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Attendance Policy and Procedure

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1. Purpose

The policy, in line with legislation from the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs), outlines processes for monitoring international student attendance and proactively notifying and counselling students who are at risk of failing to meet attendance requirements.

2. Scope

This policy applies exclusively to the current international students who hold a valid visa to study with Campbell Institute and lays out a procedure to monitor their course attendance to avoid the risk of course incompleteness within a required time frame.

3. Definition

- Study Intake: Each study intake represents a study period (excluding holiday breaks). The duration of each study intake may vary depending on the course.
- Study Period: Study Period: A study period is a scheduled period of time during which a learner completes one or more units of competency, depending on the course they are enrolled in, as per the Intake Calendar e.g. Term 1, Term 2 etc. (refer to the [Intake Calendar](#))
- PRISMS: Provider Registration and International Students Management System
- Department of Home Affairs (DHA): The Department is responsible for immigration and customs border policy.
- Satisfactory attendance: Attendance rate of 80% or above, in each study period.
- Unsatisfactory attendance: Attendance rate of below 80%, in each study period

4. Responsibility

The Campus Manager will be responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures. The Campus Manager is supported in this role by the Student Support Officer and the Academic Progression Officer.

5. Policy

- 5.1 It is the policy of the Campbell Institute to monitor students' participation/attendance to identify inconsistent course progress.

- 5.2 Campbell Institute inform students about the course attendance requirement through:
- Pre-enrolment Information;
 - Student Orientation program held before Course start date;
 - Communication from the assigned teacher.
- 5.3 Students are required to attend at least 80 per cent of the scheduled course contact hours.
- 5.4 Campbell Institute advises students if their participation/attendance in their chosen courses falls below 80% to ensure that students maintain satisfactory course progress within the timeframe (course end date) as stated on their CoE.
- 5.5 Campbell Institute provides the student with an opportunity to rectify their attendance percentage before being reported for breaching attendance requirements.
- 5.6 If students wish to travel overseas, they are advised to plan such travel during these designated holidays. Information on holiday periods is provided during orientation. Students are also be encouraged to check the Campbell Institute's Intake Calendar on the website. The intake calendar may vary depending on the specific course; for additional details, students can visit reception or contact them at reception@campbellinstitute.edu.au.
- 5.7 Campbell Institute will not approve any leave/s for students unless the reason is compassionate or compelling in nature. Under any other conditions, leave requests cannot be granted as stipulated in Campbell Institute's Academic Progress and Intervention Policy and Procedure which students are required to follow.
- 5.8 Students with compassionate or compelling circumstances must support their claim by providing supporting documentation. The supporting document may include, but are not limited to:
- medical certificate or supporting documentation from a registered psychologist/medical practitioner (including their provider number) where it states that the student is suffering from a serious illness or injury and is unable to attend class including the period of non-attendance.
 - death certificate of close family members such as parents or grandparents.
 - police or psychologist's report.
 - any other documentation supporting compassionate or compelling circumstances.
- 5.9 All documentation providing details of the medical grounds or exceptional compassionate or compelling circumstances must be provided in English.

5.10 Campbell Institute reserves the right to verify the authenticity of documents submitted by students in support of their claim before evaluating the request.

5.11 Campbell Institute may utilise discretion to not report a student for breaching the attendance requirements when:

- the student has attended at least 70 per cent of the scheduled classes and has maintained satisfactory course progress in the study period;
- the student did not meet the attendance requirements due to extenuating circumstances and has provided appropriate supporting documentation.

6. Procedure

6.1 Non-Commencement of Studies

6.1.1 Students are required to commence their course on the proposed start date as stated on their confirmation of enrolment (CoE).

6.1.2 If a student is unable to commence on the proposed start date due to compassionate or compelling circumstances, the student must contact Campbell Institute as soon as possible.

6.1.3 Non-commencing students will be contacted via email to indicate their intention to commence their studies.

6.1.4 Two weeks prior to commencement, new students are notified of their orientation date and mandatory requirement to attend. Weekly reminders are sent to students that do not attend orientation.

6.1.5 A final warning is sent to students who do not present to college by week three of their scheduled commencement date.

6.1.6 Campbell Institute will identify non-commencing students for each term and cancel their enrolment within 30 days if they fail to attend orientation.

6.2 Leave of Absence

6.2.1 International students requesting leave of absence must contact the Student Support Team, at least 4 weeks prior to leave request dates. In some cases where the student needs to leave immediately, a student will need to speak to the student support team and provide all the necessary evidence prior to leaving the country.

6.2.2 International students must complete the Application for Leave of Absence Form and gather

sufficient evidence of the requested leave to be submitted to the Student Support Officer via email at reception@campbellinstitute.edu.au.

6.2.3 The Student Support Officer will assess and verify the submitted request by matching the request type against the documentation given:

- If the documentation provided by the student is deemed sufficient to support the leave request, the student will be notified in writing that their leave of absence or suspension has been approved, and their student file will be updated.
- If the documentation provided does not adequately support the leave request, the student will be notified via email that their leave of absence or suspension has been denied, and their student file will be updated. The student may appeal this decision in accordance with Campbell Institute's Complaints and Appeals Policy and Procedure.

6.2.4 If Campbell Institute deems that the student genuinely has compassionate or compelling circumstances, the leave of absence may be approved provided the student will not miss more than two weeks of classes and meet the following requirements:

- The student has more than 80% attendance in the current study period, and
- The student has satisfactory course progress in the current study period, and
- The student does not have any outstanding tuition fees to Campbell Institute.
- The student will not miss any practical sessions; however, if they do, a catch-up class may be arranged, which could incur additional fees for the student.

6.3 Recording and Monitoring Attendance

6.3.1 The Trainer will maintain the attendance roll for attendance recording purposes and will instruct each student to sign in and sign out at the time they arrive and leave the class.

6.3.2 At the end of the day, trainers will send the attendance record to student support to update the class attendance on the Student Management System.

6.3.3 If a student's projected attendance is below 80% in one study term/intake, the student support team will contact the student and send them a first Warning Letter for Low Attendance inviting them for an intervention meeting. The students will be advised to improve their attendance by attending their scheduled classes on time to meet the attendance requirements in order to maintain their visa condition requirements.

6.3.4 Records of all contact and meeting discussions with the student will be updated on the student management system.

- 6.3.5 If the student attendance after the second study period is unsatisfactory, the student is sent a Second Warning Letter.
- 6.3.6 The Campbell Institute will issue a Notice of Intention to Report letter to the student if:
- the student continues to have unsatisfactory attendance; or
 - fails to attend the intervention meeting; or
 - the student does not respond to any communication made by Campbell Institute; or
 - the student does not contact Campbell Institute; or
 - the student fails to adhere to the terms and conditions laid out in the intervention plan after the 2nd Warning Letter of Low Attendance was issued and the attendance rate has fallen below 80%;
- 6.3.7 It is the responsibility of the student to respond to the final Notice of Intention to Report Letter within 20 working days for an appeal against the Campbell Institute's decision to not report them under disciplinary reasons on PRISMS.
- 6.3.8 Campbell Institute will not finalise the student's status in PRISMS until the appeal is found in favour of the Institute's decision, or the student withdraws from the appeal process. The student must continue to attend scheduled classes until an outcome of the not-satisfactory attendance request has been made.
- 6.3.9 If the student does not initiate the appeal process within 20 business days, Campbell Institute will cancel the student's enrolment and will report the student to the Department of Home Affairs via PRISMS.

7. Appeals

If Campbell Institute decides to cancel the student's enrolment and report the student with unsatisfactory course attendance to DHA through PRISMS, then the student may appeal through the College's appeals process within 20 business days from the date of issue of the Notice of Intention to Report Letter as per the Complaints and Appeals Policy and Procedure.

8. Evidence of Record Keeping

Campbell Institute will maintain records of all appeal requests from students, including evidence of the attendance and decision regarding the request.

9. Review and Improvement

The attendance data trend will be reviewed on an annual basis to identify and implement improvements as part of the Continuous Improvement processes as required.

10. Associated Documents

- Academic Progress Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Complaint & Appeal Form
- Student Handbook
- Deferral, Suspension and Cancellation Policy and Procedure

Version Control

Version Number	Date	Document Name:	Description of changes	Approved By	Date of next review
1.0	01.02.2022	COURSE PROGRESS AND ATTENDANCE PP V1.0	<ul style="list-style-type: none"> • Policy and procedure were created in conjugation with the Course Progress Policy • Released for comment 	Harpreet Singh (CEO)	01.06.2023
1.1	31.10.2024	Campbell Institute Attendance Policy & Procedure_v1.1 October 2024	<ul style="list-style-type: none"> • Updated Attendance procedure • Alignment of non-commencement timeframes with practice • Editorial changes • Updated Campus Details and Addresses 	Harpreet Singh (CEO)	30.10.2025
1.2	25.11.2024	Campbell Institute Attendance Policy & Procedure_v1.2 October 2024	<ul style="list-style-type: none"> • Editorial changes • Update to Associated Documents 	Harpreet Singh (CEO)	30.10.2025