Mid City College
The Evolution of Training
Canberra

**MID CITY EDUCATION PTY LTD**
**RTO Code: 45100 CRICOS Code: 03627G**
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# Attendance Policy & Procedure

(Aligned with RTO Standards 2025)

## 1. Purpose of the policy:

The purpose of this policy is to ensure the RTO's understanding and adherence to the relevant legislation directly and indirectly to ESOS Act (2000), Standards for Registered Training Organizations (RTOs) 2025 -Standard 1 – 1.3, 1.5, Standard 2 – 2.2, 2.3 and Standard 3 – 3.1, 3.2 and Standard 4 – 4.3; and for international students, **ESOS Act 2000 / National Code 2018** obligations.

## 2. Scope

This policy applies to:

- Mid City College Campuses
- Student
- Student Support Staff
- Management Staff

## 3. Definitions

**DIBP**: Department of Immigration and Border Protection

**At risk:** an 'at risk' student is one who is deemed to be in danger of unsatisfactory progress. A student is deemed as "at risk" if they satisfy any of the following conditions:

- Fail the formative assessment in a unit.
- Fail any assessment in a unit
- Fail two or more assessments in a unit.
- Attendance falls below 80% in a unit.

Event Date: **the actual calendar date when the student first failed to attend a scheduled class**

## 4. Unsatisfactory progress

A student is deemed to have made unsatisfactory progress if they satisfy any of the following conditions:

- Failing sixty percent or more of their enrolled subjects in any term; and/or
- Failing the same subject more than once
- Failing to make sufficient academic progress to complete the course within the maximum candidature.

## 5. Responsibilities

- Student Support officer
- CEO

## 6. Policy Statement:

The purpose of this policy is to establish the bases of Mid City College attendance requirements and its implementation. This policy applies to all international students enrolled in Mid City College.

Students will be made aware of our policy and procedures for recording and monitoring their attendance then proactively notifying and counselling students who are at risk of failing to meet the attendance requirements Mid City College has set an internal policy that 80 % minimum attendance is necessary for a student to meet the course progress requirements.

All international students will be advised in the International Student Handbook and on the website of the attendance expectations. Complete details of Mid City College course progress requirements and implementation are outlined in the Course Progress Policy.

## 7. Related Procedure

**Study Period**

**7.1.** The study period is 1 term.

**7.2.** Where the course is a shorter course (less than 6 months), then the study period is the length of the course.

**Attendance Requirements**

**7.3.** Students are not allowed to be absent for more than 2 consecutive days without approval. A **welfare check** will be conducted between **Day 1 and Day 2, with** the student's absence to identify any support needs or well-being concerns. This includes phone calls and emails attempts to contact the student and his agent if applicable.

**7.4.** Absences can be approved by the Student Support in the following instances:

7.4.1. Being sick or having an infectious/contagious illness.
7.4.2. Having scheduled an emergency medical appointment.
7.4.3. Being required to attend a recognized religious holiday.
7.4.4. Exceptional or urgent family circumstances, e.g. attending a funeral.
7.4.5. Other reasons may be approved by the CEO.

**7.5.** Student attendance must not drop below 80%: Attendance is calculated as an average across the study period. So, a student must attend the timetable 20 hours per week (180 hours per term)

**7.6.** Students seeking approval must provide supporting evidence.

## 8. At-risk Student

Students who are at risk of not meeting the attendance requirements:

1. Students who do not have attendance below 100% of classes plus those Students who incur their second consecutive day of absence without approval.
2. A student is at risk if he is short of the following description of hours:

*80% of scheduled contact hours for the study period* = *Cumulative student attendance in hours* + *remaining contact hours for the study period*

## 9. COE Cancellation Notification to PRISMS

Scheduled Contact Hours: The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, and examinations.

## 10. Intervention

Intervention is required for the following students:

1. Students who incur two consecutive days of absence without approval.
2. Students who are at risk of not meeting attendance requirements before student's attendance drops below 80 per cent.

## 11. Warnings by Email and Letter

1. Students whose attendance is identified at 80% with satisfactory course progress will be accepted as meeting the College standard for course progress.
2. There will be records of all messaging, email, phone and letter contact and counselling. This can be sighted and monitored by management in the Mid City College ADMISSION TRACKING SHEET.

3. The student services officer will send a warning email to students who are at risk (See definition for *at-risk students*) of not meeting the attendance requirements. A warning email will be sent for each reporting period where a student fails to meet the attendance requirement. Mid City College will contact the students' emergency contact and/or their agent .Event date will be (first class missed). On Day 2 of event date the first warning letter will be issued; a second warning letter will be sent out followed by the intention to report (ITR). within 2 working days from the date of the first warning letter if there is no improvement.
4. In addition to the warning email, the student services officer will investigate to see what support the staff may be able to offer the student. For example, the student's absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through the provider's student support services.
5. When counselling the student about the absence, the staff will remind the students at Mid City College attendance policies.
6. Where the remaining scheduled contact hours will not be enough to meet the 80% attendance requirement, the Student Services Officer will send the student an ITR (Intention to Report) email. The ITR email is sent to students where student attendance is less than 80% of attendance requirement.
7. The ITR (Intention to Report) Email:
   i. notifying the student within 2 days of second warning letter that the college intends to report him/her for unsatisfactory course attendance
   ii. informs the student of the reasons for the intention to report, and
   iii. advises the student of their right to access Mid City College complaints and appeals process, in accordance with Complaints and appeals policy, within 20 working days.

## 12. Reporting

1. The Student Support Officer will report on the students' unsatisfactory course attendance in PRISMS within 31 days of the event date if:
   i. the internal and external complaints processes have been completed, and the decision or recommendation supports the registered provider, or
   ii. the student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
   iii. the student has chosen not to access the external complaints and appeals process, or
   iv. the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
2. Where the students' unsatisfactory course attendance is reported in PRISMS, the Student Services Officer will send the student a final notice to inform the student:
   i. that his/her unsatisfactory course attendance has been reported to DIBP (Department of Immigration and Border Protection), and
   ii. provide the student with information on its implications:
      a. cancellation of enrolment
      b. collection of any fees owed
      c. available options.

## 13. Approvals

1. Holidays: Mid City College will not grant any holiday leave and will not issue any holiday approval letters during the terms. There are 10/11 -week terms with 2 or 3 weeks' breaks and longer breaks at the end of year. These provide opportunities for holidays to be arranged.
2. Special Leave: The CEO may consider only special leave on compassionate reasons for approval.
3. Illness:

i. In cases of illness, students must provide certified documents (ie Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details.
ii. Students must make a copy of these documents and write their student number on the copy before submitting it to their teacher for filing. The original documentation must be kept by the students for the information of DIBP in the event of an audit or appeal.

4. Compassionate or Compelling circumstances: Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These may include, but are not limited to:

i. serious illness or injury, where a medical certificate states that the student was unable to attend classes.
ii. bereavement of close family members such as parents or grandparents. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the students' studies; or
iii. a traumatic experience which could include:
iv. involvement in, or witnessing of a serious accident; and
v. witnessing or being the victim of a serious crime.
vi. and this has impacted on the student (these cases should be supported by police or psychologists' reports) or
vii. where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the CEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Mid City College will request documentary evidence to support the claim where available and will keep copies of these documents in the students' file. We will make notes of the decision in the student file

## 14. Counselling and Extra Support

The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to their studies.

**Compliance, monitoring and review**

1. The CEO is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

2. The CEO is responsible for staff training, the system and implementation of the attendance policy and administration of the attendance records.

3. The Student Support officer is responsible for day-to-day administration of the database and records including attendance.

**what does Mid City College follow process when a student doesn't turn up for class or a scheduled work- placement activity that constitutes part of their mandated 20hrs per/wk**

- Identify students at risk for unsatisfactory attendance –
- Stage 1 Where a student's attendance drops below 100% but is above 80% or who has been absent for more than two consecutive days without approval, Mid City College will contact student by phone to discuss their absence.
- A **welfare check** will be conducted between **Day 1 and Day 2, with** the student's absence to identify any support needs or wellbeing concerns and student agent if applicable. This includes phone calls and emails attempts to contact the student. On Day 2 First Warning Letter of Risk of Attendance after

will be issued and we invite the student to meet with Admission officer to discuss any issues or problems that a student might be facing so that support can be provided if required.

- During this meeting. Mid City College will discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.
- Offer student support services to students which include but are not limited to academic and future progress advice and welfare matters to meet the overseas students' visa requirements.
- Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the Intervention Strategy form (if required).
- The student will be reminded that if they continue not to meet attendance requirements and course progress requirements, they will be reported to DHA via PRISMS and that may affect their visa status. Mid City College will keep a summary of this discussion, as well as a copy of this letter.
- Continue to monitor the students' attendance. Risk of Unsatisfactory attendance –
- Stage 2 Where a student's attendance drops below 80% or who have been absent for more than three further consecutive days without approval, send a Second Warning Letter and Notice of intention to cancel (NOIC) for low attendance within 2 days from 1st warning letter date inviting the student to attend a meeting to develop an intervention strategy.
- At the meeting, we will discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention strategy form as required. Contact as required.
- Mid City College will report students on course progress basis however, institute will actively monitor and record student's attendance.

Note: Mid City College will not report students based on attendance, however, low attendance can lead to unsatisfactory course progress, which will result in students being reported to Department of Home Affairs (DHA) via PRISMS. Reporting unsatisfactory course progress Mid City College will report international students who do not meet course progress requirements. The College will ensure an international student is notified of the impending report and their right of appeal. However, Mid City College may decide to report to a VET student for breaching the satisfactory course progress in following circumstances:

- If the internal and external complaints processes have been completed and the breach has been upheld; or
- The international student has chosen not to access the internal complaint and appeals process within a 20 working day period: or

The international student has chosen not to access the external complaints and appeals process within 5 working days after the internal complaint and appeal is upheld • the overseas student withdraws from the internal or external appeals processes by notifying Mid City College in writing. Letter of Cancellation sent along with Cancelled COE within 31 days of event date.

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## Development & Approval Information

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|---|---|
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| **Policy Owner:** | CEO |
| **Approval Body:** | Director |
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