

## VOCATIONAL EDUCATION AND TRAINING (VET) ATTENDANCE POLICY & PROCEDURE

### Introduction

The Kings Own College International (KOIC) is committed to ensuring that student attendance is monitored and maintained for its Vocational Education and Training (VET) programs in accordance with the Standards for Registered Training Organisations (RTOs) 2025, Education Services for Overseas Students (ESOS) Act 2000 and National Code 2018, to ensure students receive essential guidance and resources for academic and personal success. This policy outlines KOIC's approach to monitoring attendance, identifying students at risk and maintaining compliance with relevant regulations.

### Purpose

This policy aims to:

- Establish clear guidelines for monitoring and managing student attendance in VET programs.
- Ensure that students meet attendance requirements essential for their academic progression and course completion.
- Support students identified as at risk of unsatisfactory attendance through timely intervention strategies.
- Comply with the regulatory and legislative requirements for attendance monitoring and reporting.

### Scope

This policy applies to all domestic and international students enrolled in KOIC VET programs and KOIC staff responsible for monitoring and managing attendance.

### Policy Statement

KOIC recognises the importance of consistent attendance in ensuring successful course outcomes, KOIC requires student to attend a minimum of 80% of scheduled classes and training sessions to meet attendance requirements, Attendance is systematically recorded and monitored to identify students at risk of not meeting these requirements.

KOIC will:

- Accurately record attendance for all classes and training sessions.
- Monitor attendance records regularly to identify students at risk.
- Implement intervention strategies for students with poor attendance.
- Notify international students of their unsatisfactory attendance and, if necessary, report breaches of visa conditions to the Department of Home Affairs (DHA) via PRISMS.

### Definitions

|                                     |                                                                                                         |
|-------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>At Risk</b>                      | Failing more than 50% of units in a study period.                                                       |
| <b>Intervention Strategy</b>        | A documented plan to assist students in improving course progress.                                      |
| <b>Satisfactory Course Progress</b> | Achieving a competency in at least 50% of the units in a study period.                                  |
| <b>Study Period</b>                 | One term of the course.                                                                                 |
| <b>VET</b>                          | Vocational Education and Training, a sector of education providing practical and skills-based training. |

## Regulatory and Legislative Requirements

- ESOS Act 2000
- ESOS National Code 2018: Standard 8 & 11
- NVR Act 2011
- Standards for RTOs 2025 and Compliance Requirements

## VET Attendance Procedure

### 1. Recording Attendance

Trainers and assessors will record attendance for each class/session in the Student Management System. Attendance data will be compiled and reviewed weekly by the Student Services Officer (SSO).

### 2. Threshold for At-Risk Students

Students with attendance below 85% during a monitoring period are identified as at risk and issued with a warning letter as per *KOIC's Course Progression and Risk Intervention Policy and Procedure*.

### 3. Unsatisfactory Attendance

If attendance falls below 80%, intervention strategies will be implemented to support the student in improving their attendance.

#### 1. 3.1 Intervention Strategies

For students identified as at risk or with unsatisfactory attendance, KOIC will:

- Arrange a meeting with the Director of Studies (DoS) and the student to discuss attendance concerns.
- Develop an intervention action plan, which may include:
  - Adjustments to the student's timetable.
  - Additional support, such as counselling or academic coaching.
  - Referral to student support services for non-academic challenges.
- Monitor the student's attendance closely and provide progress updates.

### 4. International Students

For international students, attendance requirements are linked to visa conditions. KOIC is required to:

- Issue an *Intention to Report Letter* if an international student's attendance remains unsatisfactory (below 80%) after intervention efforts.
- Provide the student with twenty (20) business days to appeal the decision under *KOIC's Complaints and Appeals Policy and Procedure*.
- Report students with unsatisfactory attendance to the Department of Home Affairs (DHA via PRISMS if:
  - The appeal is unsuccessful, or
  - The student does not appeal within the specified period.

## Procedure Summary Table

| Step/ Action                                                                                                                          | Responsible                                                  | Timeframe                                                | Reference/Use                                  |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------|
| <b>1. Record attendance for each class / session</b>                                                                                  | Trainers and Assessors (VET)                                 | Continuous during study period                           | Attendance Rolls in LMS                        |
| <b>2. Weekly consolidation and review – flag &lt;85%</b>                                                                              | Trainers and Assessors (VET), Student Services Officer (SSO) | Within 5 business days of study week-end                 | Weekly attendance report                       |
| <b>3. Contact student</b>                                                                                                             | Director of Studies (DoS) / Student Services Officer (SSO)   | Within 2 business days of identification                 | Contact attempt logged in SMS                  |
| <b>4. Monitor for unsatisfactory level &lt;80%</b>                                                                                    | Director of Studies (DoS) / Student Services Officer (SSO)   | Continuous                                               | Weekly attendance report                       |
| <b>5. Issue Warning Letter 1 if attendance is still not &lt;85% or the student does not respond</b>                                   | Director of Studies (DoS) / Student Services Officer (SSO)   | If <80% attendance after 3 months (first term)           | Warning Letter 1 filed in SMS and student file |
| <b>4. Escalate continuing risk and issue Warning Letter 2</b>                                                                         | Director of Studies (DoS) / Student Services Officer (SSO)   | If continued <80% attendance after 4 month (second term) | Warning Letter 2 filed                         |
| <b>5. Schedule meeting and activate Intervention Strategy (complete Intervention Action Plan, adjust study plan, arrange support)</b> | Director of Studies (DoS) / Student Services Officer (SSO)   | Within 10 business days of warning                       | Signed Intervention Action Plan; meeting notes |
| <b>6. Monitor &amp; review intervention progress; provide extra tutorials, counselling, deadline extensions as needed</b>             | Director of Studies (DoS) / Trainers or Teachers             | At least once each subsequent term                       | Progress notes in SMS; updated plan            |
| <b>7. Unresponsive student protocol – three documented contact attempts (e-mail, phone, SMS)</b>                                      | Student Services Officer (SSO)                               | 3 attempts over 4 weeks                                  | Communication log in SMS                       |
| <b>8. Send Formal Warning Letter for non-response / non-engagement</b>                                                                | Student Services Officer (SSO)                               | After 2 <sup>nd</sup> fail contact attempt               | Letter copy in student file                    |

|                                                                                                                                    |                                                                                 |                                                                |                                                         |
|------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|----------------------------------------------------------------|---------------------------------------------------------|
| <b>9. Intention to Report Letter (international students) for two consecutive unsatisfactory periods or breach of intervention</b> | Compliance Officer / Director of Studies (DoS) / Student Services Officer (SSO) | Immediately after criteria met                                 | Letter copy, PRISMS draft                               |
| <b>10. Appeal window – accept, record and process appeal (20 working days)</b>                                                     | Compliance Officer / Student Services Officer                                   | From date of Intention to Report                               | Appeals register; evidence files                        |
| <b>11. Final decision &amp; reporting / termination.</b>                                                                           | CEO or delegate                                                                 | After appeal period lapses or appeal resolved                  | CEO approval note; PRISMS submission; SMS status update |
| <b>12. Update enrolment status, archive student records, and if eligible, issue AQF certificate</b>                                | Student Services Officer (SSO)                                                  | Immediately after decision; certificate within 5 business days | Archived file; postal record; certificate copy          |
| <b>13. Notify trainers/teachers and relevant staff of outcome</b>                                                                  | Compliance Officer / Student Services Officer                                   | Within 2 business days of status change                        | Internal e-mail / memo                                  |

## Roles and Responsibilities

| Role                           | Responsibility                                                                                                                                                                                                                                                                                     |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CEO                            | <ul style="list-style-type: none"> <li>Oversee implementation and enforcement of KOIC's VET Attendance Policy.</li> <li>Ensure policy complies with regulatory requirements and aligns with KOIC's strategies and goals.</li> </ul>                                                                |
| Compliance Officer             | <ul style="list-style-type: none"> <li>Ensure alignment of KOIC's Attendance Policy and Procedure with legislative and regulatory requirements, including the Standards for RTOs 2025.</li> <li>Conduct annual reviews of the policy and processes for continuous improvement.</li> </ul>          |
| Student Services Officer (SSO) | <ul style="list-style-type: none"> <li>Monitor attendance records and notify students at risk.</li> <li>Arrange meetings with the DoS for intervention planning.</li> </ul>                                                                                                                        |
| Director of Studies VET        | <ul style="list-style-type: none"> <li>Oversee attendance monitoring and intervention implementation.</li> <li>Approval and manage adjustments to student study plans.</li> <li>Train academic staff on attendance monitoring procedures and the importance of accurate record-keeping.</li> </ul> |
| Academic Staff                 | <ul style="list-style-type: none"> <li>Accurately record attendance and follow up with students showing signs of poor attendance.</li> <li>Refer students with attendance concerns to the Director of Studies (DoS) or Student Services Officer (SSO).</li> </ul>                                  |
| Students                       | <ul style="list-style-type: none"> <li>Attend all scheduled classes and maintain a minimum of 80% attendance.</li> <li>Inform KOIC of any circumstances affecting attendance,</li> <li>Participate in intervention strategies plans if required.</li> </ul>                                        |

## Policy Implementation

KOIC will implement this policy through the following mechanisms:

- Publication & Communication – This policy is published on the KOIC website, LMS and staff intranet; a summary is included in the Student Handbook and staff induction packs.

- Staff Training – All academic and support staff receive training on attendance recording, early-warning triggers and intervention protocols at induction and at annual refresher workshops.
- System Configuration – The Student Management System is configured to generate weekly attendance dashboards and automatic alerts when attendance falls below thresholds (85 % / 80 %).
- Continuous Improvement – Attendance data and intervention outcomes are reviewed quarterly by the Quality Assurance Committee and logged in the Continuous Improvement Register.

## Monitoring and Review

audit (or sooner if legislative change occurs) assesses compliance with this policy, the *Standards for RTOs 2025* and the National Code 2018.

This policy is formally reviewed every two years (or earlier if triggered by audit findings, regulatory amendments or serious non-compliance). All changes are approved by the CEO and recorded in the Continuous Improvement Register.

## Version Control

| Version | Date     | Description                                          | Approved by | Approval date | Author             | Review date |
|---------|----------|------------------------------------------------------|-------------|---------------|--------------------|-------------|
| V1.0    | Feb 2025 | New policy for KOIC                                  | CEO         | 20 Feb 2025   | Compliance Officer | Feb 2026    |
| V2.0    | Jun 2025 | Updated in line with the new standards for RTOs 2025 | CEO         | 11 July 2025  | Compliance Officer | July 2027   |
| V2.1    | Apr 2026 | Re-brand of policy to KOIC                           | CEO         | 1 Apr 2026    | Compliance Officer | Apr 2028    |

## Policy and Document Information

|                         |                    |
|-------------------------|--------------------|
| <b>Author:</b>          | Compliance Officer |
| <b>Policy owner:</b>    | Compliance Officer |
| <b>Approved by:</b>     | CEO                |
| <b>Approved date:</b>   | 1 Apr 2026         |
| <b>Status:</b>          | Approved           |
| <b>Next review due:</b> | April 2028         |