

VET Attendance Policy & Procedure

1. Purpose

This policy establishes a structured framework to ensure National Training College of Australia (NTCA) systematically monitors student attendance in accordance with the Outcome Standards for NVR Registered Training Organisations 2025 and, where applicable, the Education Services for Overseas Students Act 2000 (ESOS Act) 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 students enrolled in vocational education and training (VET) courses at NTCA. Provisions relating to reporting via PRISMS apply to students enrolled in a CRICOS-registered course under a Confirmation of Enrolment (CoE) issued by NTCA (referred to in this policy as "CoE students").

3. Policy Statement

NTCA expects students to attend all scheduled classes to maximise their learning and achieve the best possible outcomes. Attendance requirements are determined by the course's Training and Assessment Strategy and apply equally to all students enrolled in the course. 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 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 any formal action is taken.
- Attendance decisions are aligned with fairness, transparency, and student wellbeing.

4. Procedure

4.1 Attendance Records

- Attendance is recorded by trainers and assessors in an attendance record sheet for each scheduled session.
- Attendance record sheets are submitted weekly to the admin team.
- The Admin Officer enters attendance data into the **Attendance Monitoring Register**.

4.2 Attendance Monitoring

- The Admin Coordinator reviews the attendance to identify students at risk.
- Student attendance is monitored fortnightly.

Stage 1 – Students who miss **more than five consecutive classes** receive a **Wellbeing Check** call/email from the Student Support Officer.

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

- The warning notifies the students of the attendance requirements and advises them of '**NO FURTHER ABSENCES FOR NEXT 5 WEEKS**' to be followed.
- The attendance is then strictly monitored for the next 5 weeks.

Stage 3 – Where attendance records indicate repeated absences after Stage 2 and/ or the 5 - week no absence notice is not adhered to and/ or the projected attendance falls **below 85%**, a **2nd Insufficient Attendance Warning** 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 NTCA cancelling their enrolment and, for CoE students, reporting them via PRISMS for non-compliance with attendance requirements.
- Where the students do not respond to the attendance warnings, NTCA Student Support team may attempt to contact their 'emergency/ next of kin' contacts and, where applicable, their 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 student disengagement:

- CoE students are issued an **Intention to Report for Non-Attendance (ITR)** notice, informing them of NTCA's intention to cancel their enrolment and report them via PRISMS for non-compliance with the attendance requirements.

- All other students are issued an ***Intention to Cancel Enrolment for Non-Attendance*** notice, informing them of NTCA's intention to cancel their enrolment for non-compliance with the attendance requirements.
- Both notices inform students of their right 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 Admin/Training Coordinator.

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%, NTCA will cancel the student's enrolment. For CoE students, NTCA will also report the student via PRISMS.
- NTCA **may** exercise discretion not to cancel the student's enrolment or report 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 LMS.

Standard Operating Procedure: Attendance Monitoring

Step	Procedure	Responsibility	Supporting Documents
1	Record attendance every scheduled session in the class rolls; reinforce the expectation of 100% attendance at induction and routinely in class.	Trainers & Assessors	Class Attendance Sheets, Student Handbook
2	Weekly attendance sheets submitted, and attendance recorded.	Trainers & Assessors, Admin Officer	Class Attendance Sheets, Attendance Monitoring Register
3	Monitor attendance fortnightly by calculating each student's projected attendance for the study period and flagging those at risk.	Admin Officer, Admin Coordinator	Attendance Monitoring Register
4	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
5	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 5 Weeks” plan.	Admin Coordinator	1 st Insufficient Attendance Warning template, Contact Notes in SMS
6	Monitor student compliance with the 5-week plan. Review attendance weekly and follow up if commitments are missed.	Student Support Officer, Admin Coordinator	Attendance Monitoring Register, Contact Notes in SMS
7	2nd Insufficient Attendance Warning: Issued if student fails to comply with the plan, continues to be absent, or projected attendance falls below 85%.	Admin Coordinator	2 nd Insufficient Attendance Warning template, Contact Notes in SMS
8	Review reasons for absence if provided, confirm compassionate/compelling evidence. If accepted, update support plan and timetable.	Admin Coordinator	Evidence records, Intervention Support Strategy Form
9	Intention to Report (ITR) / Intention to Cancel Enrolment: Issued when projected attendance falls below 80% without acceptable evidence or the student disengages. ITR is issued to CoE students; Intention to	Admin Coordinator	ITR notice, Intention to Cancel Enrolment notice, Complaints & Appeals Policy,

Standard Operating Procedure: Attendance Monitoring

Step	Procedure	Responsibility	Supporting Documents
	Cancel Enrolment is issued to all other students. Both notices include allowance of 20 working days to appeal.		Complaints and Appeals Form
10	If appeal lodged, pause cancellation and 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
11	If no appeal is lodged, or if the appeal is withdrawn/unsuccessful and attendance remains $< 80\%$, enrolment is cancelled. CoE students are also reported in PRISMS. Students are 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 Coordinator: Reviews processes for regulatory compliance and advises on policy improvements.

Trainers and Assessors: Record attendance at every scheduled class, submit attendance sheets weekly to Admin, and notify Student Support of consecutive absences.

Admin Officer: Updates the Attendance Monitoring Register, issues warning letters and maintains records in the student management system. Updates CoE variations in PRISMS where applicable and ensures all documentation is stored on the student file.

Student Support Officer: Conducts wellbeing checks, contacts students by phone/email for unexplained absences and documents all conversations.

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

Students: Attend scheduled classes, notify NTCA 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.