

Attendance Monitoring Policy

This Policy should only be implemented where a Provider has not chosen to implement the Department of Education, DIBP Approved Course Progress Policy (Refer to 11.2)

The Prisma Education Institute Australia (PEIA)'s Management and staff are committed to monitoring student attendance in all of its courses ensuring that all enrolled students are informed of their course contact hour attendance responsibilities and that student attendance percentages are maintained in an accurate manner and appropriate support and counselling is provided where a student's attendance is 90% or below and at risk of falling below 80% in any study period.

Attendance Monitoring Procedures

The Enrolling staff member shall:

- Ensure that the all-enrolled students are entered into the student class attendance record (Electronic and Hardcopy).
- Circulate the student class attendance records among teaching staff at the commencement of each course study day.
- Collect and ensure all completed student attendance records are reviewed (add preferred frequency) to identify students who may be at risk of falling below 80% in the course contact hours attendance.
- Notify in writing, all students who have fallen below 90% in their course contact hours attendance to the Student Services Officer (SSO) identifying the accumulated percentage of current non-attendance.
- Report in writing all students who are absent for 5 consecutive days to the SSO.
- Record all written reports to the SSO on the students file.

The SSO shall:

- Respond to all written reports of students who have fallen below 90% in their course contact hours attendance or who are absent for 5 consecutive days, by contacting the relevant student to arrange a counselling interview.
- Counsel the student by:
 - verifying the students reasons for non-attendance
 - remind the student of the Prisma Education Institute Australia (PEIA)'s attendance policies
 - inform the student that maintaining satisfactory attendance is a student visa requirement
 - warn the student that continued non-attendance below 80% in course contact hours attendance will result in the Prisma Education Institute Australia (PEIA)'s Management reporting the student to the Department of Immigration and Border Protection (DIBP) for a breach of the Prisma Education Institute Australia (PEIA)'s attendance policy.

or

- warn the student that continued non-attendance to 70% and below will result in the Prisma Education Institute Australia (PEIA)'s Management reporting the student to the Department of Immigration and Border Protection (DIBP) for a breach of the Prisma Education Institute Australia (PEIA)'s attendance policy (only where the student records clearly indicate that the student is maintaining satisfactory course progress).

Send a 'non interview letter of warning' where several attempts to contact the student have failed to make contact with the student, e.g. Contact Education Agent if applicable.

In meeting with a student to discuss their non-attendance at the Prisma Education Institute Australia (PEIA) courses, the SSO shall use their own professional judgement to assess each case of non-attendance on its individual merits. Compassionate or compelling circumstances beyond the students control would typically include, but would not be limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;

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- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or
- where the registered provider was unable to offer a pre-requisite unit.

Following the Student Attendance Interview the SSO shall:

- Provide appropriate the Prisma Education Institute Australia (PEIA) support services where compassionate or compelling circumstances for a student's non-attendance has been established.
- Follow up the students' attendance interview with a 'non-attendance warning letter' clearly identifying the issues raised in the interview and the potential for the student to be reported to DIBP if their attendance falls below 80%
- Record all documents associated with the student's non-attendance on the students file and provide an overview report to management.
- Record all documents associated with the student's non-attendance on the students file and provide a monthly report to the Prisma Education Institute Australia (PEIA)'s Management of all attendance counselling activities.

Where continued non-attendance is identified in course contact hours attendance below 80% and compassionate or compelling circumstances cannot be established the SSO shall:

- Report the breach in attendance in writing, to the Prisma Education Institute Australia (PEIA) Management, explaining the circumstances of the non-attendance and the history of counselling activities provided to the student.
- Issue the student with an 'intention to report for attendance breach' letter.
- Allow 20 working days for the student to access the Prisma Education Institute Australia (PEIA)'s complaints and appeals process.

Where the student chooses not to access the Prisma Education Institute Australia (PEIA) complaints and appeals process or withdraws from the process, the SSO shall:

- Report the student for not achieving satisfactory attendance to the Secretary of the Dept. of Ed. through PRISMS.
- Maintain a copy of the (PRISMS) Section 20 notice on the student's file.

Where a student has fallen below 80% in their course contact hours attendance percentages and above 70% attendance and their course progress has been satisfactory, the SSO shall.

- Report the breach in attendance to the Prisma Education Institute Australia (PEIA)'s Management in writing, explaining the circumstances of the non-attendance and the course progress achieved.
- Provide a letter of warning that continued non-attendance below 70% in their course contact hours attendance or unsatisfactory course progress, will result in them being reported for not achieving satisfactory attendance to the Secretary of DOE through PRISMS.
- Follow the above procedures for reporting an attendance breach to PRISMS where continued non-attendance below 70% or unsatisfactory course progress is identified.

This procedure is subject to annual review or as required by changes in legislation, standards, or organizational needs.

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