



ATTENDANCE MONITORING

POLICY AND PROCEDURE



Status: Current

Version: 3.0

Effective Date: 17 Jan 2026

Policy

Rationale

This policy ensures that Aura Education prioritises the monitoring of student attendance to ensure strict adherence to regulatory compliance, organisational accountability, and high-quality training outcomes. By maintaining rigorous attendance oversight, the college aims to effectively manage resource allocation, facilitate data-driven evaluation for continuous improvement, and provide timely student support. It also creates a disciplined learning environment that maximises each student's potential for academic success while ensuring the college meets its obligations under the National Code 2018 and the ESOS Act.

Definitions

- **International students** are defined as those currently enrolled or intending to enrol on a student visa under the Migration Act 1958.
- **Satisfactory attendance** refers to a minimum requirement of eighty per cent (80%) of scheduled course contact hours over a reporting period, typically defined as one study period consisting of a ten-week term.
- **An intervention strategy** is a formalised plan implemented as per the Attendance Monitoring Policy and Procedure to assist students at risk of failing to meet these requirements.

Scope and Alignment

Aura Education establishes this policy in accordance with Part B of Standard 8 of the National Code 2018 to ensure consistent monitoring of scheduled contact hours for all CRICOS registered courses. The policy is integrated into the broader course progress monitoring framework of Aura Education to identify and support students at risk of non-compliance.

All staff receive this policy during mandatory induction, and students are briefed during pre-enrolment and mandatory orientation sessions regarding attendance calculation methods and notification processes for unsatisfactory attendance.

Staff Responsibilities

- **Academic Coordinator:** holds primary responsibility for the oversight of attendance systems and regulatory reporting. The position is also responsible for the integrity of class schedules and academic alignment.
- **Trainers and Assessors:** are responsible for the daily, accurate recording of attendance data.
- **Student Support Officer:** facilitates student outreach and the implementation of intervention strategies for students identified as at risk.

Compassionate or Compelling Circumstances

Aura Education acknowledges that certain circumstances beyond a student's control may impact their ability to maintain satisfactory attendance. These circumstances are considered valid grounds for evaluating attendance records on a case-by-case basis and include:

- serious illness or injury supported by a medical certificate;
- bereavement of close family members with appropriate documentation;
- major political upheaval in a home country that necessitates emergency travel;
- traumatic experiences such as involvement in a serious accident; or
- being the victim of a crime, when supported by police or psychological reports.

Monitoring of Attendance

Classes are scheduled for twenty (20) hours of full-time face-to-face contact per week. Trainers record attendance for morning and afternoon sessions to maintain precise data. Students who arrive late or leave early are marked based on their actual hours of participation. This data is reviewed weekly by the Student Administration team to identify any students who have been absent for more than five consecutive days or whose attendance is projected to fall below the 80% threshold.

Benchmarks

The attendance warning procedure follows the following benchmarks.

- **Attendance Warning 1:** issued when the student's overall attendance falls below 90%.
- **Attendance Warning 2:** issued when the student's overall attendance falls below 85%.
- **Attendance Warning 3 (NIR):** issued when the student's overall attendance falls to 80% or below.

Warning 1: The student is advised to make an appointment with the Student Support Officer (SSO) should they wish to discuss their attendance. This notification is formally issued to international students via email.

Warning 2: The student is required to meet with the SSO to discuss their attendance record. This notification is issued to international students via email. During this meeting, the student is reminded of their visa conditions regarding satisfactory course progress and attendance. A support plan is discussed as part of a formal intervention strategy; this meeting is documented, and the student is subsequently notified of the agreed intervention strategy in writing via email.

Warning 3: This notification is issued to international students via email and serves as the formal Notice of Intention to Report (NIR), outlining the commencement of the reporting procedure due to continued unsatisfactory attendance.

Procedure for Monitoring Attendance

1. Trainers record attendance on the Aura Education Attendance Register at the start and end of both morning and afternoon sessions, and update records on the SMS at the end of the day.
2. Student Administration reviews all attendance logs at the end of each week to identify students with five consecutive days of unapproved absence.
3. If five consecutive days of absence occur, the Student Support Officer attempts to contact the student via phone and email using the contact details provided to Aura Education.
4. If the student remains uncontactable after five days, the Student Support Officer attempts to reach known emergency contacts, friends, or relatives documented in the student's file.
5. When a student's projected attendance falls below 90%, Student Administration issues an initial Attendance Warning via email to alert the student of the risk.
6. If attendance continues to decline towards 85%, a second formal warning is issued, requiring the student to attend a mandatory intervention meeting with the Academic Coordinator.
7. During the intervention meeting, Aura Education staff and the student develop a documented Intervention Strategy to address the causes of absence and establish a return-to-study plan.
8. If the student's attendance falls below 80% despite intervention, the Academic Coordinator reviews the case for compassionate or compelling circumstances.
9. If a student did not attend the scheduled intervention meeting advised in the second warning letter, the third warning letter and NIR are issued, and confidential information is recorded separately in the student's folder. Any serious issues are conveyed to the Compliance Manager.
10. If no valid circumstances are found, Aura Education issues a Notice of Intention to Report for breach of visa conditions via the PRISMS system.
11. The student is informed of their right to appeal the decision through the Aura Education Complaints and Appeals Policy within 20 working days.
12. If the appeal is unsuccessful or the student chooses not to appeal, the Enrolment Officer completes the report in PRISMS and informs the student of the cancellation of enrolment.

Supporting Documentation

- Enrolment Policy and Procedure
- LLND Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Deferral, Suspension and Cancellation Policy and Procedures
- Complaints and Appeals Policy and Procedures
- Assessment Policy and Procedures
- Student Support Policy and Procedure

Version Control

Version	Date	Author	Change description
3.0	17 January 2026	Compliance Manager	Annual review.
2.0	5 July 2025	Compliance Manager	Updated policy to ensure alignment with revised regulatory standards.
2.0	1 July 2024	Compliance Manager	Implemented minor administrative amendments to the attendance monitoring procedure.
1.0	7 July 2023	Compliance Manager	Initial development and release of the Attendance Monitoring Policy and Procedure.