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 under the Education Services for Overseas Students Act 2000 (ESOS Act).

- Standard 2.3, 2.7 & 2.8 of the Outcome Standards for NVR Registered Training Organisations 2025 under the National Vocational Education and Training Regulator Act 2011 (Cth).

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, staff as well as industry feedback.