



PP50 – Monitoring Student Attendance Policy

1. Purpose

To ensure Austra College monitors and manages international student attendance effectively and complies with visa conditions, as required under Standard 8 of the National Code of Practice 2018. This policy outlines the requirements and processes to identify, support, and report students at risk of breaching attendance obligations.

2. Scope

This policy applies to:

- All international students studying on a student visa at Austra College.
- Trainers, Assessors, Student Support Officers, and Compliance Officers responsible for monitoring and reporting attendance.

3. Definitions

Term	Definition
Satisfactory Attendance	Minimum 80% attendance over the scheduled course contact hours per study period.
Unsatisfactory Attendance	Attendance falls below 80%, unless compassionate or compelling reasons exist.
Study Period	6-month academic term (with internal reviews monthly or quarterly).
PRISMS	Provider Registration and International Student Management System.
Warning Letter	Formal written notice issued when attendance concerns arise.
NOIR	Notice of Intention to Report a student to Immigration for breaching visa conditions.

4. Legislative References (List Format)

- National Code of Practice 2018 – Clauses 8.10 to 8.13, and 8.14 to 8.22
- Education Services for Overseas Students (ESOS) Act 2000
- Migration Act 1958 and Migration Regulations 1994
- Revised Standards for RTOs 2025

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5. Policy Statement

Austra College is committed to proactively monitoring international student attendance to ensure compliance with visa conditions and to support academic success and wellbeing.

All international students are required to maintain a minimum of 80% attendance throughout each study period. To enforce this, Austra College conducts monthly attendance reviews using its Student Management System (SMS), supported by a structured early intervention and reporting process.

This policy ensures:

- ✚ Early identification of students at risk of unsatisfactory attendance;
- ✚ Transparent communication through progressive warnings and interventions;
- ✚ Opportunities for students to address attendance issues before a report is made to the Department of Home Affairs;
- ✚ Full compliance with Standard 8 of the National Code 2018, particularly clauses 8.10–8.22.

Where a student's attendance falls below 80%, but not below 70%, and they demonstrate satisfactory academic progress and compassionate or compelling reasons, Austra College may exercise discretion and choose not to report.

Where attendance falls below 70%, and no valid reasons are presented, the student will be issued a Notice of Intention to Report (NOIR) and may be reported in PRISMS following due process.

6. Step-by-Step Attendance Monitoring Procedure

Step	Action	Responsibility	Details
1	Daily Attendance Recording	Trainers	Marked daily and recorded in SMS.
2	Monthly Attendance Review	Student support Officer	At the end of each month, student attendance is analysed.
3	Early Detection (Below 85%)	Student support Officer	Students close to or below 80% receive an early alert email/reminder with offer of support.
4	First Warning Letter (Below 80%)	Student support Officer	Sent via email; student is asked to attend an intervention meeting.
5	Conduct Intervention Meeting	Student support Officer/ RTO Manager	Discuss causes and create a formal Intervention Plan (e.g. timetable adjustments, counselling, referrals).
6	Second Warning Letter (No Show or No Improvement)	Student support Officer	Issued if student does not respond or fails to attend meeting within 7 days.

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Step	Action	Responsibility	Details
7	Conduct Intervention Meeting	Student support Officer/ RTO Manager	Discuss causes and create a formal Intervention Plan (e.g. timetable adjustments, counselling, referrals).
8	Notice of Intention to Cancel CoE	Student support Officer/ RTO Manager	If no change or response after second warning, issue NOIR; advise student of 20 working days to appeal.
9	Complaints and Appeals Process	Student/ RTO Manager	Student may lodge appeal; Austra College pauses reporting process during appeal resolution.
10	PRISMS Reporting (if appeal not upheld or no response)	Student support Officer	Student is reported for breach of visa condition under Standard 8.
11	Document Retention	Admin Officer	All warnings, plans, attendance logs and emails are saved in SMS and retained for 2 years.
12	Advise student to contact Immigration	Student support Officer	If enrolment is extended, inform the student in writing to seek advice from Department of Home Affairs regarding possible visa changes.

7. Compassionate or Compelling Circumstances (Standard 8.15 & 8.22)

Examples include:

- ✚ Serious illness or injury (with medical certificate)
- ✚ Bereavement of close family member
- ✚ Natural disasters
- ✚ Legal obligations (e.g. court appearance)
- ✚ Major trauma or personal crisis

All claims must be supported by evidence.

8. Appeals and Reporting

If a student is issued a Notice of Intention to Report, they have:

- ✚ 20 working days to access Austra College's Complaints and Appeals process.
- ✚ PRISMS report is paused during this period.

If the appeal is:

- ✚ Upheld → Student continues studies with conditions.

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✚ Rejected or no response → Student reported in PRISMS.

9. Relevant Documents (List Format)

- ✚ Attendance Monitoring Policy (PP57)
- ✚ Daily Attendance Roll (paper/electronic)
- ✚ Intervention Plan
- ✚ First and Second Warning Letters
- ✚ Notice of Intention to Report (Attendance Breach)
- ✚ Feedback, Complaint and Appeal Policy
- ✚ Student Handbook
- ✚ PRISMS User Guide
- ✚ National Code 2018 – Standard 8

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10. Flow chart

Monitoring Student Attendance Process



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