



POLICY AND PROCEDURES FOR MONITORING STUDENT ATTENDANCE

INFORMATION FOR STAFF AND STUDENTS

Policy

The College has its Attendance Policy and Procedures in place according to the laws and guidelines outlined in the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2007, (National Code 2007) and the ESOS Act.

The College believes that students should aim to attend class 100% of scheduled course contact hours, so that they can fully maximise their time at the College. Therefore, satisfactory course attendance is deemed to be a minimum of 80% of scheduled course contact hours.

The College is required by law to report international students who do not meet the minimum 80 per cent attendance requirements, to Department of Immigration and Citizenship (DIAC) through PRISMS who have the power to request and check student attendance records, and cancel student visas if a student is in violation of the law.

The College has procedures in place to regularly monitor and record the hourly attendance of each student, as well as accurately calculate their individual attendance percentage. If there are any students with an 85% or lower rate of weekly attendances, the college informs the student and makes him/her have counselling with the student counselling officer. Students will also be issued with an official Attendance Warning Letter, signed by the Principal/Academic Manager, and counselled by the Principal/Academic Manager, if their attendance becomes below 80%.

The College's Student Services Officer will also contact students at home if they are absent for 5 consecutive days, or more.

In the event of a student failing to respond to the Attendance Warning Letter, and their attendance falling below 80%, the Registrar will send a letter informing the student of the Registrar's Intention to Report to DEST through PRISMS for breaching the 80 per cent attendance requirement. This letter will include Appeal and Complaints information.

The College may decide to not report a student for breaching the 80 per cent attendance requirement only where:

- A.** the student produces documentary evidence clearly demonstrating *compassionate or compelling circumstances*. *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's attendance throughout a course. These could include:
- i.** serious illness, where a medical certificate states that the student was unable to attend classes
 - ii.** bereavement of close family members such as parents or siblings
 - iii.** major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv.** a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's attendance during course contact time, and

- B.** that decision is consistent with its documented attendance policies and procedures, and
C. attendance has not fallen below 70%

Procedures

1. Student attendance is:

- i)** checked hourly by their classroom teachers and recorded onto the class rolls. Any period of exclusion from class, including late arrival and/or early leavers, will be included in student attendance records as absent.
- ii)** the class rolls of General English and High School preparation courses are collected, and attendance percentages calculated on a weekly basis, by the Technical Support Officer.
- iii)** the attendance is calculated by dividing the actual number of hours that the student attends by the maximum number of hours that a student can attend class to achieve 100, then multiplied by 100 to get the attendance percentage. $(n/n \times 100/1)$
- iv)** technical Support Officer enters the attendance percentages input into the Student Attendance Database.
- v)** if there are any students with an 85% or lower rate of weekly attendances, the college informs the student and makes him/her have counseling with the student counselling officer.



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- vi) The process of counselling is to occur two working days after informing the student and the counselling form for attendance is to be used.
2. All absences from class must be accompanied by:
- i) an authentic and original medical certificate stating that the student was unable to attend class. Trivial medical conditions will not be regarded as a compassionate and compelling reason to be absent from class.
 - ii) evidence that leave has been approved by the Principal/Academic Manager.
3. Students at risk of breaching the College's attendance requirements will be counselled and offered any necessary support when their attendance rate becomes below 85% during any study or assessment period.
4. Any absences longer than 5 consecutive days without approval will be recorded by the class teachers on the Student's file which is accessed daily by the Student Services Officer.
5. The Student Services Officer will attempt to contact the student and/or their guardian, if the student is under 18 years, at their home. If applicable the student's agent will be contacted and informed of the situation. The Student Services Officer will write a report on the student file and inform the Principal/Academic Manager of the outcome.
6. Student attendance will be monitored by the Principal/Academic Manager on a weekly basis over a term or semester to assess student attendance based on the information input into the Student Attendance Database, as cited in Procedure 1 (iii)
7. The Technical Support Officer will provide attendance data to the Principal/Academic Manager.
8. If the student's attendance becomes below 80%, they will be given an official Attendance Warning Letter advising them to increase their attendance immediately, and reminding of their attendance obligations according to their Visas; as well as the college's obligation to report to DIAC through PRISMS.
9. A copy of the Attendance Warning Letter will also be sent to the student's parent/guardian if applicable.
10. A counselling session will be arranged with the Student Counsellor and/or Principal/Academic Manager.
11. If the problem remains unresolved and the student is assessed as not attending at least 80% of the scheduled course contact hours, the College will advise the student in writing of its intention to report the student for not achieving satisfactory attendance according to visa condition 8202. The written notice which includes an Appeal Form, will also inform the student that they have 20 working days to appeal the decision via the College's complaints and appeals process.
12. The College will notify DIAC via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.

Students will not be reported for failing to meet the 80% threshold where:

- A. the student produces documentary evidence clearly demonstrating *compassionate or compelling circumstances*. *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's attendance throughout a course, and
- B. that decision is consistent with its documented attendance policies and procedures, and
- C. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for which he or she is enrolled.