



## ATTENDANCE MONITORING POLICY AND PROCEDURE

### Purpose

This policy applies to International Students with visa **Subclass 500 (Student Visa)**. The Policy requirements for attendance, how attendance is monitored and recorded by Signature Training College, and when and how the student is assisted and reported under PRISMS.

### Policy

1. Signature Training College monitors both Course progress and Course Attendance guided by its Policies and Procedure.
2. Signature Training College monitors overseas students' course attendance for each course in which the overseas student is enrolled.
3. The expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration unless the RTO intervention, student deferment, or other circumstances allow for eCoE extension.
4. Signature Training College monitors course attendance of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's eCoE.
5. Signature Training College has documented policies and processes to record and pro-actively identify, notify and assist an overseas student at risk of not meeting minimum attendance requirements where there is evidence from the overseas student's daily / weekly participation in tuition activities and class attendance.
6. Signature Training College's Study period comprises 20 weeks / 400 hours of classroom training and on LMS for calculating attendance *percentiles* for monitoring and reporting purposes.
7. Each week there will be 14 hours classroom attendance and Moodle-led self-study & online component for 6 hours.
8. Signature Training College outlines and informs the overseas student before they commence the course (i.e., student contract, student orientation) of the requirements to achieve satisfactory course attendance in each study period and how attendance is calculated.
9. Signature Training College implements its documented policy and process for assessing course attendance that includes:
  - requirements for achieving satisfactory course attendance, including policies that promote and uphold the academic integrity of the course and meet the training package or accredited course requirements.
  - processes for recording and assessing course attendance requirements.

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- processes to identify overseas students at risk of unsatisfactory course attendance.
  - details of Signature Training College’s intervention strategy to assist overseas students at risk of not meeting course attendance requirements allowing sufficient time for those overseas students to achieve satisfactory course attendance.
  - processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
10. Where Signature Training College assesses the overseas student as not meeting course attendance or attendance requirements, Signature Training College gives the overseas student a written notice as soon as practicable which:
- notifies the overseas student that Signature Training College intends to report the overseas student for unsatisfactory course attendance.
  - informs the overseas student of the reasons for the intention to report.
  - advises the overseas student of their right to access Signature Training College’s complaints and appeals process, in accordance with Complaints and appeals policy & procedure, **within 20 working days**.
11. Signature Training College reports students breaching course attendance requirements under section 19(2) of the ESOS Act as per the breach Criteria mentioned for each course.
12. Signature Training College will not extend the duration of the overseas student’s enrolment if the overseas student is unable to complete the course within the expected duration, unless:
- there are compassionate or compelling circumstances, as assessed by Signature Training College on the basis of demonstrable evidence, or Signature Training College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course attendance requirements, or
  - an approved deferral or suspension of the overseas student’s enrolment has occurred as per the Policy on Deferring, suspending or cancelling the overseas student’s enrolment.
13. If Signature Training College extends the duration of the student's enrolment, the provider advises the student to contact **Immigration** (Department of Home Affairs) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

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## Procedure

### Intervention Strategy and Process for Unsatisfactory Attendance TIME POINT OF INTERVENTION

At a minimum the intervention strategy will be activated when the student reaches the following stages in class attendance:

1. Failing to attend classes for at least 80% per week including Moodle participation.

### Intervention strategies and processes

Signature Training College systematically assesses the student attendance on daily and weekly basis. Soon there is need for intervention, Signature Training College invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. Signature Training College Correspondence will be initiated by Reminder Letters and Warning Letters. The warning letters are intended to advise the student of the risk of not maintaining satisfactory attendance.

Signature Training College will conduct a diagnosis as to what factors lead to poor course attendance. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc. So, this step allows the student to provide reasons explaining course attendance. Depending on the reasons provided, Signature Training College's staff will help the student until the student maintains satisfactory attendance.

### Intervention and assistance available

If the student responds to warning letters in due time and explains the reasons for falling behind in the course supported by documentary evidence; Signature Training College will help you using the following means:

- a. Signature Training College can provide additional Trainer and/or Assessor contact. In this case, the CEO, Assessor, and the student agree on a method of Trainer and/or Assessor contact and put together the Individualised Support Plan. The Trainer / assessor maintains a log of daily/weekly support in the Individualised Support Plan (log). Finally, the Trainer and/or assessor maintains the Log of the Outcome of Additional Trainer

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Contact given. This is used for continuous improvement purpose and whether this kind of support will be useful compared to other support.

- b. Signature Training College can offer extra classes to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help from our trainers and assessors and other support staff. The Trainer and/or assessor maintains a log of daily/weekly support in the individualised Support Plan (log). Finally, the trainer and/or assessor maintains the Log of the Attendance of Extra Classes provided to the student as support. This is used for continuous improvement purpose and whether this kind of support will be useful compared to other support interventions.
- c. Signature Training College trainers can provide extra off-campus support via maintaining contact. This will allow the student to gain immediate help so that they can move on in the assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his or her independent task completion. The Trainer and/or Assessor maintains a log of daily/weekly support in the Individualised Support Plan (log). Finally, the Trainer and/or Assessor maintains the Log of the extra off-campus support, Skype and email provided to the student as support.
- d. Signature Training College can make a study group for the student to encourage more attendance. This is a great way to study while collaborating as the group. In this case, the CEO, Assessor, and the student agree on the timing and duration of Study Group and put together the Individualised Support Plan. Signature Training College trainer maintains the log via Individualised Support Plan.
- e. Signature Training College CEO can alter the student's course length by adjusting study load on *eCoE*. This can only happen based on compassionate and compelling circumstances and significant documentary evidence:
  - There are compassionate or compelling circumstances, as assessed by Signature Training College CEO by verifiable evidence,

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- Signature Training College CEO has approved deferral or suspension of the overseas student's enrolment as per the Policy on deferring, suspending or cancelling the overseas student's enrolment.

Signature Training College CEO and trainer and/or assessors maintain the student progress and outcomes of adjusting study length in Individualised Support Plan

- f. Signature Training College staff can provide personal and study counselling to help the student's class participation. Personal counselling example is:
- having a friendly chat with the student,
  - helping the student to form a study group,
  - referring the student to specialist external help if a serious condition has been identified,
- g. Signature Training College staff can assist you with personal issues outside Signature Training College. For example, student accommodation problems, assistance with information regarding health professionals etc. Signature Training College CEO will maintain the outcomes of provided support in Individualised Support Plan by asking the student if their problems are resolved.
- h. Signature Training College delegated staff member can make transition support available for students who are finding it difficult to adjust to the Australian environment. This support might include the appointed staff having a chat with the student, forming a group of like-minded students, referring students to their local communities outside Signature Training College and around their suburb of accommodation. Signature Training College CEO will register the outcomes of the provided support in Individualised Support Plan by asking the student if they feel adjusted to local life.
- i. Signature Training College staff can provide all or some of the above in some combination.

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## Individualised Support Plan

This record is completed by Student Administration after liaising with the trainer. Each student has a record of progress and attendance that exists within the Student Management System and student record. The format of this record is shown below.

Student First Name	
Student Surname	
Student ID Number	
Course Name	
Couse Code	
Unit Name	
Unit Code	
Study Period	
Date Commenced Studies (DD/MM/YYYY)	
Student Email	
Student Address	
Student Mobile	
Attendance Percentage (%) as at (DD/MM/YYYY)	
Course Completion Percentage (%) as at (DD/MM/YYYY)	
Current Intervention Strategies (Detail)	
Date of Current Intervention	
Past Intervention Strategies (Detail)	
Date of Past Intervention	
Individualised Support Plan Details (if applicable)	
Compliance Correspondence with Student (Detail)	
Date of Correspondence	
Current State of Student Progress	
Current Risk of Non-Compliance with Visa Conditions	
CoE Details	
Action Items	
Student Counselling Session Details	
Student Counsellor Name	

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### Steps for the Intervention & Assistance processes

The following Table 1 provides detailed information to Signature Training College students about the intervention steps.

STEP NO.	TABLE 1: STEPS OF IMPLEMENTING INTERVENTION POLICY	
1.	Student has responded to the Intervention letter within time frame specified on the letter	Student is expected to have a chat with the Staff members identified on the notice of Intervention.
2.	Student Services Officer will Diagnose or identify the issues the student is facing. Documentary evidence is examined in order to prepare an individualised Support Plan for the student. The Student Services Officer will gain evidence from the student and anecdotal and attendance evidence from their trainers and assessors.	The student will provide Student Services Officer with detailed reasons and documentary evidence in support of the reasons. Documentary evidence include medical certificate, other evidence of hardships, evidence of personal or family issues that are beyond the student's scope of control. Student Services Officer will sensitively listen to the student's problems.
3.	Student Services Officer will ask the student as to how Signature Training College can bring the student back on track with course attendance.	This is the student's opportunity to tell the staff about how he / she can be helped. We believe that the student is the best judge of how they can be helped.
4.	Once, the student provides their expectations as to how Signature Training College can help them, Student Services Officer will align the available support with the support the student expects	This is the student's time to collaborate with Student Services Officer to agree on an Individualised Support Plan.
5.	Student Services Officer and the identified student make an Individualised Support Plan while collaborating with each other. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.	A copy of the Individualised Support Plan is provided to the student. For example, Individualised Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided. Individualised Support Plan will also include short-term and long-term goals for the student and Student Services Officer In short, the Individualised Support Plan will have

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		Timetable and goals of the plan
6.	The Individualised Support Plan is executed and implemented.	Weekly goals and attendance percentiles are assessed by the Assessor and the student.
7.	If the Individualised Support Plan works, no amendment is made till the student is on track.	Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course attendance.
8.	The student and Student Services Officer make modifications to the Individualised Support Plan if the goals of the plan are not met for some reasons.	The student provides feedback and reasons for not meeting the goals of the Individualised Support Plan. The reasons are evaluated, and some modifications are made to the Individualised Support Plan.
9.	Once, the student has reached all milestones of the Individualised Support Plan, the student is re-assessed in course attendance.	Upon achieving satisfactory attendance, student Intervention including the Individualised Support Plan will be concluded.
10.	Student Services Officer will alert its trainers and assessors to make some adjustments to the training and assessment strategy for the student while adopting helpful strategies from the Individualised Support Plan.	The student starts satisfactory attendance as per the eCoE.
11.	The CEO records all notes and re-assessment of attendance percentiles on the Student file and PRISMS (if and when applicable).	Signature Training College Trainers and Assessors and other support staff consistently monitor the identified student for class attendance.

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## Roles and responsibilities for implementation of Attendance Monitoring Policy & Procedure

1. Chief Executive Officer is responsible for the approval of the document.
2. RTO Manager and Academic and Compliance Manager is responsible for the implementation of the Signature Training College prevention, counselling, intervention and education strategies,
3. Trainers and Assessor always demonstrate best practice with respect to subject content and assessment delivery, educate students in appropriate referencing techniques and clearly explain what constitutes plagiarism, collusion and other forms of cheating, and
4. Student Services Officers identify initially instances of Unsatisfactory Attendance breaches and must refer these to the relevant staff for review as per the Unsatisfactory Attendance Policy and Procedure.
5. Admissions Officer to update PRISMS regarding the cancelation of CoE due to and Unsatisfactory Attendance Policy and Procedure.

### Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Student Services Officers
Implementation Officer	RTO Manager Academic and Compliance Manager Trainer(s) and Assessor(s) Admissions Officer
Last Approval	24 March 2022
Review Date	24 March 2023
Approved by	Chief Executive Officer
<b>Associated Documents</b>	
Complaints and Appeals Policy and Procedure Student Intervention Strategy Study Plan Individualised Support Plan Individualised Support Log Reminder and Warning Letters	
<b>Version Control</b>	
Version 1.0	

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