



**Student Attendance, Engagement &  
Monitoring Policy**

## Student Attendance, Engagement & Monitoring Policy

### Policy Content

Aspect	Details
<b>Regulator</b>	<b>Australian Skills Quality Authority (ASQA)</b>
<b>Standards Referenced</b>	
<b>Legislation / Requirements</b>	

### 1. Purpose

The purpose of this policy is to establish clear guidelines for monitoring and managing the attendance, academic engagement, and overall progression of international students enrolled in CRICOS-registered courses. It ensures compliance with the ESOS 2025 amendments, safeguarding the integrity of course delivery and student welfare, while providing early intervention to support students facing challenges that may affect their academic progress or attendance.

### 2. Policy Statement

The organisation is committed to ensuring that all international students meet the required attendance and academic progress standards as set out in the ESOS 2025 amendments and the National Code 2018. This policy aims to promote student success through timely monitoring, transparent reporting, and support services for students who are at risk of non-compliance. The organisation is dedicated to upholding the integrity of its educational offerings and ensuring that students are provided with all necessary resources to succeed.

### 3. Objectives

1. **Ensure Compliance:** Monitor and ensure that international students meet the minimum attendance and academic progress requirements as mandated by the ESOS 2025 amendments.
2. **Promote Student Engagement:** Encourage active student participation in academic and non-academic activities to enhance the learning experience.
3. **Provide Early Intervention:** Identify and intervene early with students who are at risk of not meeting the required attendance or academic progress standards.

4. **Support Student Success:** Provide comprehensive support services to assist students in overcoming barriers to attendance, engagement, and academic performance.
5. **Meet Regulatory Reporting Requirements:** Ensure that attendance and engagement records are compliant with ESOS 2025 amendments and that required information is reported to relevant authorities when necessary.

#### 4. Scope

This policy applies to all international students enrolled in CRICOS-registered courses, as well as staff members involved in monitoring, supporting, and reporting on student progress. It covers:

- The monitoring of student attendance and engagement.
- The development and implementation of intervention strategies.
- The process of reporting non-compliance with attendance or academic progress requirements.
- The support services available to students who need assistance in maintaining their enrolment and meeting visa requirements.

#### 5. Procedure

##### 5.1. Monitoring Student Attendance

###### Attendance Records

The organisation will ensure accurate and up-to-date records of student attendance for all study sessions, including in-class sessions, practical workshops, seminars, and other scheduled academic activities. This is essential to ensure that international students are meeting the minimum attendance requirements stipulated by the visa conditions, which must be tracked consistently to maintain legal compliance.

- **Record Keeping:** All attendance records will be stored digitally using the organisation’s Learning Management System (LMS) or other secure systems. In cases where digital systems are unavailable, physical registers will be used and stored securely. The attendance record will include student names, the dates of classes attended, and any absences.
- **Regulatory Compliance:** Attendance is a critical component of a student’s visa conditions. Failure to meet the 80% attendance threshold, as stipulated by the Department of Home Affairs, can lead to visa cancellations or other enforcement actions. Therefore, accurate and timely recording is essential to comply with immigration and educational standards.

### Attendance Tracking Process

- **Recording Attendance:** Staff or designated personnel will record attendance at the start of each session. Any absence must be logged with appropriate explanations. For international students, any unauthorised absences, particularly those affecting their 80% attendance rate, will be tracked immediately.
- **Review Process:** Attendance records will be reviewed monthly or at the conclusion of each study period to assess the student's overall attendance status. This proactive approach ensures that any student falling behind in attendance can be flagged for intervention before it affects their visa status.
- **Action on Low Attendance:** If a student is found to have attended less than 80% of the course, intervention will be triggered. This may include direct contact with the student to understand the reasons for the absenteeism, and to remind them of their obligations to maintain compliance with visa requirements and their studies.

### Late Arrivals or Early Departures

- **Monitoring Lateness and Early Departures:** Lateness and early departures will be recorded as part of the overall attendance. Repeated incidents may indicate disengagement or personal difficulties that could potentially affect the student's ability to meet attendance and academic requirements.
- **Impact on Visa Status:** The organisation is obligated to ensure that students are maintaining the required attendance threshold to meet visa conditions. As such, any instances of frequent lateness or early departures may also affect the student's compliance with their visa, and corrective actions will be initiated.

### Intervention Process for Non-Compliance:

If a student falls below the required attendance threshold (below 80%), the following steps will be taken:

1. **Flagging for Intervention:** The student will be flagged for academic intervention, and the situation will be reviewed by the academic advisor or compliance officer.
2. **Early Intervention:** A meeting will be arranged between the student and the relevant staff to discuss attendance concerns and any potential barriers the student is facing.
3. **Reporting to Relevant Authorities:** If the student's absence continues and is not addressed in a timely manner, the organisation will notify the appropriate regulatory bodies, including the Department of Home Affairs, to inform them of the student's non-compliance with attendance requirements.

## 5.2. Monitoring Student Engagement

### Tracking Student Engagement

The organisation will take a proactive approach to monitor and assess students' active participation in the course beyond just their attendance. Engagement involves the level of interaction students have with academic content, assignments, group discussions, and class activities, ensuring they are fully immersed in their learning.

- **Assessment Participation:** Students' engagement will be monitored through their participation in assessments, projects, and coursework. This includes the completion and submission of assignments, their participation in class activities, and their involvement in group work or discussions. All these are key indicators of a student's academic engagement.
- **Engagement with Learning Materials:** The organisation will track students' interaction with online resources, forums, and other learning materials available through the institution's Learning Management System (LMS). Low engagement with course materials can be an early warning sign of potential academic struggles, and these will be flagged for further monitoring.
- **Monitoring Tools:** The Compliance Officer will oversee the use of various academic tracking tools (e.g., LMS, gradebooks, online submission systems) to identify patterns of disengagement. These systems will help in tracking which students have failed to engage with coursework, failed assignments, or missed important deadlines.

### Identifying At-Risk Students

The organisation aims to identify any students who show signs of low engagement as early as possible to provide timely interventions. At-risk students may exhibit the following signs:

- **Failure to Participate in Assessments:** Students who fail to submit assessments, miss deadlines, or perform poorly on key academic tasks may indicate low engagement.
- **Minimal Interaction in Class:** Students who do not participate in class discussions, group work, or other interactive learning activities may be disengaged from the course content.
- **Lack of Engagement with Online Resources:** In cases of online or blended learning courses, students who do not access the LMS regularly or fail to engage with online materials, discussion boards, or peer interactions may be flagged as at risk.

### Intervention for Low Engagement

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Once a student is identified as having low engagement, a range of intervention strategies will be implemented to help them improve their participation and performance. These measures include:

**1. Personalised Support Plan:**

- The student will be contacted by an academic advisor or the Compliance Officer, and a personal support plan will be developed. This could involve tailored academic support, such as additional tutoring or mentoring, to address specific learning needs.
- If the student is facing personal or cultural barriers to engagement, the support plan will include referrals to relevant student services, such as counselling or welfare services.

**2. One-on-One Meetings:**

- Individual meetings will be scheduled with students to discuss their engagement with the course. This allows the institution to identify any underlying issues (e.g., personal, academic, or language barriers) that may be affecting their participation.

**3. Access to Support Services:**

- Students will be referred to available student support services, including academic tutoring, language support, and peer mentoring. These services aim to improve students' engagement and academic success.

**4. Early Intervention Workshops:**

- The organisation may offer study skills workshops or academic workshops focusing on time management, stress management, and study techniques to help students re-engage with their course materials.

**Ongoing Monitoring of Intervention**

The Compliance Officer will ensure that all students undergoing intervention are regularly monitored to assess whether the intervention strategies are effective in improving engagement. This monitoring will include:

- **Follow-up Assessments:** After a specified period, the student's performance, participation, and engagement levels will be re-assessed to determine whether the intervention has had the desired effect.
- **Review of Academic Progress:** If no improvement is seen following the initial intervention, additional steps may be taken, such as placing the student on an Academic Improvement Plan or reconsidering their enrolment status.

### Tracking and Reporting

The Compliance Officer will maintain records of all intervention measures taken, including:

- **Engagement Data:** Details of the student’s level of engagement with the course, including assessment submissions, participation in discussions, and use of learning resources.
- **Intervention Outcomes:** Documentation of the interventions provided to the student, including feedback from tutors, support plans, and any adjustments made to their course progression.

The data collected will be reviewed regularly to identify any trends or recurring issues, ensuring that at-risk students are provided with timely support and interventions. If necessary, the Compliance Officer will report significant non-engagement to relevant regulatory bodies, including the Department of Home Affairs, to ensure that student visa conditions are not jeopardised.

### 5.3. Intervention Strategies for Non-Compliance

#### Identifying At-Risk Students

The first step in the intervention process is identifying students who are at risk of failing to meet the required academic progress or attendance standards. At-risk students may exhibit one or more of the following signs:

- **Failure to meet minimum attendance requirements:** International students are required to maintain at least 80% attendance as part of their student visa conditions. If a student falls below this threshold, they will be flagged for intervention.
- **Academic underperformance:** Students who fail to meet the minimum grade requirements for assessments, assignments, or exams will be considered at risk. These students may not be meeting the required learning outcomes, and intervention is necessary to support their progression.
- **Lack of engagement:** As discussed in the previous section, students who show little to no participation in class, fail to complete assignments, or do not engage with course materials will be flagged for intervention.

Once these at-risk students have been identified, the Compliance Officer will initiate a process to address their academic and attendance issues. The goal is to provide the necessary support to help students meet their progression requirements and remain compliant with their student visa conditions.

#### Intervention Measures

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Once an at-risk student has been identified, a set of intervention strategies will be implemented to help them improve. These may include:

**1. Personalised Support Plan:**

- The Compliance Officer or academic advisor will develop a support plan tailored to the student's specific needs. This plan will outline the required actions and provide a roadmap for the student to get back on track.
- The plan may include strategies such as additional tutoring, peer mentoring, or study skills workshops to address gaps in learning and improve academic performance.

**2. Attendance Improvement Strategies:**

- For students struggling to meet the attendance requirements, the organisation will provide a variety of support options, including:
  - **Counselling:** Offering personal support for issues affecting the student's attendance, such as health or personal challenges.
  - **Academic and Social Integration:** Encouraging participation in class activities or peer-group work to boost engagement and make the student feel more integrated into the learning environment.
  - **Regular Attendance Reminders:** Setting up reminders for students to attend classes and communicate their issues in advance if they foresee challenges attending.

**3. Additional Academic Support:**

- Students struggling academically will be offered additional learning support, such as:
  - **Tutoring:** Providing one-on-one or small-group tutoring sessions to improve subject understanding.
  - **Study Groups:** Encouraging students to participate in study groups for peer-to-peer learning.
  - **Language Support:** Offering additional language support if language barriers are impacting academic performance.

**4. Referral to Counselling or Wellbeing Services:**

- Students experiencing personal difficulties (e.g., health issues, emotional distress) that affect their academic performance or attendance may be referred to the institution's wellbeing services.

- Counselling services will assist students in managing stress, mental health issues, or any other personal factors affecting their studies.

#### 5. **Regular Follow-up Meetings:**

- The Compliance Officer or academic advisor will schedule follow-up meetings with students to assess their progress and ensure that the interventions are effective.
- These meetings will provide a platform for students to discuss any continuing challenges they face and to adjust the support plan if necessary.

### **Monitoring the Effectiveness of Interventions**

The organisation will continue to monitor the student's progress following the intervention to ensure that the support is having the desired effect. This will include:

#### 1. **Assessment of Progress:**

- The student's academic performance, attendance, and engagement will be assessed after the intervention period (usually one or two study periods) to determine if there has been any improvement.
- Key indicators such as assessment grades, attendance rates, and participation levels will be closely monitored.

#### 2. **Review of Intervention Effectiveness:**

- If there is improvement in the student's performance or attendance, the intervention will be considered successful, and the student may be removed from further monitoring.
- If the student's progress remains stagnant or declines, additional measures will be taken, which may include an Academic Improvement Plan or considering further interventions, such as temporary suspension or cancellation of enrolment.

### **Academic Improvement Plan (AIP)**

For students who have not shown sufficient improvement after initial interventions, the organisation may implement an Academic Improvement Plan (AIP). This plan will provide a more structured approach to helping the student regain satisfactory academic progress.

- **Specific Requirements:** The AIP will outline the exact academic and attendance requirements the student must meet in order to continue in the course, such as

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a certain grade average, improvement in attendance, or completion of specific assessments.

- **Timeframe:** A set timeframe will be established for the student to meet the required standards, which will be monitored regularly.
- **Continual Support:** Additional academic support will continue, and students may be required to attend additional tutoring sessions or submit interim progress reports to track their improvement.

### **Escalation Measures for Continued Non-Compliance**

If the student’s performance does not improve despite being placed on an Academic Improvement Plan, further actions may be taken, including:

#### **1. Suspension of Enrolment:**

- As a last resort, the student may be temporarily suspended from the course if they fail to meet the academic requirements, attendance standards, or visa conditions. This measure will be taken in consultation with relevant stakeholders, including the Compliance Officer, academic staff, and the student.
- The student will be notified in writing of the suspension, including the reasons for the decision and the possible options available to them.

#### **2. Cancellation of Enrolment:**

- If a student continues to fail to meet the requirements after multiple interventions, their enrolment may be permanently cancelled.
- For international students, this decision may have significant visa implications, and the student will be informed of their right to seek advice from the Department of Home Affairs.

### **Conclusion of the Intervention Process**

Once all interventions have been exhausted, and the student has either met the requirements or failed to do so, the student will be informed in writing of the final decision. This may include the following outcomes:

- **Successful Completion of Intervention:** If the student improves academically and meets attendance requirements, they will continue in the course and will be removed from intervention monitoring.
- **Non-Compliance Outcome:** If the student fails to improve after intervention, the decision may involve suspension, termination of enrolment, and reporting to regulatory bodies.

## **5.4. Consequences of Non-Compliance**

### **Failure to Meet Progress Requirements**

When a student fails to meet the required academic progress or attendance standards, despite intervention measures, the organisation will take further actions to ensure compliance with ESOS 2025 amendments and to support the student's academic success. These actions may include:

#### **1. Academic Probation:**

- Students who do not meet the minimum required academic progress or attendance after initial interventions may be placed on academic probation.
- During this probationary period, the student will be given an opportunity to improve their academic standing and attendance.
- Specific conditions will be outlined in an Academic Improvement Plan (AIP), which may include mandatory tutoring, additional support services, and more frequent progress reviews.
- Failure to meet the conditions of the AIP will result in further action being taken.

#### **2. Additional Support Measures:**

- The organisation will continue to provide additional support to the student, including access to extra tutoring, mentoring, or academic counselling.
- If the student's failure to meet academic progress is related to personal issues (e.g., health problems, family difficulties), the organisation will refer the student to the appropriate student support services, such as counselling, financial assistance, or welfare support.

#### **3. Suspension of Enrolment:**

- If the student is unable to meet the necessary academic and attendance requirements after the probation period, the organisation may suspend the student's enrolment.
- Suspension will be implemented only after careful consideration of all relevant factors and in compliance with the ESOS 2025 amendments.
- The student will be notified in writing of the suspension, which will include the reasons for the suspension, the timeframe for the

suspension, and the next steps the student can take (such as seeking re-enrolment or transferring to another provider).

- The organisation will report the suspension to the relevant regulatory bodies, such as ASQA and the Department of Home Affairs, for international students, as required by ESOS regulations.

#### **4. Cancellation of Enrolment:**

- If a student continues to fail to meet academic or attendance standards after multiple interventions and suspension periods, the organisation may proceed with the cancellation of the student's enrolment.
- The decision to cancel a student's enrolment will be based on a review of all available data and after consultation with academic advisors, the Compliance Officer, and the student.
- For international students, the cancellation of enrolment will have significant visa implications, and the student will be informed of the potential impact on their visa status. The student will be advised to seek guidance from the Department of Home Affairs.
- The organisation will inform the relevant regulatory bodies about the cancellation of enrolment and ensure that PRISMS (Provider Registration and International Student Management System) is updated to reflect the change in the student's status.

#### **Visa Implications for International Students**

If the student's non-compliance with attendance or academic progress requirements impacts their student visa status, the Compliance Officer will:

##### **1. Notify the Student of Visa Implications:**

- The student will be informed of how their non-compliance may affect their visa status. International students are required to maintain satisfactory academic progress and meet attendance requirements as a condition of their student visa.
- The Compliance Officer will advise the student to contact the Department of Home Affairs to understand the specific visa implications of continued non-compliance and to seek advice on maintaining their visa status.

##### **2. Reporting to the Department of Home Affairs:**

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- If a student’s non-compliance continues, the organisation will report the issue to the Department of Home Affairs, which may impact the student’s visa conditions.
- The report will include details of the student’s non-compliance with course progression and attendance requirements, as well as any action taken by the organisation to address the issue.

### **Regulatory Reporting**

The organisation is required to report instances of non-compliance to regulatory bodies such as ASQA (Australian Skills Quality Authority), Department of Home Affairs, and ESOS agencies as part of its regulatory obligations under the ESOS 2025 amendments.

#### **1. ASQA Reporting:**

- Non-compliant students, especially those who fail to meet the progression requirements, will be reported to ASQA to ensure compliance with the National Code 2018.
- The report will include the student’s attendance and academic progress data, as well as details of the intervention measures taken by the organisation to support the student.

#### **2. Department of Home Affairs Reporting:**

- The Compliance Officer will notify the Department of Home Affairs when an international student’s visa status is at risk due to non-compliance with course progression or attendance requirements.
- This will allow the Department to take appropriate action regarding the student’s visa status.

**Non-compliant students will be notified in writing regarding the reporting process** and will be informed of the potential consequences if they fail to improve their attendance or academic progress. The student will also be advised of their right to appeal the decision, and guidance will be provided on how to proceed with an appeal if necessary.

### **Final Actions and Continued Monitoring**

After reporting non-compliant students to regulatory bodies, the organisation will continue to monitor the situation and ensure that:

- **Student Records are Updated:** All records related to the student’s progress, attendance, interventions, and final outcomes are updated and accurately reflect their compliance status.

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- **Ongoing Monitoring:** The organisation will continue to monitor the student's academic progress and attendance following the intervention process to ensure that further non-compliance does not occur.

### Roles and Responsibilities

Role	Responsibilities
<b>Compliance Officer</b>	<ul style="list-style-type: none"> <li>- Monitor student progress and attendance.</li> <li>- Oversee the intervention process for at-risk students.</li> <li>- Report non-compliance to regulatory bodies (e.g., ASQA, Department of Home Affairs).</li> <li>- Ensure student records are maintained accurately.</li> <li>- Communicate with students about their progress, attendance, and any visa implications.</li> </ul>
<b>Academic Advisors</b>	<ul style="list-style-type: none"> <li>- Provide guidance and support to at-risk students.</li> <li>- Assist students in developing a personalised support plan.</li> <li>- Ensure that students understand their academic requirements and expectations.</li> </ul>
<b>Course Coordinators</b>	<ul style="list-style-type: none"> <li>- Ensure the course content and assessments meet ESOS 2025 standards.</li> <li>- Coordinate with the Compliance Officer on student performance and attendance.</li> <li>- Help identify students in need of intervention.</li> </ul>
<b>Student Support Services</b>	<ul style="list-style-type: none"> <li>- Provide additional support to students, including tutoring, mentoring, and counselling.</li> <li>- Assist students with personal issues impacting academic performance.</li> <li>- Help students access welfare services such as financial aid or accommodation.</li> </ul>
<b>Senior Management</b>	<ul style="list-style-type: none"> <li>- Oversee the organisation's compliance with ESOS 2025 amendments.</li> </ul>

	<ul style="list-style-type: none"> <li>- Make decisions regarding suspension or cancellation of enrolment based on student performance.</li> <li>- Ensure the implementation of intervention strategies.</li> </ul>
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### Confidentiality

- **Student Information:** All student data, including academic performance, attendance, and personal information, must be kept confidential and protected in compliance with the **Australian Privacy Principles (APPs)** and **ESOS 2025 regulations**.
- **Access Control:** Access to student records will be restricted to authorised personnel only (e.g., Compliance Officer, academic advisors, and relevant staff). Any access outside of these designated individuals must be pre-approved by senior management.
- **Communication:** Information about student performance or attendance will only be shared with relevant parties such as the student, relevant staff members, and regulatory authorities (e.g., ASQA, Department of Home Affairs) when necessary.

### Continuous Improvement

- **Feedback Mechanisms:** Regular feedback from students, staff, and other stakeholders will be collected to improve the intervention process and overall support services.
- **Monitoring and Review:** The Compliance Officer will ensure the effectiveness of intervention strategies through continuous monitoring and periodic reviews of the process, identifying areas for improvement and refining strategies as necessary.
- **Professional Development:** Staff involved in monitoring and supporting student progress will be provided with ongoing training to ensure they are up to date with changes in ESOS 2025 amendments and best practices in student engagement and support.
- **Data Analysis:** The organisation will analyse trends in student progress and attendance to identify systemic issues and address them proactively through improvements in course design, delivery, or support services.

### Retention of Records

- **Student Records:** All student records, including attendance, academic progress, intervention plans, and outcomes, will be stored securely for a minimum of **5 years** as per the **ESOS 2025 amendments**.
- **Retention Schedule:** A retention schedule will be developed to outline the specific retention period for each type of record, including records of intervention actions and reporting to regulatory authorities.
- **Access to Records:** Records will be easily accessible for auditing purposes and regulatory reviews but will be protected against unauthorised access.
- **Disposal of Records:** Once the retention period has expired, student records will be disposed of securely. Digital records will be permanently deleted, and physical records will be shredded to prevent any unauthorised retrieval of sensitive information.