



FACT SHEET

Monitoring and reporting on overseas student attendance

Introduction

This fact sheet provides general guidance for providers **delivering courses to overseas students** about monitoring and reporting on the attendance of your students.

You have obligations under both:

- the *Education Services for Overseas Students Act 2000* (ESOS Act), including section 19, and
- the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (the National Code)

[Standard 11 of the National Code](#) outlines your obligations to monitor and report on student attendance.

Do I have to monitor attendance

Providers delivering VET courses to overseas students may choose not to monitor attendance by implementing the [Department of Education–Department of Immigration and Border Protection approved course progress policy and procedures](#) (accessed through PRISMS).

Providers implementing the ‘approved course progress policy and procedures’ must ensure they meet the procedures as outlined in this policy.

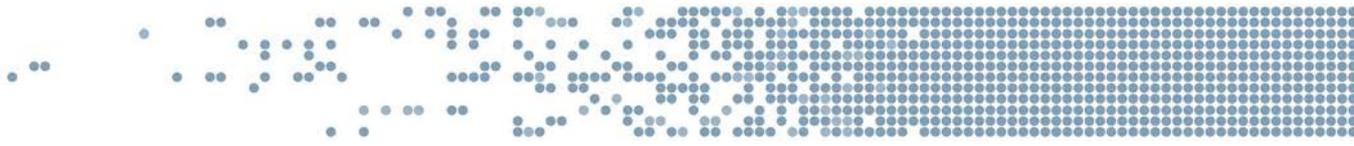
In accordance with their student visa conditions, students must maintain satisfactory attendance and course progress. (Implementing the ‘approved course progress policy and procedure’ **does not mean that students are not expected to attend**).

How do I monitor and record attendance?

The way you record attendance should be consistent with your documented policies and procedures. For example, if attendance is meant to be recorded twice per class session, your records should show this is happening. If the policy and procedure specify that fortnightly monitoring will occur your reports should show an analysis of the fortnight’s attendance.

Each provider must have a process for assessing satisfactory attendance. It is up to your organisation to determine the frequency of this assessment; however, this should be frequent enough so that judgments can be made about who is at risk of not meeting satisfactory attendance requirements, and allow for contact and counselling of students. The frequency will also depend on the length of the course and/or your provider’s defined study period¹.

¹ A study period is a discrete period of study determined by the provider, but is no longer than six months



When do I contact and counsel a student?

When a student fails to attend for five consecutive days, you are required to contact and counsel the student, unless this absence has been previously approved by the provider.

Similarly, if a student is 'at risk' of not meeting satisfactory attendance requirements, your provider must contact and counsel the student.

Sometimes non-attendance is a sign that the student needs additional support and/or referral to other services.

Any student who is at risk should also be reminded that it is a condition of their visa that they maintain satisfactory attendance.

When and how do I report students?

You are required to use the [Provider Registration and International Students Management System \(PRISMS\)](#) to report any student who has not achieved satisfactory attendance.

Before doing this, ensure that you have:

- contacted and counselled the student
- notified the student in writing of your intention to report them, and
- allowed the student 20 days to avail themselves of your complaints and appeals process

Where the student has chosen not to access the complaints and appeals processes within the 20 days, withdraws from the process or the process is completed and results in a decision that supports the provider you must report the student via PRISMS for not achieving satisfactory attendance.

This must be done 'as soon as practicable'. While the period is not defined, you should have policies and procedures in place that ensure timely reporting.

What records should I keep?

You should keep records relevant to monitoring attendance and reporting. These include:

- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant records

More information

Contact the ASQA Info Line on 1300 701 801 or by emailing enquiries@asqa.gov.au.