

## 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 sessions all week, 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 cross referenced with the attendance recorded in the LMS. The Admin Officer then updates the **Attendance Monitoring Register**.

### 4.2 Attendance Monitoring

Student attendance is monitored fortnightly and formally reviewed at the end of each study block (term). The purpose of this monitoring is to identify and support students who may be at risk of not meeting course progress and attendance requirements.

**Stage 1** – If a student is absent for two (2) consecutive weeks without prior approval or notification, a **Wellbeing Check** is initiated by the Academic Support or Student Support Officer.

- The student will receive an email requesting a response outlining the reasons for their absence and any supporting documentation (e.g. medical certificate).

- The purpose of this communication is to ensure the student's wellbeing and offer early support or intervention where needed.

**Stage 2** – At the end of each block/ term, if a student's projected attendance is between **95% and 90%**, a **Low Attendance Alert** is issued.

- This alert reminds students of the minimum attendance requirements and advises them to avoid further absences to maintain course progress and competency.
- Students are encouraged to seek academic or wellbeing support if facing personal challenges impacting attendance.

**Stage 3** – If attendance continues to decline after Stage 2 and the projected attendance falls between **89% and 80%**, a **Critical Attendance Warning** is issued.

- This warning requires the student to immediately provide reasons for their continued absences and submit any relevant supporting evidence.
- The notice informs the student that continued non-attendance may result in Insight Academy cancelling their enrolment and reporting for non-compliance of student agreement and the visa conditions.
- If there is no response, the Student Support team may contact the student's emergency contact and/or education agent to notify of the absence and to ensure students' wellbeing.

**Stage 4** – If attendance continues to fall **below 80%** without valid compassionate or compelling circumstances, or the student is disengaged from studies, the student will be issued a notice of **Intention to Cancel Enrolment & Report for Unsatisfactory Attendance**.

- This notice informs the international students of Insight Academy's intention to report the breach of attendance requirements to PRISMS, which may impact their student visa.
- The student is also informed of their right to appeal this decision within 20 working days in accordance with 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

Standard Operating Procedure: Attendance Monitoring			
Step	Procedure	Responsibility	Supporting Documents
2	Weekly attendance sheets submitted, and attendance recorded.	Trainers & Assessors (Coaches) Admin Officer	Class Attendance Sheets, LMS, Attendance Monitoring Register
3	Sessions missed for one (1) week: trainer contacts the student via LMS and requests reason/evidence; advise medical certificate if relevant	Trainer and Assessors (Coaches)	LMS messages
4	Trainers (Coaches) notify the student support team if the student has missed sessions for two (2) weeks: A <b>Wellbeing Check</b> is then completed by the student support team. Student contacted via email &/ or phone.	Trainer and Assessors (Coaches) & Student Support Officer	Contact Notes in SMS
5	<b>Low Attendance Alert:</b> Issued when projected attendance is between <b>95% – 90%</b> .	Student Support Officer	Low Attendance Alert template, Attendance Monitoring Register.
6	<b>Critical Attendance Warning:</b> Issued if student continues to not comply with the attendance requirements and the projected attendance falls between <b>89% – 80%</b> .	Student Support Officer	Critical Attendance Warning template, Attendance Monitoring Register.
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

Standard Operating Procedure: Attendance Monitoring			
Step	Procedure	Responsibility	Supporting Documents
10	<b>Intention to Cancel Enrolment &amp; Report:</b> Issued when projected attendance falls <b>below 80%</b> without acceptable evidence or the student disengages. Notice includes allowance of 20 working days to appeal.	Student Support Officer, Training Coordinator	Intention to Cancel Enrolment & Report
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
- Low Attendance Alert template
- Critical Attendance Warning template
- Intervention Support Strategy Form
- Intention to Cancel Enrolment & Report 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.