

## POLICY STATEMENT

The Academy of International Education (Australia) ("TAIE") is committed to encouraging its international students to maintain attendance requirements as per standard 11 of the National Code 2007.

### PURPOSE

The purpose of this policy and procedure is to ensure that The Academy of International Education (Australia) students abide by the requirements of The National Code 2007 as per Standard 11 – Monitoring Attendance.

This policy applies to all international students enrolled in all courses offered by The Academy of International Education (Australia)

### RESPONSIBILITIES

The Director of Studies is responsible for the implementation of this policy/procedure in relation to the entry of the attendance and to ensure that staff and students are aware of its application and that staff implement its requirements

The Administration Officer is responsible for the implementation of this policy/procedure in relation to the subsequent notification to students.

### DEFINITION

**Satisfactory attendance:** Attendance at a minimum of 80% scheduled course contact hours

**Projected attendance:** Current actual attendance plus maximum remaining attendance divided by the total scheduled hours for the term

**Consecutive days absent:** Refers to five consecutive days of classes missed or two weeks of classes missed, whichever comes first

**DET:** Department of Education and Training

**PRISMS:** Provider Registration and International Student Management System

**Intention to Report letter:** Letter advising students that they have breached the attendance requirement and that they have 20 working days commencing three days from the date of the letter before they will be reported for unsatisfactory attendance. Students are offered access to the Appeals policy in this letter

**Satisfactory course progress:** passing 50% of units in a semester (two terms)

**Inactive Withdrawal:** No attendance or contact by the student for a period of two weeks or more

**Compassionate or Compelling circumstances:** Are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. TAIE will make this determination of assessment at its discretion and grounds (supported by appropriate evidence) may include:

- A serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (documented evidence required)
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience which may include: involvement in or witnessing of serious accident or crime and that these cases are supported by a psychologist's report

### **NATIONAL CODE Requirements**

Attendance is based on the contact hours attended by a student during a study period being one term

- Attendance is analysed on a weekly basis by actual and projected attendance over the term
- Students must attend 80% of scheduled course contact hours to achieve satisfactory attendance for the term (Standard 11.1a)
- Students can maintain satisfactory attendance between 70% - 80% scheduled contact hours over the term if they are maintaining satisfactory academic progress, however will be sent warning letters advising attendance is of a serious concern
- Students will be sent a warning letter when their projected attendance for the term starts to fall at 90% and below
- Students whose attendance falls below 70% will immediately be advised in writing via an Intention to Report letter that they will be reported to the Secretary of DET for unsatisfactory attendance in 20 working days commencing three days after the date of the Intention to Report letter and offered access to the Complaints and Appeals Policy of the School (Standard 11.3e, 11.6)
- If the student chooses not to access the Complaints and Appeals Policy within the 20 working days commencing three days after the Intention to Report letter, withdraws from the process, or the process is completed and results in a decision which supports the TAIE then the School will notify DET via PRISMS that the student has not achieved satisfactory attendance as soon as practicable (Standard 11.7).
- Students are permitted to attend classes once an Intention to Report letter has been sent and during the period of appeal.

### **METHOD**

1. Trainers must record the attendance of each student in minutes on their roll for each class, indicating late arrivals or early departures (Standard 11.1)
2. Attendance rolls are submitted at the end of each day by trainers to the Administration Officer to enter the attendance record of each student.
3. Attendance is recorded by number of hours attended with absences recorded (Standard 11.1b)
4. All absences, even those substantiated by a medical certificate, will be recorded as absent
5. Administration Officer analyses attendance weekly and send warning letters to students asking the student to attend a counselling meeting to discuss the reasons for their absences. Letters are sent when their projected attendance starts to fall to 90%.
6. At attendance counselling the student will be reminded of TAIE attendance policies, that satisfactory attendance is a student visa requirement. Counselling processes will inform the student that if attendance falls below the required level the student will be reported and the student visa is at risk of being cancelled. Any questions regarding the student visa conditions and possible outcomes of breaches should be referred to DIAC
7. When a student's projected attendance falls below 80% but not less than 70%, a check is carried out on their academic progress to ensure they are passing at least 50% of their program over a semester. If a student has been studying less than a semester, then it will be one term. A warning letter will be sent to the student advising that they will not be reported at this point due to maintaining satisfactory course progress but are warned however that if their attendance at any stage falls below 70% they will be reported to DIAC.
8. If a student's attendance falls below 80% but not less than 70% and they have not passed 50% of their program over the past semester, they will be informed of the Intention to Report

9. If a student's projected attendance falls below 70% an Intention to Report Letter is sent to the student. A list is maintained by the Administration Officer of those students to whom this letter is sent
10. Once a student has been advised of possible reporting via an Intention to Report Letter and chooses to access the Complaints and Appeals Policy and subsequently appeals the decision to report, TAIE may choose not to report a student if:
  - The student is maintaining satisfactory course progress; and
  - Is attending at least 70% of their scheduled contact hours; or
  - Can provide documented evidence under Compassionate and Compelling circumstances
11. After 20 working days commencing three days after the date of the Intention to Report letter have elapsed or any appeal has been heard, if the student is below 70% attendance, the student will be reported on PRISMS
12. If the student's attendance is between 70% and 80% and the Appeal is unsuccessful, the student is advised of their right to an external appeal. Students have 20 working days from the date of the outcome of appeal to access the external appeals process if they choose. If a student chooses not to appeal externally or the 20 working days have passed then the student will be cancelled on PRISMS
13. If the student's attendance is between 70% and 80% and the Appeal is successful, details are noted and maintained by the Administration Officer and all records kept in the student file. The student will not be reported.

### **Student Absent for Five Consecutive days**

- The TAIE system automatically flags a student who is absent for five consecutive days
- When the Student Support Officer is analysing attendance and discover such an absence the following processes are commenced:
  - Attempt to contact student by phone.
    - If contact is established 'Contact Made' is to be activated on TAIE System.
    - If contact is not established then student to be emailed, left voice mail and contact attempted with nominated emergency person. To be noted in TAIE System.
    - All contact is documented by Student Support Officer on the TAIE System (Comments field)
  - If the student's attendance is at risk of falling below 80% due to the absences, (7 to 13 above) is implemented above or through inactive withdrawals process as below.

**Student Attendance Intervention Strategy Plan:** used at any time during the term where the student is identified at risk of not meeting satisfactory attendance.

### **Inactive Withdrawals – Cessation of studies**

- If a student is absent from for a period of ten days for any reason and/or after failing to return from a deferment, the Student Support Officer will be notified. Student Support Officer will then attempt to contact the student, emergency contact person and/or his/her agent to get information about the whereabouts of the students and reason[s] for their absence.
- If contact has been made and a satisfactory reason for the absence is presented with an expected return date to school for the student then no further action will be taken.
- If no contact has been possible over a period of two weeks since the student's last attendance was reported to the Administration Officer, then the student, emergency contact person and his/her agent, will be informed by letter sent to the last known address, informing the student that they will be reported through PRISMS as an Active/Inactive Withdrawal for Cessation of Studies.
- For appeals against inactive withdrawals please see Complaints and Appeals Policy

## Release Process

- In the event that the student applies for a release, it is the student's responsibility to maintain his/her attendance requirement as per this policy as the School will continue to mark and calculate attendance throughout the duration of the release process.
- If a student receives a denied release outcome letter, the student is required to continue to attend classes and maintain attendance requirements.
- If a student receives a positive release outcome, the student is no longer required to attend classes beyond the date of the release letter.
- If at any stage the student's attendance falls below 80%, the student will be reported regardless of release outcome.

## SUPPORT DOCUMENTS

- Attendance Warning Letter below 90%
- Attendance Intention to Report: Below 80%
- Attendance Intention to Report: Below 70%

## REVISION HISTORY

Revision	Date	Description
1.0	April 2013	
2.0	Dec 2014	Updated acronyms of DIAC and DEEWR to reflect departmental changes
2.1	April 2015	Annual Review - Added Document Details Table
3	October 2018	Updated to National Code 2018 and added Document Details

## DOCUMENT DETAILS

Document Name:	CPP52 Attendance Policy & Procedure
Department:	Administration
Approval:	PEO
Policy Drivers	Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (Standards 11)