



CANBERRA VALLEY INSTITUTE

Document: Attendance Policy & Procedure

(Aligned to RTO Standards 2025)

Approved by: CEO

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Attendance Policy and Procedure



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1. Overview

The purpose of this policy is to ensure the RTO's understanding and compliance with the relevant legislation, including the ESOS Act (2000), **Standards for Registered Training Organizations (RTOs) 2025 — Standard 1, sections 1.3 and 1.5; Standard 2, sections 2.2 and 2.3; Standard 3, sections 3.1 and 3.2; and Standard 4, section 4.3.**

2. Scope

This policy applies to:

- All learners enrolled at Canberra Valley Institute (CVI).
- All staff members.

3. Definitions

DIBP: Department of Immigration and Border Protection.

At risk: an at-risk student is deemed to be in danger of unsatisfactory progress. A student is deemed “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.

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

- Failing fifty 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

4. Policy and Procedures

The purpose of this policy is to specify Canberra Valley Institute's (CVI) attendance requirements and explain how they are enforced. This policy applies to all international students enrolled at the Institute.

Students will be informed about the procedures for recording and monitoring attendance and will be proactively notified and counselled if they are at risk of not meeting attendance requirements.

The Canberra Valley Institute (CVI) requires students to maintain at least 80% attendance to meet course progress requirements.

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All international students will receive information on attendance expectations in the International Student Handbook and on the Institute's website. Full details about course progress requirements and how they are implemented are provided in the Course Progress Policy.

4.1 Study Period

- The study period is 1 term.
- Where the course is shorter (less than 6 months), then the study period is the length of the course.

4.2 Attendance Requirements

Students are not permitted to be absent for more than 5 consecutive days without approval. A welfare check will be carried out between Day 1 and Day 2 of a student's absence to evaluate any support needs or concerns. Contact attempts will be made via phone and email. If the student remains unreachable by Day 3, the student's nominated next of kin or education agent (if applicable) will be contacted, and a verbal warning will be issued.

The Student Support can approve absences in the following instances:

- Being sick or having an infectious/contagious illness.
- Having scheduled an emergency medical appointment.
- Being required to attend a recognized religious holiday.
- Exceptional or urgent family circumstances, e.g., attending a funeral.
- The CEO may approve of other reasons.

Student attendance must stay at or above 80%. Attendance is measured as an average over the entire study period. Therefore, a student scheduled for 20 hours per week (180 hours per term) must maintain at least 80% attendance, which equates to 16 hours per week (144 hours per term).

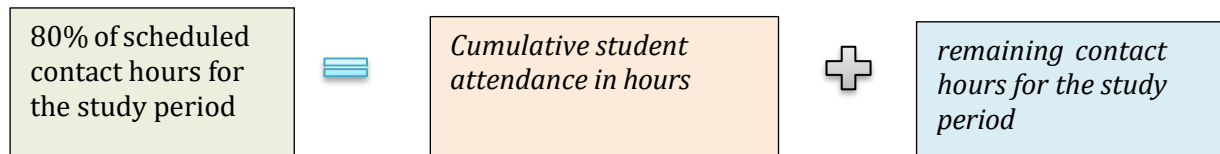
Students seeking approval must provide supporting evidence.

4.3 At-risk Student

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

- Students who incur their fourth consecutive day of absence without approval
- Students who will fail the 80% attendance requirement for the study period if they miss one or two more classes. A student is at risk if he is short of the following description of hours:

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4.4 COE Cancellation Notification to PRISMS

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

4.5 Intervention

Intervention is required for the following students:

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

4.6 Warnings by Email and Letter

- Students with attendance of 80% or higher and satisfactory course progress will be considered to meet the institute's standards for course progress.
- All messaging, email, phone calls, contact letters, and counseling sessions will be recorded. Management can view and monitor this information.
- The student services officer will send a warning email to students who are at risk (see definition for at-risk students) of not meeting attendance requirements. A warning email will be sent at the end of each reporting period to any student who fails to meet these requirements. Canberra Valley Institute will contact the students' emergency contact and/or education agent on the third day after the event date (the first day a class was missed), which is the first day of absence. If the absence continues, the first warning letter will be issued on the seventh day after the event date. If there is no improvement, a second warning letter and an Intention to Report (ITR) will be issued within three business days of the first warning letter.
- Along with the warning email, the student services officer will explore what support the staff can offer the student. For example, the student's absence might not be related to medical issues but could be due to homesickness or social problems – matters that can be addressed.
- through the provider's student support services.

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- When counseling the student about the absence, the staff will remind the students at Canberra Valley Institute (CVI) of the attendance policies.
- 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 who have an attendance rate below 80% of the required attendance.
- The ITR (Intention to Report) Email:
 - notifying the students within 3 days of the second warning letter, and the institution intends to report them for unsatisfactory course attendance
 - informs the student of the reasons for the intention to report, and
 - advises the student of their right to access the Canberra Valley Institute (CVI) complaints and appeals process, within 20 working days.

4.7 Reporting

The Student Support Officer will report on the students' unsatisfactory course attendance in PRISMS if:

- the internal and external complaints processes have been completed, and the decision or recommendation supports the registered provider, or
- the student has chosen not to access the internal complaints and appeals process within the 20-working-day period, or
- the student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

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:

- that their unsatisfactory course attendance has been reported to DIBP (Department of Immigration and Border Protection), and
- provide the student with information on its implications:
 - cancellation of enrolment
 - collection of any fees owed
 - available options

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At the discretion of the CEO, the institute may choose not to report the student for violating attendance requirements if:

- The student is still attending at least 70 percent of the scheduled course contact hours, in cases of medical conditions and supporting evidence such as medical certificates, and
- The student is maintaining adequate course progress.

4.8 Approvals

Holidays: Canberra Valley Institute (CVI) will not grant holiday leave or issue holiday approval letters during the term. The academic year consists of 9-week terms with 2- or 3-week breaks, plus longer breaks at the end of the year. These breaks offer opportunities to plan holidays.

Special Leave: The CEO may approve only special leave on compassionate grounds.

Illness:

- In cases of illness, students must submit certified documents, such as a Medical Certificate, from a licensed Medical Practitioner. These documents should specify the reason for their absence, the dates they were considered unfit for class, and include the Medical Practitioner's contact information.
- Students must make a copy of these documents and write their student number on it before submitting it to their teacher for filing. The original documentation should be retained by students for reference in the event of an audit or appeal by DIBP.

Compassionate or compelling circumstances are usually those beyond the student's control that affect their course progress or well-being. These can include, but are not limited to:

- serious illness or injury that is supported by a medical certificate confirming the student was unable to attend classes.
- bereavement of immediate family members such as parents or grandparents.
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted the students' studies, or
- a traumatic experience that may include:
 - involvement in or witnessing a serious accident; and
 - witnessing or experiencing a serious crime as the victim.
- and this has impacted the students (police or psychologists should support these cases).
- reports) or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the CEO may exercise professional judgment to evaluate each case

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based on its individual merits. When determining whether compassionate or compelling circumstances exist, Canberra Valley Institute (CVI) will request documentary evidence to support the claim, if available, and will retain copies of these documents in the student's file. We will also note the decision in the student file.

4.9 Counselling and Extra Support

The Institute recognizes that students sometimes struggle because studying in a new country and as a second-language learner can be challenging. We will provide counseling and additional support to students who show their dedication to their studies.

Compliance, monitoring, and review

1. The CEO is ultimately responsible for making sure students are aware of their visa obligations and that the Institute complies with the ESOS Act and National Code regarding these issues.
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 the day-to-day administration of the database and records, including attendance.

What process does Canberra Valley Institute (CVI) follow when a student does not show up for class or a scheduled work-placement activity that counts toward their required 20 hours per week?

Identify students at risk for unsatisfactory attendance –

Stage 1: Where a student's attendance drops below 100% but is above 80% or has been absent for more than two consecutive days without approval, Canberra Valley Institute (CVI) will contact the student by phone to discuss their absence.

- A welfare check will be conducted between Day 1 and Day 2 of a student's absence to identify any well-being concerns or support needs. During this period, efforts will be made to contact the student via phone and email. If the student remains unreachable by Day 3, the student's designated next of kin or education agent (if applicable) will be contacted, and a verbal warning will be issued. If there is no improvement after five (5) days, a First Warning Letter – Risk of Attendance will be issued within two (2) additional days. Students will also be invited to meet with the Admissions Officer to discuss any issues or difficulties they may be experiencing, enabling appropriate support to be provided if needed.

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- Canberra Valley Institute (CVI) 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, including but not limited to academic advice, future progress guidance, and welfare matters to meet the overseas students' visa requirements.
- Inform students about the implications of amending their CoE, if applicable. • Record meeting outcomes in the Intervention Strategy form, if required.
- The student will be reminded that if they continue to fail to meet attendance and course progress requirements, they will be reported to DHA via PRISMS, which could affect their visa status. Canberra Valley Institute (CVI) will keep a record of this discussion and a copy of this letter.
- Continue to monitor the students' attendance. Risk of Unsatisfactory attendance.

Stage 2: If a student's attendance falls below 80% or if they have been absent for more than three consecutive days without approval, send a Second Warning Letter and Notice of Intention to Cancel (NOIC) for low attendance within three days of the first warning letter. Include an invitation for the students 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 needed—contact as required.

Canberra Valley Institute (CVI) will provide student support services that include, but are not limited to, academic advice, guidance on future progress, and welfare matters to help meet overseas students' visa requirements. If attendance remains unsatisfactory, i.e., below 80% despite intervention strategies, their course progression is reviewed.

If students' attendance and course progress are unsatisfactory, students will be invited to attend an intervention meeting, and an intervention strategy will be implemented in accordance with the course progress policy and procedures. If the students' attendance is unsatisfactory but they are making satisfactory course progress, the student will still be counseled on the importance of attendance for successful course progression. The students' course duration, skills, and knowledge may be reviewed in light of the new ASQA guidelines on Overseas Student Attendance. Canberra Valley Institute (CVI) will report students based on course progress; however, the institute will actively monitor and record students' attendance.

Note: Canberra Valley Institute (CVI) will not report students based on attendance; however, low

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attendance can lead to unsatisfactory course progress, which will result in students being reported to the Department of Home Affairs (DHA) via PRISMS. For unsatisfactory course progress, Canberra Valley Institute (CVI) will report international students who do not meet course progress requirements.

The institute will ensure an international student is notified of the impending report and their right to appeal. However, Canberra Valley Institute (CVI) may decide to report a VET student for breaching the satisfactory course progress in certain circumstances.

- If the internal and external complaints processes have been completed and the breach has been upheld, or
- The international student has decided not to use 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 Canberra Valley Institute (CVI) in writing.

5. Responsible Person

- CEO / RTO Manager.
- Trainers / Assessors.

6. Review of Policy

Canberra Valley Institute (CVI) will review the *Attendance Policy and Procedure* annually or on a needs basis (whichever occurs first).