



Attendance Procedure - International

Procedure Code: PR-006**Version:** 6.0**Effective Date:** 21 May 2025**Related Policy Code:** INT-001**Related Policy Name:** Attendance Policy – International VET

Purpose

This procedure sets out the way in which attendance is monitored and the way attendance requirements are communicated to students.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this procedure, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.

Definition of “International students” – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant.

Scope

- International students enrolled in a vocational education or training (VET) course and studying on a student visa
- Student Services Staff
- Academic Staff
- Governance

Procedure:

Monitoring Attendance

Student attendance is recorded on the classroom roll for each class for which he/she is scheduled. The steps involved in the collection of this data are as follows:

1. Attendance is recorded by the relevant class teacher at the commencement of each class as part of the daily class roll call.
2. This data is collated, stored electronically by the campus International Student Adviser on a weekly basis, and used to calculate the attendance of students.
3. The class roles are scanned and stored on the National Shared drive (International) for a period of three (3) years by the campus International Student Adviser.
4. The International Student Adviser ensures that the attendance data is recorded electronically on the central monitoring spreadsheet stored on the National Shared drive (International) under the relevant campus folder.



Students are required to produce a medical certificate for any absence longer than one (1) scheduled course day. All documentation relating to attendance must be kept on the student's file by the campus International Student Adviser.

Written Warnings

The campus International Student Adviser reviews attendance records weekly, and will provide a written warning to any student identified as being at risk of unsatisfactory attendance if:

- Attendance drops below 90% or below for a single trimester
- It becomes impossible for the student to attend 90% of the course
- The student is absent for more than five (5) consecutive scheduled course days without prior approval.

A second written warning will be issued if:

- Attendance drops below 85% or below for a single trimester
- It becomes impossible for the student to attend 85% of the course
- The student is absent for more than 5 consecutive scheduled course days without prior approval.

Written warnings will remind the student that they must attend 80% of contact hours for the duration of the course, and ask them to meet face to face with the campus International Student Adviser at a mutually agreeable time within ten (10) working days of issuing the letter. At this meeting the student will be required to sign an *Attendance Counselling Form* which sets out the College's definition of satisfactory attendance. The *Attendance Counselling Form* also requires the student to confirm they understand that if at any time it becomes impossible for them to achieve an attendance rate of 80% or above for the entire course, the College will notify them of its intention to report the student to the Department of Home Affairs (DHA) through the Provider Registration and International Students Management System (PRISMS) for unsatisfactory attendance (if the student is studying on a **student visa**). The *Attendance Counselling Form* is kept on the student's file.

Intention to Report

If at any time it becomes impossible for an international VET student studying on a student visa to achieve an attendance rate of 80% for the entire course they will be issued an intention to report letter which sets out that the College intends to report the student's unsatisfactory attendance to DHA through PRISMS (see process below). This is a requirement of the *National Code 2018* for VET students.,

The process for this to occur is as follows:

1. Through their weekly monitoring of attendance records, the International Student Advisers in each State report any continued unsatisfactory attendance matters (after counselling has been provided) to the National Quality, Governance and Compliance Manager.
2. The National Quality, Governance and Compliance Manager issues an Intention to Report letter on the College's letterhead outlining the breach of legislative requirements and the student's opportunity to appeal under the *Complaints and Appeals Policy - International*.
3. The student has 20 working days (approximately 28 days) to appeal against the College's intent to report consistent with the *Complaints and Appeals Policy – International*. Students can appeal the College's decision to report them for unsatisfactory attendance if there is evidence to support the student has in fact attended at least 80% of all scheduled course contact hours.
4. If the student:
 - does not access the College's complaints and appeals process within 28 days,
 - withdraws from the process after the initial 28 days have passed, or



- › completes the complaints and appeals process but the process finds to support the decision of the College, the Compliance Manager, International Student Education will notify the Department of Industry, Innovation, Science (DIIS) and DHA through PRISMS that the student is not achieving satisfactory attendance as soon as practicable, but no later than two (2) business days from the date when the outcome of the internal complaints and appeals process is known.
5. If a student is required to be reported for unsatisfactory attendance and special circumstances apply (such as a genuine illness or hardship), the Compliance Manager, International Student Education has discretion to provide information to DHA that supports the student's continued enrolment at the College.
 6. The College must report unsatisfactory attendance under the National Code 2018 for VET students, as satisfactory attendance is a condition of the student visa for students that hold one. The College is only permitted to decide not to report a student for breaching the 80% attendance requirement if the student's records clearly indicate the student is making satisfactory course progress and the student is attending at least 75% of all scheduled course contact hours. In this case the student must be reported if their attendance drops below 75%.

Change of Contact Details - Responsibilities

The College collects change of address details from students at the beginning of every /trimester by email. If a student's email or postal address changes at any time it is essential that the student provides a Student Adviser with updated contact details within a week of the change. The International Student Adviser is responsible for updating the student file and must ensure these details are also updated on PRISMS within 24 hours (if the student is studying on a student visa).

Definitions

CoE – Confirmation of Enrolment

International Student Adviser – Student Adviser allocated to international student services on CRICOS approved campuses.

Student – for the purposes of this policy 'student' refers exclusively to international students.

Semester – period of study for higher education courses.

Student – is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Trimester – period of study for VET courses.

Unsatisfactory Course Progress – failing 50% or more of the subjects attempted in a /trimester.



Further Information

Related Policies

Attendance Policy - HE

Attendance Policy – International VET

Complaints and Appeals Policy – International

Deferring, Suspending or Cancelling Enrolment Policy – International

Related Procedures

Complaints and Appeals Procedure – International

Deferring, Suspending or Cancelling Enrolment Procedure – International

Related Documents

Attendance Counselling Form

Report Notice – Unsatisfactory Attendance

Warning Letter – Unsatisfactory Attendance

Intention to Report for Unsatisfactory Attendance Letter

Guidelines

Not Applicable

Benchmarking

Not Applicable

Supporting Research and Analysis

Not Applicable

Related Legislation

[National Code 2007](#)

Review and Approval

Procedure Author

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Contact

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Recommending Body

Not Applicable

Approval Body

Not Applicable

Procedure Status

Revised

Responsibilities for Implementation

- Academic Executive
- Associate Heads of Departments
- Campus Managers
- Divisional Directors
- Heads of Departments
- Student Support teams

Key Stakeholders

- Director, Student Services & Retention
- International Student Education
- International Students