

VET Student Engagement and Non-Attendance Policy & Procedure

1. Purpose

This policy outlines how Princeton International College monitors student engagement, conducts welfare checks and manages situations where an overseas VET student ceases participation in their studies.

This policy supports Princeton International College's student wellbeing, engagement and compliance obligations under the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).

Under the National Code 2018, overseas students enrolled in VET courses are assessed primarily on course progress rather than attendance. However, Princeton International College has a duty of care to monitor student engagement, support student wellbeing and take reasonable steps to identify and support students who unexpectedly disengage from their studies.

Princeton International College adopts a supportive and student wellbeing-focused approach to engagement monitoring and aims to assist students to successfully re-engage with their studies wherever possible.

This policy establishes a fair, supportive and consistent process to:

- identify students who may be disengaged or at risk of non-engagement
- confirm student safety and wellbeing
- provide opportunities for students to re-engage with their studies
- provide support where compassionate or compelling circumstances exist
- implement intervention and welfare support strategies where required
- manage situations where students become non-contactable or fail to maintain enrolment requirements

Student engagement is assessed based on overall participation, communication and academic involvement and is not based solely on physical attendance.

Non-attendance alone does not automatically result in reporting. Reporting occurs only where a student ceases engagement, becomes non-contactable, fails to maintain enrolment requirements or otherwise breaches visa-related obligations under the ESOS framework.

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2. Scope

This policy applies to all overseas students enrolled in CRICOS-registered VET courses at Princeton International College.

This policy supports Princeton International College's student wellbeing, engagement and compliance obligations under the ESOS Act 2000 and National Code 2018. This policy does not apply to ELICOS students, who are managed under separate attendance monitoring requirements.

2.1 Princeton International College adopts a supportive and student wellbeing-focused approach to student engagement monitoring.

The College recognises that temporary disengagement may occur due to academic, personal, medical, financial or compassionate circumstances and aims to support students to successfully re-engage with their studies wherever possible.

Student engagement is assessed based on overall participation, communication and academic involvement and is not based solely on physical attendance.

Non-attendance alone does not automatically result in reporting. Reporting occurs only where a student ceases engagement, becomes non-contactable, fails to maintain enrolment requirements or otherwise breaches visa-related obligations under the ESOS framework.

3. Responsible Parties

Princeton International College ensures that responsibilities relating to student engagement monitoring, welfare checks, intervention, student support and enrolment management are clearly defined and implemented to support student wellbeing, compliance and ongoing student engagement in accordance with the ESOS Act 2000 and National Code 2018.

Position	Responsibilities
Chief Executive Officer (CEO)	• Maintains overall oversight of student engagement monitoring, governance and compliance processes. • Oversees compliance with the ESOS Act 2000, National Code 2018 and PRISMS reporting requirements. • Reviews high-risk student engagement matters and enrolment cancellation recommendations where required. • Monitors implementation of welfare, intervention and

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Position	Responsibilities
	student support processes through governance and continuous improvement activities.
Training Manager	• Monitors student engagement, academic participation and non-engagement risks. • Coordinates intervention and student support processes for disengaged students. • Reviews engagement monitoring records and escalates concerns where required. • Supports implementation of engagement strategies and academic support arrangements.
Student Support Officer	• Conducts welfare follow-up activities and student support discussions. • Contacts students identified as disengaged or at risk of non-engagement. • Assists students experiencing academic, personal or wellbeing concerns. • Coordinates referrals to appropriate internal or external support services where required. • Maintains communication with students during intervention and support processes.
Trainers and Assessors	• Monitor classroom participation, assessment engagement and communication with students. • Identify and report concerns regarding student disengagement, wellbeing or welfare risks promptly. • Provide academic guidance and support to students where appropriate. • Maintain relevant records relating to student participation and engagement.
Administration Staff	• Maintain student records, communication logs and engagement monitoring documentation within Wisenet and authorised institutional systems. • Issue formal notifications, welfare notices and enrolment-related correspondence. • Maintain PRISMS-related records and supporting documentation. • Support student administration and records management processes.

4. Definitions Of Terms

Engagement

Participation in scheduled classes, assessments, learning activities, or communication with the College.

Non-Engagement

Failure to attend classes and absence of participation or communication with the College.

Welfare Check

Contact attempt to confirm student safety and wellbeing and provide support.

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48-Hour Welfare Notice

Written communication requesting the student to contact the College within 48 hours.

Intention to Cancel Enrolment

Formal notification advising the College intends to cancel enrolment due to loss of contact.

Compassionate or Compelling Circumstances

Circumstances beyond the student's control which impact their ability to study, including illness, injury, bereavement or trauma.

5. Monitoring Student Engagement

Princeton International College monitors student engagement on an ongoing basis to identify students who may be at risk of disengagement, withdrawal or welfare concerns.

Monitoring student engagement supports the College's duty of care obligations and assists in ensuring students are appropriately supported throughout their studies.

Student engagement is monitored through a range of indicators, including but not limited to:

- class participation and attendance patterns
- assessment submissions and academic participation
- learning management system activity
- communication with trainers, Student Support Officers or administration staff
- responses to College communications
- trainer observations and feedback
- participation in scheduled learning activities

Attendance is monitored as one indicator of student engagement but is not used as the sole measure of compliance for VET students.

Monitoring activities are undertaken by trainers, Student Support Officers, Administration Staff and the Training Manager under the oversight of the CEO.

Students who are absent but continue to maintain communication with the College and participate in learning activities are not automatically considered disengaged. Where concerns regarding student engagement may impact academic performance or course progress, Princeton International College may also manage the matter in conjunction with the Monitoring

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International Student VET Course Progress Policy and Procedure and associated intervention processes.

Where students demonstrate reduced participation or engagement, Princeton International College may contact the student early to determine whether academic, personal or welfare support is required before formal intervention processes are implemented.

6. Welfare Check Process

A welfare check will be initiated where Princeton International College becomes aware that a student has ceased engaging in learning activities and has not responded to communication attempts for a reasonable period.

Indicators of non-engagement may include, but are not limited to:

- no participation in scheduled learning activities
- no assessment activity
- failure to respond to college communication

The timing of the welfare contact may vary depending on the training schedule, delivery mode and individual student circumstances.

This process is undertaken as a student support and wellbeing measure and is not used for attendance compliance monitoring. Where concerns regarding student safety, wellbeing or welfare arise, Princeton International College may attempt multiple contact methods and may contact the student's emergency contact person where considered appropriate and necessary.

Welfare Contact Actions

The College will:

1. Attempt contact via phone and email
2. Send a 48-Hour Welfare Notice to the student's registered email address
3. Record all attempts in the Student Management System

The purpose of the welfare check is to:

- confirm the student's safety
- understand reasons for absence
- provide academic or personal support
- assist the student to continue study

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Where appropriate, the College may contact the student's emergency contact person.

7. Student Response to Welfare Notice

Where a student responds within 48 hours of the Welfare Notice, Princeton International College will make reasonable efforts to support the student to continue their studies. The Student Support Officer will contact the student to discuss the reason for disengagement and determine whether any academic, personal or welfare concerns exist.

The College may undertake one or more of the following actions:

- discuss the student's current situation and confirm ongoing enrolment intentions
- assess whether compassionate or compelling circumstances apply
- provide academic guidance or study support
- implement an intervention strategy where required
- refer the student to appropriate internal or external support services, including wellbeing, academic or learning support services where required
- arrange a revised study plan where appropriate
- process a deferment or suspension of studies in accordance with the Deferral, Suspension and Cancellation Policy

Where the student demonstrates an intention to continue studying and maintains communication with the College, no cancellation action will be taken. The student will continue to be supported through the agreed intervention and support strategies implemented by Princeton International College.

All discussions, decisions and support actions will be documented in the Student Management System.

8. Non-Response Procedure

If the student does not respond within 48 hours of the Welfare Notice, Princeton International College may consider the student to be non-contactable and may proceed with formal notification processes.

Princeton International College will issue an Intention to Cancel Enrolment Letter to the student's last known email address recorded within the Student Management System (Wisenet).

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The notification will:

- advise the student that the College has been unable to establish contact
- request urgent communication from the student
- outline available student support and welfare options
- explain the potential consequences of continued non-engagement
- provide information regarding the Complaints and Appeals process
- advise the student of their right to access the internal appeals process within 20 working days

Princeton International College will maintain the student's enrolment while the internal complaints and appeals process is ongoing and until the process is completed.

The College will only notify the Department of Home Affairs via PRISMS after:

- the student has chosen not to access the internal appeals process within the required timeframe; or
- the student withdraws from the appeals process; or
- the appeals process is completed, and the outcome supports Princeton International College's decision.

A copy of the notification and all supporting communication records will be retained within the student file and authorised institutional record systems.

9. Appeals Process

Students have 20 working days from the date of the Intention to Cancel notification to lodge an internal appeal.

During the appeal period:

- the student's enrolment will remain active
- the student will not be reported in PRISMS
- the College will continue to accept communication from the student

Appeals will be managed in accordance with Princeton International College's Complaints Handling Policy and Procedure and Appeals Handling Policy and Procedure.

Students may provide evidence of compassionate or compelling circumstances or demonstrate an intention to resume study.

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Where an appeal is upheld, Princeton International College will implement appropriate support arrangements to assist the student to continue their course.

Where the appeal is unsuccessful, the student will be informed of the outcome and their right to access an external appeals process.

Princeton International College will maintain the student's enrolment while the internal complaints and appeals process is ongoing and until the process is completed.

For appeals relating to the College's decision to defer, suspend or cancel a student's enrolment, the College will only notify the Department of Home Affairs via PRISMS after:

- the internal and external appeals processes have been completed and the decision supports Princeton International College; or
- the student has chosen not to access the internal appeals process within the 20-working day period; or
- the student has chosen not to access the external appeals process; or
- the student withdraws from the appeals process.

10. Cancellation of Enrolment

Princeton International College will cancel the student's enrolment where:

- the student does not lodge an appeal within the required timeframe; or
- the internal and external appeal processes are completed and the decision is upheld; and
- the student remains non-contactable or indicates they will not continue the course

Following finalisation of the appeals process, the College will notify the Department of Home Affairs via PRISMS as soon as practicable

11. Records Management and Record Keeping

Princeton International College maintains accurate, complete and secure records relating to student engagement monitoring, welfare checks, intervention activities, student support processes, communications, appeals and enrolment cancellation activities.

Records are maintained within the Student Management System (Wisenet) and authorised cloud-based institutional systems with access restricted to authorised personnel based on staff roles and responsibilities.

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The CEO maintains overall oversight of records management, compliance monitoring and governance processes associated with student engagement and non-attendance management.

Records maintained by Princeton International College may include, but are not limited to:

- student engagement and participation monitoring records
- communication attempts made by the College
- Welfare Notices and follow-up communications
- student responses or non-responses
- intervention records and support strategies implemented
- meeting notes and welfare discussions
- copies of formal correspondence and notifications
- appeal documentation and appeal outcomes
- enrolment cancellation decisions
- PRISMS-related records and reporting documentation
- trainer observations and engagement concerns
- referral and support arrangements where applicable

All records relating to student engagement, welfare and intervention processes are retained within student files and authorised institutional systems in accordance with the Records Management Policy and Procedure, ESOS Act 2000 and applicable regulatory requirements.

12. Continuous Improvement

Princeton International College regularly reviews student engagement monitoring, welfare and non-attendance management practices through feedback, student outcomes, complaints, appeals, internal reviews and compliance monitoring activities.

Identified risks, issues and improvement opportunities are recorded within the Continuous Improvement Register and monitored through governance and management review processes under the oversight of the CEO.

Appendix-A-Attendance Monitoring & Non-Engagement Risk Assessment