

Vocational Attendance Recording, Monitoring and Reporting Policy and Procedure

1 Background

Menzies Institute of Technology (hereinafter known as the ‘Institute’) acknowledge the need to ensure that domestic and international students studying at the meet the required satisfactory attendance requirements.

2 Purpose

The purpose of the policy is to ensure students studying at Menzies Institute of Technology maintain an acceptable class attendance record.

Being proactive in notifying, supporting and counselling students who are at risk of failing to meet the course progression and attendance requirements.

Describing the circumstances in which the Menzies will report international students via PRISMS if they do not meet the minimum attendance requirements.

For International Student Visa Holders, the National Code 2018 lays out the guidelines for the monitoring of student attendance of overseas students under Standard 8. The Institute will adopt a proactive approach in monitoring attendance and notifying and counselling students who are at risk of failing to meet the accepted attendance requirements. Students who persist in failing to meet attendance requirements, even after attempts by the Institute to notify and counsel them, shall be reported via PRISMS to Department of Education and Training (DET) and Department of Home Affairs (DHA) in accordance to section 19 or the ESOS Act.

For Domestic Students, we follow the same process but not updating PRISMS.

3 Audience

This policy applies to all vocational students of the Institute.

4 Definitions

For the purposes of this policy, the following terms are defined:

Domestic Student: refers to a student who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen or a student who has Permanent Resident Status (holders of all categories of permanent resident visas, including Humanitarian Visas).

International Student: refers to a student, required to hold a student visa for study in Australia.

Study period: Institute has rolling intake, so study period is for six months from the start date of the course.

PRISMS: refers to the Provider Registration and International Students Management System

DET: refers to the Commonwealth's Department of Education and Training

DHA: Refers to the Department of Home Affairs.

5 Policy

- 5.1. The Institute systematically monitors its vocational students' compliance with student visa conditions relating to attendance requirements.
- 5.2. The Institute will be proactive in notifying and counselling vocational students who are at risk of failing to meet attendance requirements.
- 5.3. The Institute will report vocational students, under the relevant legislation, who have breached the attendance requirements.
- 5.4. International students must meet requirements for achieving satisfactory attendance, which at a minimum, requires international students to attend at least 80% percent of the scheduled course contact hours.
- 5.5. Domestic students must also meet requirements for achieving satisfactory attendance of at least 80% percent of scheduled course contact hours.

6 Procedures

6.1 Recording Attendance

Procedure	Responsibility
Trainers/Assessors to print the attendance roll sent by Admin/IT	Trainers/Assessors and Admin/IT
<p>Students are required to sign in when they attend class at the start of the day and sign out when leaving class at the end of the day with a correct time stamp.</p> <p>Trainers/Assessors to oversee that this has been done. If a student has left the class without signing out, a note is to be written by the Trainer/Assessor on the sign in and out sheet and the student's attendance is recorded as 0 hours for the day.</p>	Trainers/Assessors

6.2 Monitoring Attendance

Procedure	Responsibility
By the end of each week, trainer/assessor is to date and sign the completed Class Attendance Roll. Submit to the Student Admin/IT	Trainers/Assessors Admin/IT
<p>Admin/IT enter attendance information on Wisenet.</p> <p>Scan the attendance roll and attached relevant course offer on Wisenet.</p>	Admin/IT
Students who were absent to classes due to medical or health reasons must submit a valid medical certificate along with the <i>MFS13 Submission of Documentation Form</i> . Medical certificates must be submitted within 2 weeks of the absent days. The duration of a medical certificate cannot be longer than 2 weeks and medical certificates cannot be submitted for more than 2 consecutive weeks.	Student
Review medical certificates and if deemed to be fraudulent, report the matter to Compliance Manager.	Student support Officer / Admin/IT
Review fraudulent document and follow disciplinary action in accordance to <i>MITP04 Student Code of Conduct</i> .	Compliance Manager

6.3 Reporting Unsatisfactory Attendance - International Student Visa Holders

Procedure	Responsibility
Email students who are at risk of falling below 80% attendance rate based on Wisenet report by the end of each month.	Student support officer/ IT
<p>Counsel and intervene students as required for improvements to attendance</p> <p>In the meeting with student, Compliance Manager will discuss student attendance and course progress including how many units completed.</p> <p>Based on the progress of the student, Compliance Manager may propose the following options:</p> <ul style="list-style-type: none"> • Ask to attain catchup classes • Submit all the remaining assessment by deadline • Provide additional trainer/assessor support • Refer other counselling support as required <p>Compliance Manager will complete the Intervention Strategy Form and collect the student signature.</p>	Compliance Manager
Prepare a list of students from all classes who have a current attendance rate of below 80% or have missed 5 consecutive days of classes and report to the Compliance Manager by the end of each month.	Student support officer Compliance Manager
<p>Review the student list and generate the First Warning Letter on Unsatisfactory Attendance. Update the information on Wisenet.</p> <p>Arrange a meeting with student and discuss the intervention options and complete the Intervention Strategy Form.</p>	IT Compliance Manager
If the student does not respond to the first warning and will not be able to achieve 80% attendance by the end of the study period, then inform all the student information to Compliance Manager.	Student support officer
Review the student list and send notice of intention to report to the relevant students including the expiry date for appeal process.	IT/Compliance Manager
If student wishes appeal and completed the relevant documents by the expiry date then Compliance Manager will Follow the <i>MITP07 Complaints and Appeals Policy and Procedure</i> for outcome.	Compliance Manager

Procedure	Responsibility
If student has not appealed by the expiry date or chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying Menzies in writing, begin process for reporting and cancellation of student's enrolment as per MITP08 Deferral, Suspension and Cancellation Policy and Procedure.	Student Services Manager/Administration
Reporting of student's breach of visa conditions via PRISMS – after 20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted	Student Support Officer

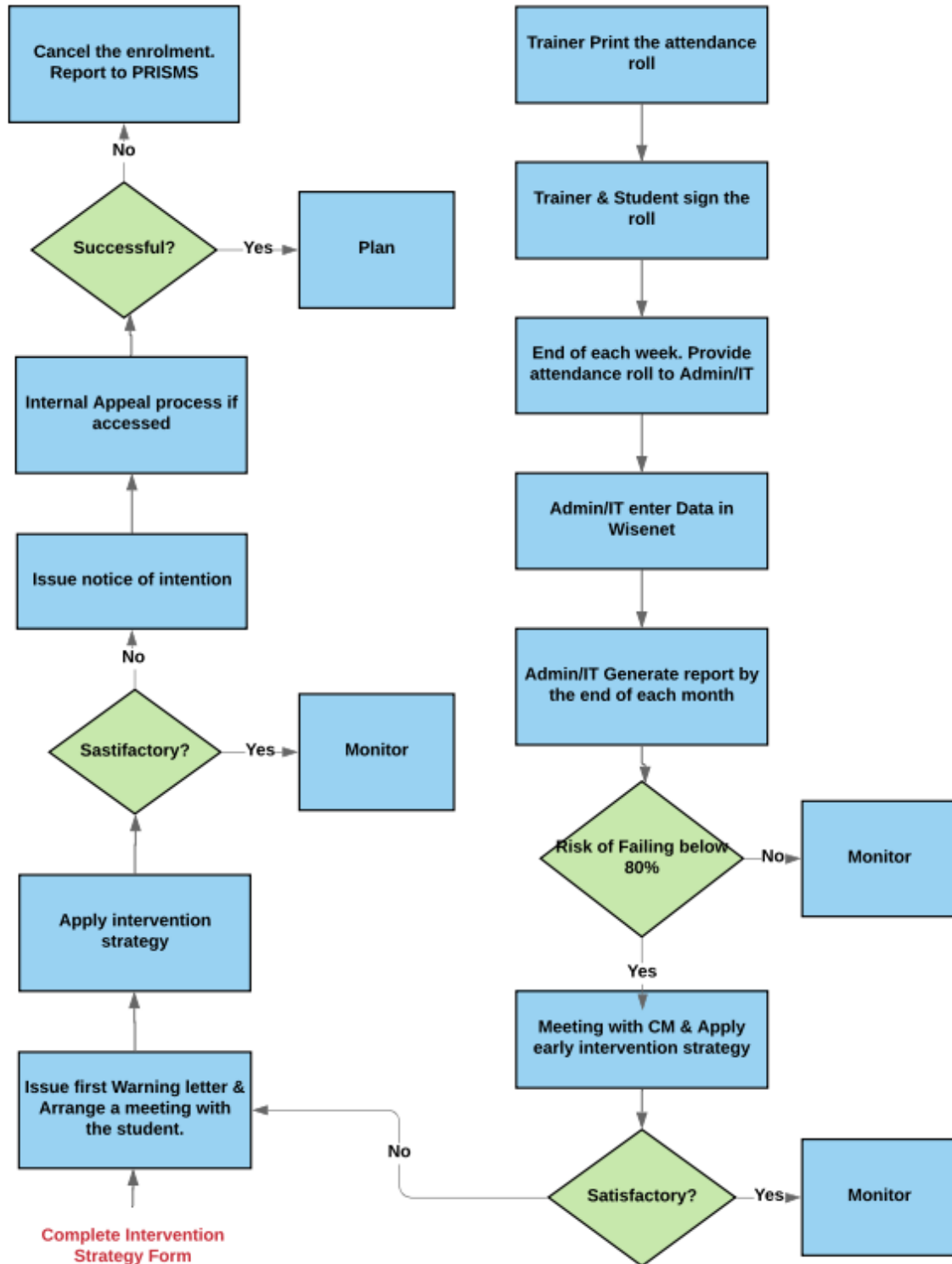
6.4 Reporting Unsatisfactory Attendance - Domestic Students

Procedure	Responsibility
Email students who are at risk of falling below 80% attendance rate based on Wisenet report by the end of each month.	Student support officer/ IT
<p>Counsel and intervene students as required for improvements to attendance</p> <p>In the meeting with student, Compliance Manager will discuss student attendance and course progress including how many units completed.</p> <p>Based on the progress of the student, Compliance Manager may propose the following options:</p> <ul style="list-style-type: none"> • Ask to attain catchup classes • Submit all the remaining assessment by deadline • Provide additional trainer/assessor support • Refer other counselling support as required <p>Compliance Manager will complete the Intervention Strategy Form and collect the student signature.</p>	Compliance Manager
Prepare a list of students from all classes who have a current attendance rate of below 80% or have missed 5 consecutive days of classes and report to the Compliance Manager by the end of each month.	Student support officer Compliance Manager
<p>Review the student list and generate the First Warning Letter on Unsatisfactory Attendance. Update the information on Wisenet.</p> <p>Arrange a meeting with student and discuss the intervention options and complete the Intervention Strategy Form.</p>	IT Compliance Manager

Procedure	Responsibility
If the student does not respond to the first warning and will not be able to achieve 80% attendance by the end of the study period, then inform all the student information to Compliance Manager.	Student support officer
Review the student list and send notice of intention to report to the relevant students including the expiry date for appeal process.	IT/Compliance Manager
If student wishes appeal and completed the relevant documents by the expiry date then Compliance Manager will Follow the <i>MITP07 Complaints and Appeals Policy and Procedure</i> for outcome.	Compliance Manager
If student has not appealed by the expiry date or chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying Menzies in writing, begin process for reporting and cancellation of student's enrolment as per MITP08 Deferral, Suspension and Cancellation Policy and Procedure.	Student Services Manager/Administration
Cancel the student enrolment according to MITP08 Deferral, Suspension and Cancellation Policy and Procedure.	Student Support Officer

Process flow chart

Attendance Monitoring Procedure



7 Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

RTO Code:	21834	
CRICOS Code:	02815M	
Document Title:	Vocational Attendance Recording, Monitoring and Reporting Policy & Procedure	
Document Number:	MITP01	
Version:	Version 20	
Relevant Standards:	National Code 2018: Standards 8.1, 8.4, 8.10, 8.11,8.12 and 8.13	
Related Policies/Documents:	MITP02 Vocational Course Progress Recording, Monitoring and Reporting Policy and Procedure MITP04 Student Code of Conduct MITP07 Complaints and Appeals Policy and Procedure MITP08 Deferral, Suspension and Cancellation Policy and Procedure Class Attendance Roll MFS13 Submission of Documentation Form First Warning on Attendance Record (Poor Attendance Record) First Warning on Attendance Record (5 consecutive absent days) Intention to Report for Unsatisfactory Attendance	
Responsibility:	Student Data Administration Officer, Student Services Manager, Trainers and Assessors	
Approved By:	PEO	
Date Approved:	November 2019	
Next Review Date:	April 2021	
Version Control and Change History:		
Version Number	Approval Date	Amendment
1	03/07/2007	Creation of policy
2	08/05/2008	Updated clause 1.2
3	14/01/2009	Updated clause 3.3
4	22/04/2010	Add in clause 4.5
5	13/05/2010	Review clause and amend 4.4
6	15/06/2010	Reviewed and updated next review date
7	27/09/2010	Reviewed and updated and format change
8	02/04/2011	New format applied for policy
9	02/04/2012	Update clause 3.3
10	01/06/2012	Reviewed and updated the next review date
11	09/07/2012	Added clause 3.3 for amendments regarding domestic students
12	09/09/2012	Reviewed and specified semester durations
13	02/06/2014	Reviewed and updated next review date
14	01/09/2016	Reviewed and updated next review date

15	01/09/2017	Reviewed, amended the term 'VET FEE HELP' to 'VET Student Loans' and updated next review date
16	01/02/2018	Reviewed, amended Clause 1.0, Clause 2.0, updated the term 'National Code 2018' and the next review date
17	18/04/2018	Updated policy and procedure sections
18	15/06/2018	Review of procedures in clause 6 and updated responsibilities
19	23/04/2019	Included appendices for warning letter templates, included process 6.4 for domestic
20	21/05/2019	Updated clauses 6.3 and 6.4 for the triggers of final warning letter.
21	19/06/2019	Updated procedure and fix grammar issues
22	July 2019	Update the process
23	Nov 2019	Update the process and flow chart added
24	July 2020	Updated the warning letters wording

Appendix 1 – Student at risk of not achieving 80% attendance

Dear #Client.FirstName# #Client.LastName#

It has come to our attention that your attendance percentage is lower than expected. This may jeopardise your studies with us as we do have a minimum attendance for your #Course.Description# course of study. Please contact us as soon as you can so we can discuss this with you further.

You are now required to attend a meeting with Ben Thakkar - Compliance Manager to discuss the support that can be offered to you to help you achieve requirements. Please contact the Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Yours sincerely

Menzies Administration

Appendix 2 - First Warning on Attendance Record (five consecutive absent days) – International Student

MFLxx - First Warning on Attendance Record (five consecutive absent days)_INT [Ver 1]

<FirstName LastName>
<Address>
<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: FIRST WARNING LETTER FOR ATTENDANCE RECORD (FIVE CONSECUTIVE ABSENT DAYS)

Your visa requires that you achieve satisfactory attendance in the course in which you are enrolled.

Your course attendance has been deemed as unsatisfactory for the following reason/s:

<Select relevant reasons only>

- You have been absent for 5 consecutive days.
- You have not participated as per the course timetable

You are now required to attend a meeting with <Insert the relevant staff member name and position> to discuss the support that can be offered to you to help you achieve requirements. Please contact the Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Please be aware that if you do not arrange the Meeting with the above mentioned person within 2 weeks of receiving this email, then a final warning letter will be issued which will outline the Institute's decision to cancel your enrolment. This may result in your student visa being cancelled.

Yours sincerely

Compliance Manager

Appendix 3 - First Warning on Attendance Record (Poor Attendance Record) – International Student

MFLxx First Warning on Attendance Record (Poor Attendance Record)_INT [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: FIRST WARNING LETTER FOR ATTENDANCE RECORD (POOR ATTENDANCE RECORD)

Your visa requires that you achieve satisfactory attendance in the course in which you are enrolled

Your course attendance has been deemed as unsatisfactory for the following reason/s:

<Select relevant reasons only>

- Your attendance is considered to place you at risk of not achieving satisfactory course progress.
- You have not participated as per the course timetable

You are now required to attend a meeting with <Insert the relevant staff member name and position> to discuss the support that can be offered to you to help you achieve requirements. Please contact the Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Please be aware that if you do not arrange the Meeting with the above mentioned person within 2 weeks of receiving this email, then a final warning letter will be issued which will outline the Institute's decision to cancel your enrolment. This may result in your student visa being cancelled.

Yours sincerely

Compliance Manager

Appendix 4 - First Warning on Attendance Record (Poor Attendance Record) – Domestic Student

MFLxx First Warning on Attendance Record (Poor Attendance Record)_DOM [Ver 1]

<FirstName LastName>
<Address>
<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: FIRST WARNING LETTER FOR ATTENDANCE RECORD (POOR ATTENDANCE RECORD)

It has come to our attention that your course attendance has been deemed as unsatisfactory for the following reason/s:

<Select relevant reasons only>

- Your attendance is considered to place you at risk of not achieving satisfactory course progress.
- You have not participated as per the course timetable

You are now required to attend a meeting with <Insert the relevant staff member name and position> to discuss the support that can be offered to you to help you achieve requirements. Please contact the Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Please be aware that if you do not arrange the Meeting with the above mentioned person within 2 weeks of receiving this email, then a final warning letter will be issued which will outline the Institute's decision to cancel your enrolment.

Yours sincerely

Compliance Manager

Appendix 5 - Notice of Intention to Report for Unsatisfactory Attendance – International Student

MFLxx Notice of Intention to Report for Unsatisfactory Attendance_INT [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: WARNING OF MENZIES INSTITUTE OF TECHNOLOGY'S INTENTION TO REPORT FOR UNSATISFACTORY ATTENDANCE

Your enrolment in <Course> at Menzies Institute of Technology began on <course commencement date>. Prior to enrolment and during the orientation program, you were informed of the requirement to maintain satisfactory attendance as one of your student visa conditions.

You were first identified as <not achieving attendance requirements> on <date of first warning letter>. We sent you a first warning letter in which you were invited to attend a meeting to discuss an appropriate strategy to meet attendance requirements.

Despite these letters and meetings, you have failed to achieve satisfactory attendance or Despite the warning letters sent to you, you have failed to attend meetings with us and achieve satisfactory attendance, therefore we intend to report you to the Department of Education and Training via PRISMS for unsatisfactory progress. This action automatically alerts the Department of Home Affairs and may lead to your visa being cancelled.

If you believe there are reasons why you should not be reported, you may appeal against this decision as per MITP07 Complaints and Appeals Policy and Procedure. The policy can be found on our website or ask the student support officer.

If you need any assistance in this matter, please make an appointment with **Student Support Officer (Name and Contact Details)**. You can bring a family member or friend with you if you wish.

If you wish to appeal this decision you have **20** working days (until xx/xx/xx) in which to do so as MITP07 Complaints and Appeals Policy and Procedure. If you appeal this decision, your enrolment will be maintained during the period of the appeals process and you will not be reported to the Department of Education and Training until the appeal process is at an end.

Yours sincerely

Compliance Manager

Appendix 6 - Notice of Intention to Report for Unsatisfactory Attendance – Domestic Student

MFLxx Notice of Intention to Report for Unsatisfactory Attendance_DOM [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: WARNING OF MENZIES INSTITUTE OF TECHNOLOGY'S INTENTION TO REPORT FOR UNSATISFACTORY ATTENDANCE

Your enrolment in <Course> at Menzies Institute of Technology began on <course commencement date>. Prior to enrolment and during the orientation program, you were informed of the requirement to maintain satisfactory attendance as one of your course enrolment requirements.

You were first identified as <not achieving attendance requirements> on <date of first warning letter>. We sent you a first warning letter in which you were invited to attend a meeting to discuss an appropriate strategy to meet attendance requirements.

Despite these letters and meetings, you have failed to achieve satisfactory attendance or Despite the warning letters sent to you, you have failed to attend meetings with us and achieve satisfactory attendance, therefore we intend to cancel your enrolment for unsatisfactory progress.

If you believe there are reasons why your enrolment should not be cancelled, you may appeal against this decision as per MITP07 Complaints and Appeals Policy and Procedure. The policy can be found on our website or ask the student support officer.

If you wish to discuss this matter further, please make an appointment with Student Support Officer (Name and **Contact Details**). You can bring a family member or friend with you if you wish.

If you wish to appeal this decision you have **20** working days (until xx/xx/xx) in which to do so as MITP07 Complaints and Appeals Policy and Procedure. If you appeal this decision, your enrolment will be maintained during the period of the appeals process and your enrolment will not be cancelled until the appeal process is at an end.

Yours sincerely

Compliance Manager