

Attendance Policy

Version	Approved By	Approval Date	Effective Date
4.0	Operations Manager	8 May 2026	8 May 2026

1. Purpose

The purpose of this Attendance Policy is to ensure students enrolled in Australian Health and Management Institute (AHMI) courses participate sufficiently in scheduled training and assessment activities to support successful course progression, competency outcomes, and compliance with applicable regulatory requirements.

This policy supports compliance with the requirements of the:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- Education Services for Overseas Students (ESOS) Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

2. Scope

This policy applies to

- All students enrolled at in Australian Health and Management Institute (AHMI).

Trainers, Assessors, Administration Staff

3. Policy Statement

Students are expected to attend all scheduled classes, practical sessions, workshops, tutorials, and assessment activities.

- Regular attendance supports:
 - student progression and competency achievement;
 - participation in learning and practical activities;
 - assessment completion;
 - compliance with course and visa requirements

While course progression is assessed primarily through academic progress and competency outcomes, attendance may be monitored as an indicator of student engagement and participation.

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Student acceptance of attendance as a condition of enrolment

When the learner signs the AHMI Letter of Offer and Acceptance Agreement, they confirm that they understand the terms and conditions that apply to their enrolment.

Students are required to make satisfactory course progress according to the policy for monitoring course progress and attend at least 80% of classes each term.

4. Attendance Requirements

4A. Student Responsibilities

Students are responsible for:

- attending scheduled training sessions punctually;
- participating actively in learning activities;
- notifying the RTO as soon as possible if unable to attend;
- providing supporting documentation for extended absences where requested;
- maintaining awareness of course schedules and assessment dates.

4B. Minimum Attendance Expectations

Students are expected to maintain satisfactory attendance throughout their enrolment.

The RTO may identify students as “at risk” where attendance falls below:

- 80% of scheduled contact hours; or
- another attendance threshold determined by the course timetable or delivery requirements.

Students identified as at risk may be contacted for intervention and support.

For international students, attendance monitoring does not replace academic progress monitoring obligations under the ESOS framework.

5. Recording Attendance

Attendance will be recorded for all scheduled classes by the trainer/assessors via LMS.

Attendance records are maintained in accordance with records management and regulatory requirements.

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5A. Attendance Monitoring Procedure

AHMI monitors student attendance throughout each compulsory study period to identify students who may be at risk of disengagement, unsatisfactory course progress, or non-compliance with enrolment requirements.

5B. Definition of Compulsory Study Period

A compulsory study period is defined by AHMI as one academic term consisting of ten (10) weeks. Attendance monitoring applies to each compulsory study period separately.

5C. Monitoring Timeframe

Attendance is formally reviewed during approximately Week 6 or Week 7 of each ten-week term. Additional monitoring may also occur at any time where concerns are identified regarding:

- repeated absences;
- non-participation in classes or practical activities;
- failure to engage with assessment tasks;
- prolonged unexplained absences.

6. Attendance Monitoring Process

Step 1 – Collection of Attendance Records

Trainers are responsible for maintaining accurate attendance records for all scheduled classes. Attendance is recorded on LMS.

Step 2 – Review of Attendance

During Week 6 or Week 7 of each compulsory study period, AHMI reviews attendance records to identify students whose attendance is below the expected level.

Students may be identified as “at risk” where:

- attendance falls below 80% of scheduled contact hours; or
- patterns of non-attendance indicate disengagement from study.

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Attendance reviews may also consider:

- academic participation;
- assessment engagement;
- trainer feedback;
- communication history

Step 3 – Student Contact and Intervention

Students identified as at risk may be contacted by AHMI through:

- email;
- phone;

AHMI may implement intervention strategies including:

- attendance warning letters;
- academic counselling;
- support referrals;
- study assistance;
- revised training plans where appropriate.
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Students may be requested to provide supporting documentation for absences.

Step 4 – Ongoing Monitoring

Following intervention, attendance will continue to be monitored for the remainder of the compulsory study period.

Where attendance improves, no further action may be required.

Where attendance does not improve, AHMI may:

- issue further warning letters;
- implement additional intervention strategies;
- review the student's ongoing enrolment status;
- commence Intention to Report processes for international students where applicable.

Step 5 – Record Keeping

All attendance records, warning letters, intervention actions, and student communications will be maintained on the student file in accordance with:

- AHMI record management requirements;
- privacy obligations;
- Standards for RTOs 2015;

Australian Health and Management Institute

ABN 33 151 238 685

Head Office: 87 Fennell Street, North Parramatta NSW 2151 Australia

Ph: +61 (2) 9687 3323 Email: opmgr@ahmi.edu.au Website: www.ahmi.edu.au

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- ESOS legislative requirements (where applicable).

7. Late Arrival and Early Departure

Students arriving late or leaving early may have partial attendance recorded.

Repeated late arrivals or early departures may be treated as unsatisfactory attendance and may result in academic intervention.

8. Absences

8.1 Approved Absences

Examples of acceptable reasons for absence may include:

- illness or medical appointments;
- compassionate or compelling circumstances;
- emergencies;
- other circumstances approved by the RTO.

Supporting evidence may be requested, including:

- medical certificates;
- statutory declarations;
- other relevant documentation.

8.2 Extended Absences

Students absent for extended periods without approval may:

- miss critical learning and assessment activities;
- be required to undertake reassessment or attend catch up classes (if available);
- be referred to academic team for support;
- be subject to cancellation or withdrawal processes in accordance with applicable policies and legislation.

9. Intervention and Support

Where attendance concerns are identified, the RTO may implement intervention strategies, including:

- warning letters;
- counselling sessions;
- academic support plans;
- referral to student support team;

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- timetable review or learning assistance.

The purpose of intervention is to support student engagement and successful completion.

11. Attendance Warning Process

First Warning Letter

If students' attendance falls below 80%, a warning letter is emailed from Learning Management System (LMS). Students are advised that they have not attended scheduled class hours and attendance is less than 80%. Students need to make an appointment or see Student Support to discuss any issues that are affecting their attendance and course progress. An intervention strategy will be implemented, which is an individual student plan aimed at improving the academic progress and attendance of a student.

Second warning Letter

Where attendance does not improve following the initial warning, a second warning letter may be issued advising the student that continued non-attendance may result in further action.

Final Warning / Intention to Report

Where an international student demonstrates ongoing disengagement, fails to respond to intervention strategies, or does not maintain satisfactory attendance and course, AHMI may issue an Intention to Report. The notice will:

- advise the student of their right to access the Complaints and Appeals process;
- provide the timeframe for lodging an appeal (usually 20 working days);
- explain possible implications for the student visa

AHMI will maintain the student's enrolment during the internal appeals process unless extenuating circumstances apply under legislation or government direction.

Reporting through PRISMS will only occur after:

- the student chooses not to access the appeals process; or
- the appeals process is completed and the outcome supports the RTO's decision.

12. Compassionate or Compelling Circumstances

The RTO may consider compassionate or compelling circumstances when reviewing attendance concerns, including but not limited to:

- serious illness or injury;
- bereavement of close family members;

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- major personal hardship;
- natural disasters or emergencies;
- other exceptional circumstances supported by evidence.

Documented evidence may be required before any decision is made regarding intervention, suspension, deferment, or reporting outcomes.

10. Work Placement Attendance

Where a course includes mandatory work placement requirements:

- students must attend all rostered placement shifts;
- attendance must be verified by the host supervisor;
- missed placement hours may need to be made up before competency can be achieved.

Failure to complete mandatory placement hours will prevent course completion.

13. Deferral, Suspension and Leave

Students seeking temporary leave, deferral, or suspension of studies must apply in accordance with the AHMI's Deferral, Suspension and Cancellation Policy.

Approval is not automatic and must meet applicable policy and legislative requirements.

14. Privacy and Confidentiality

Attendance records and supporting documentation will be managed in accordance with the Privacy Act 1988 and the RTO's Privacy Policy.

15. Related Policies and Documents

- Student Code of Conduct
- Course Progress Policy
- Assessment Policy
- Deferral, Suspension and Cancellation Policy
- Student Support and Welfare Policy
- Complaints and Appeals Policy

14. Policy Review

This policy will be reviewed periodically to ensure ongoing compliance with legislative and regulatory requirements and continuous improvement practices.