



Attendance and Course Progress Policy

Version	Approved by	Approval Date	Effective Date
1.0	Operations Manager	03 June 2026	03 June 2026
Policy Statement			
Purpose	The purpose of this policy is to outline Universal Training Institute’s responsibilities in monitoring student attendance and academic progress, and to ensure appropriate support and intervention strategies are implemented where students are at risk of not meeting the required standards. This policy supports compliance with national regulatory frameworks and aims to promote timely student progression, course completion, and wellbeing.		
Scope	<p>This policy applies to all students enrolled at Universal Training Institute, including:</p> <ul style="list-style-type: none"> ▪ International students studying on a student visa (subject to ESOS Act 2000 and the National Code 2018), ▪ Domestic students, including those under Smart and Skilled subsidised programs. <p>It also applies to all staff and contractors involved in the delivery, support, administration, and management of training and education services at Universal Training Institute. It ensures consistent application of responsibilities, standards, and procedures across all operations.</p>		
Policy Provisions			

1. Policy Statement – Attendance Monitoring

The College is committed to delivering a high standard of education and training services to all its students. Determinations of Compassionate or Compelling Circumstances will be based on documentary evidence provided to support the claim.

2. Student Obligations and Rights Under this Policy

All students are expected to comply with the College’s policies and their student visa requirements. In certain circumstances, students can ask for special consideration based on Compassionate or Compelling Circumstances. Any claim by a student that Compassionate or Compelling Circumstances exist must be genuine and made in good faith.

3. The College’s Obligations Under this Policy

The College will determine whether Compassionate or Compelling Circumstances exist in accordance with the terms of this policy and, where it is determined that Compassionate or

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Compelling Circumstances exist, the College will take this into consideration when making decisions under its other Policies.

4. Documentary Evidence Requirements

The table below outlines examples of Compassionate or Compelling Circumstances and the documentary evidence required to support a claim.

5. What are NOT Compassionate or Compelling Circumstances

Circumstances that are within the control of the student and/or will not impact upon the student's capacity to progress with their planned Program of study will not be considered as Compassionate or Compelling and include, without limitations:

- failure of a student to understand or seek clarification of the College's requirements as specified in its policies, processes and rules, such as if a student misreads the exam timetable.
- any delay by the student in checking correspondence sent by the College.
- conflicts of priorities which are to be expected in the normal course of the student's study, work, family or social life such as working while studying and any timetable challenges that arise because of this work.
- events that could have been prevented, for example, failing to attend class because an alarm was not set.

6. Making a Claim for Compassionate or Compelling Circumstances

The College will consider any claim for Compassionate or Compelling Circumstances as set out in this paragraph. All Students may submit a claim for Compassionate or Compelling Circumstances to support:

- an application for a refund that departs from the standard terms set out in the Refund Policy.
- any submission in relation to why they are not meeting the attendance requirements as set in the Attendance Policy and Procedure.
- any submission in relation to why they are not meeting the course progress requirements as set in the Course Progress Policy; or
- any submission in relation to seeking special consideration.

International Students on a Student visa (subclass 500) may submit a claim for Compassionate or Compelling Circumstances to support:

- any submission in relation to why they are failing to meet a mandatory visa condition (8202) imposed on their student visa which requires satisfactory attendance and course progress. Student visa holders fail to achieve satisfactory attendance and course progress may be reported to DHA.
- any request to defer or suspend their enrolment under Standard 9 of the National Code 2018 and in accordance with the Changes to Enrolment Policy.

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- any request to change their study load; and/or • any request to transfer to another registered provider under Standard 7 of the National Code 2018 and the International Student Transfer Policy.



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Accountabilities	
Responsible Officer	Operations Manager, Compliance Manager, Academic Team
Contact Person	Operations Manager
Supporting Information	
Relevant Legislation	As a registered provider, the College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below. <ul style="list-style-type: none"> ▪ Education Services for Overseas Students (ESOS) Act 2000 ▪ Education Services for Overseas Students Regulations 2019 ▪ National Code of Practice for Providers of Education and Training to Overseas Students 2018
Related Policies	This Policy should be read in conjunction with the following College policies: <ul style="list-style-type: none"> ▪ Attendance Policy and Procedure ▪ Course Progress Policy ▪ Complaints and Appeals Policy ▪ International Student Transfer Policy ▪ Refund Policy
Definitions and Acronyms	
ASQA	Australian Skills Quality Authority
Domestic Student	An Australian citizen, an Australian permanent resident, a New Zealand citizen, or a holder of a visa that entitles them to study in Australia without requiring a student visa.
International student	Not an Australian or New Zealand citizen, or a permanent resident of Australia, and who is studying in Australia on a student visa issued by the Department of Home Affairs (DHA)
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018
NVR Act	The National Vocational Education and Training Regulator Act 2011
PRISMS	Provider Registration and International Student Management System
RTO	Registered Training Organisation
SRTOs	The Standards for Registered Training Organisations, applicable to domestic training delivery and regulation.
Trainer	a person engaged by The College as a trainer and/or assessor, including but not only in accordance with the SRTOs