



**SITS**  
**COLLEGE**

**Attendance and Progression Policy and Procedure**



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**P08**

# **Attendance and Progression Policy and Procedure**

**HCR Constructions Pty Ltd t/a SITS College**

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## Purpose

This policy and procedure set out SITS' expectations and requirements for the consistent monitoring of student attendance and academic progression. SITS ensures that academic staff support student progression and engagement across all study periods, enabling early interventions and compliance with regulatory standards and timely reporting to regulatory bodies.

## Definitions

<b>Academic Improvement Plan</b>	A written plan developed with the student following an Academic Intervention Meeting, which documents agreed strategies, responsibilities, timeframes and checkpoints to help the student return to satisfactory course progress and, where relevant, attendance.
<b>Academic Intervention Meeting</b>	A structured meeting between the student and authorised member of SITS staff to discuss unsatisfactory course progress and/or attendance, identify underlying issues, agree on support strategies and, where required, establish an Academic Improvement Plan.
<b>Academic progress/course progress</b>	The measure of a student's progression through their course, based on assessment submission and competency outcomes against the requirements in the training plan for each study period.
<b>Appeals</b>	The process by which a student formally requests a review of a decision made by SITS under this policy, in accordance with the SITS Complaints and Appeals Policy and Procedure.
<b>At-risk student</b>	A student whose course progress and/or attendance is not meeting SITS benchmarks, or who is otherwise identified as being at risk of not successfully completing their course within the expected duration.
<b>Benchmark (progress/attendance)</b>	The minimum level of academic progress and, where relevant, attendance that SITS requires a student to meet within a study period.
<b>CoE (Confirmation of Enrolment)</b>	The electronic document issued through PRISMS that confirms an international student's enrolment in a CRICOS-registered course at SITS.
<b>Compassionate or compelling circumstances</b>	Situations that are generally beyond the control of the student and have an impact on their ability to progress in their course or attend scheduled training, such as serious illness, bereavement of close family members or other circumstances.
<b>Intention to Report Letter</b>	A formal written notice issued to a student advising SITS' intention to report them to the relevant regulatory body for unsatisfactory course progress and/or attendance and informing the student of their right to appeal through the Complaints and Appeals Process.



<b>PRISMS</b>	The Provider Registration and International Student Management System, used by CRICOS providers to issue Confirmations of Enrolment and report changes in international student enrolment and compliance with the ESOS Act.
<b>Study period</b>	A defined period of study used by SITS for the purpose of monitoring course progress and, where applicable, attendance. For the purposes of this policy, each study period is 10 weeks in duration, irrespective of total course duration.
<b>Training plan</b>	The documented plan for an individual student or cohort that outlines the sequence and expected timing of training and assessment activities.
<b>Warning Letter</b>	A formal written communication issued to a student advising that their course progress and/or attendance is below benchmark, reminding them of their obligations and consequences.

## Policy

This policy and procedure is shared with staff, and its implementation is thoroughly explained during staff induction and orientation sessions. A readily copy of this policy is accessible to all staff via SITS online platform. SITS College maintains up-to-date records and registers relating to student attendance (where monitored), academic progression, intervention strategies and reporting actions. These documents are referenced within this policy for clarity and consistency.

In practice, SITS' commitment to supporting students to maintain satisfactory attendance and progression and to meeting all regulatory requirements is supported by the following actions:

- **Communication of attendance and progression requirements at induction**
- **Monitoring of student progression and attendance**
- **Early identification of students at-risk of failing to meet benchmark attendance and progression requirements**
- **Timely implementation of academic interventions and improvement management**
- **Fair and transparent management of warnings, breaches and appeals**
- **Accurate and timely reporting through regulatory channels**
- **Ongoing review of data and internal compliance auditing to inform continuous improvement processes**

Further details on these measures are provided below.

## Induction

Students attend a mandatory induction at the commencement of their training at SITS College, where they are informed of both their obligations as a student and the supports available to them during their studies.

As part of induction, students are provided with information regarding:

- Attendance requirements, including benchmarks, how attendance is recorded and consequences of unsatisfactory attendance.
- Academic progression requirements, including assessment due dates and late submission/re-submission rules



- The structure of study periods, as outlined in a student's training plan, and how progression is monitored
- Available academic and non-academic support services, including how to access support services, additional coaching, reasonable adjustments and considerations for compassionate or compelling circumstances
- The role of Trainers, the Campus Manager, Student Services and the Compliance Manager in progress monitoring, interventions and reporting
- SITS' Complaints and Appeals Process, including timeframes and how to lodge an appeal.

Students are directed to the Attendance and Progression Policy and Procedure, the Complaints and Appeals Policy and Procedure, in addition to other relevant policies and procedures, on the SITS online platform.

### Assessment Submission and Attendance

Students, academic staff and support staff at SITS College have obligations in maintaining the academic integrity of the college and in ensuring that students are able to meet the requirements of their studies.

#### Student obligations:

- Student attendance is recorded daily by the assigned Trainer and Assessor
  - Students should strive to maintain 80% attendance across the duration of their studies with SITS.
  - Where a student falls below the 80% benchmark for attendance, SITS follows the Intervention and Improvement Process outlined in this document.
- SITS considers persistent poor attendance to be Misbehaviour, which is managed under SITS Code of Conduct.
- Students must submit assessments within one (1) week of the due date outlined in their training plan.
  - If an assessment is not submitted within 7 days, it will be recorded as a non-submission.
  - Students are entitled to a maximum of two (2) re-submissions if an assessment is unsuccessful, with new responses required for the relevant questions or tasks.

#### Trainer obligations:

- Trainers must record student attendance daily and provide a signed copy of the attendance register to Administration at the end of each week.
- Trainers must mark all assessments within one (1) week of the due date and submit results to Administration.
  - Failure to mark assessments within this time period will negatively impact performance outcomes.
- The requirement exists to ensure timely, accurate progression and attendance data is available to SITS, enabling:
  - early student support and counselling,
  - decisions regarding CoE extensions or suspensions, and
  - in extreme cases, commencement of reporting processes.

## Administration obligations:

- Administration must update internal reporting sheets within one (1) week of the end of each study period.
- Administration ensures timely and accurate progression and attendance data is available for student support, CoE management and immigration reporting processes.

## Monitoring of Progression

SITS conducts ongoing monitoring of student attendance and progression to support students in meeting their study requirements and to provide early intervention to any at-risk students. Monitoring is conducted at the conclusion of each study period and includes a review of both attendance and assessment submissions/completions. A study period is defined as a 10-week block of study, regardless of course duration.

The following details SITS requirements for student progression:

- Student progression is recorded as a percentage value within each study period. This percentage is recorded as either meeting or failing to meet the benchmark percentage for each study period.
  - The benchmark percentage is calculated based on the number of assessments within each study period, the total number of assessments and the total duration of the course. **See below example (Figure 1.0)**

Block	Block Weeks	Assessments in Block	Cumulative Assessments	% Completion (Assessments, proportional)	Cumulative Weeks	% Completion (Weeks)
1	10	24	24	32.43	10	22.73
2	10	12.5	36.5	49.32	20	45.45
3	10	15	51.5	69.59	30	68.18
4	10	12.9	64.4	87.03	40	90.91
5	4	9.6	74	100	44	100

(Figure 1.0)

Where a student is identified as failing to meet the benchmark, SITS undertakes academic intervention and improvement processes.

## Academic Intervention and Improvement Management

In order to support students in meeting their attendance and progression requirements, SITS implements a process for early intervention and ongoing improvement management. SITS takes a compassionate approach and ensures that students have numerous opportunities to improve attendance and progression prior to undertaking any formal reporting.

SITS manages progression and attendance that falls below benchmark requirements through the following methods:

- Academic Intervention Meeting
- Academic Improvement Plan
- Targeted student support
- Formal Warning Letter

SITS process for implementing each of these mechanisms is outlined in the Procedure.

## Warnings, Breaches and Appeals

Where a student continues to fail to meet progress and attendance requirements, SITS escalates to formal warnings and reporting processes. This is managed as follows:

### Warnings:

- When a student is identified as below benchmark, an Academic Intervention Meeting is held and an Academic Improvement Plan is developed and implemented.
- A Warning Letter may be issued where:
  - the student is more than 25% below the relevant attendance or progression benchmark at a checkpoint, or
  - the student does not engage with the agreed Academic Improvement Plan, or
  - the student continues to miss assessment due dates or record non-submissions.
- Warning Letters remind the student of their obligations, outline required improvement and timeframes and explain possible consequences if satisfactory progress or attendance is not achieved.
- Where a student receives two sequential Warning Letters for unsatisfactory progress and/or attendance in consecutive study periods, the matter will be escalated for breach determination.

### Breach determination:

- The Head of Compliance (or delegate) reviews the student's record, including:
  - progression and attendance data
  - evidence of intervention and support provided
  - copies of Warning Letters and any student responses.
- If the Head of Compliance is satisfied that unsatisfactory progress and/or attendance is ongoing, and that SITS has applied this policy fairly and consistently, the student will be deemed to be in breach of course progress and/or attendance requirements.
- All evidence used to make this decision is documented and retained on the student file.

### Notice of Intention to Report:

- Where a breach is determined, SITS issues a written Intention to Report Letter to the student.
- The notice outlines:
  - the reasons for the decision and the evidence relied upon
  - the intention to report the student through PRISMS (for applicable CRICOS students)
  - potential implications for the student's enrolment and visa status
  - the student's right to access the internal Complaints and Appeals process within 20 working days of the date of the notice, in line with the National Code and ESOS requirements.

### Appeals:

- Students who disagree with an Intention to Report decision may lodge an appeal in writing within 20 working days of the date of the Intention to Report Letter, in accordance with the SITS Complaints and Appeals Policy and Procedure.
- On receipt of a valid appeal, SITS:
  - grants the student immediate access to the internal appeals process
  - commences consideration of the appeal within 10 working days
  - takes reasonable measures to finalise the process as soon as practicable.
- An Appeals Panel (or equivalent decision-making body) will review the case, which may include:
  - the student's written submission and any supporting evidence
  - academic and attendance records

- records of intervention and communication
- any compassionate or compelling circumstances claimed by the student.
- SITS will provide the student with a written outcome stating the decision and reasons, and any resulting actions or conditions.

### Reporting:

- SITS maintains the student's enrolment and does not report the breach through PRISMS while:
  - the 20 working days for lodging an internal appeal is open, or
  - an internal appeal is in progress, or
  - an external appeal is in progress, where applicable, consistent with ESOS and National Code requirements.
- If:
  - no appeal is lodged within 20 working days, or
  - the internal and any external appeals are completed, and the original decision is upheld,
  - SITS will report the student for unsatisfactory course progress and/or attendance through PRISMS as soon as practicable and notify the student that reporting has occurred.
- If an appeal is upheld, SITS will not report the student and will adjust the Academic Improvement Plan, enrolment details and support arrangements as required.

## Attendance and Progress Monitoring Procedure

The following procedure has been developed to ensure that SITS meets the intent of this policy, the required outcomes and its compliance obligations. The steps themselves, relevant staff members, and supporting documentation/records have been included for clarity and specificity.

Staff are expected to adhere to these actions as directed by the Head of Quality and Compliance and the Managing Director.

Step	Action	Responsible Person
1	At orientation, advise students of course progress requirements, submission rules, re-submission limits, and attendance rules.	Student Services
2	Record assessment results weekly, update progression tables and record attendance.  Track against benchmarks. Discuss non-attendance and progression concerns informally with at-risk students.	Trainers
3	Review attendance and progression data at the completion of each study period and review against relevant benchmark.  Detect and flag students failing to meet benchmark requirements for attendance and progression.	Student Services/ Trainers
4	Where student is below benchmark, complete the following: <b>First occasion:</b> <ul style="list-style-type: none"> <li>● Academic Intervention Meeting with Head of Campus</li> <li>● Academic Improvement Plan</li> </ul> <b>Second occasion:</b>	Student Services/ Head of Campus/ Head of Compliance



Step	Action	Responsible Person
	<ul style="list-style-type: none"><li>• Academic Intervention Meeting with Head of Compliance</li><li>• Academic Improvement Plan</li><li>• Formal Warning Letter.</li></ul> <p><b>Third occasion:</b></p> <ul style="list-style-type: none"><li>• Academic Intervention Meeting</li><li>• Notice of Intention to Report</li></ul> <p>Send a Warning Letter at any time where attendance is 25% or more below benchmark.</p> <p>Where unsatisfactory progress/attendance persists, review all recorded intervention records prior to issuing a Notice of Intention to Report. Allow 20 working days for appeal. Follow process outlined in the Complaints and Appeals Process.</p> <p>Document all actions taken and any improvements/rectification actions. Save against student file.</p>	
5	Report at the completion of the Appeals Process if breach upheld or if no appeal lodged.	Head of Compliance
6	Approve extensions only for compassionate/compelling circumstances or approved deferral/suspension.  Advise students on visa implications.	Head of Compliance