



11: MONITORING ATTENDANCE POLICY AND PROCEDURE

Legislation(s)	ESOS Act 2000 The National Code 2007, Part D – Standard 11 – Monitoring Attendance
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Purpose

This policy and procedures supports:

- The National Code 2007, Part D – Standard 11 which states:

“Registered providers systematically monitor students’ compliance with student visa conditions relating to attendance. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students under Section 19 of the ESOS Act who have breached the attendance requirements.”

Scope

This policy applies to all International Students.

Definitions

International Student:	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.
Contact hours:	The number of hours in the period for which a student enrolled in the course is scheduled to attend classes for teaching purposes, course-related information sessions, supervised study sessions and examinations.
Course Progress:	The measure of advancement within a course towards its completion.
Course / Unit:	Component of a program of education or training.
CRICOS:	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.

DoE:	Department of Education. The Australian Federal Government's administrative division for policy and program development on education, science, training and administration of the ESOS legislation.
PRISMS:	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
Exclusion	Cancellation of enrolment by ACE. For overseas students, this also results in reporting this cancellation to DoE - DIBP. ESOS Act 2000 The Education Services for Overseas Students Act - This Act regulates the delivery of education services to overseas students.
Satisfactory Attendance:	A minimum of 80 percent attendance across all units of study undertaken in a study period.
DIBP	Department of Immigration and Border Protection. The Australian Federal Government's administrative division
Study Period	One term of study.

1. Policy

1.1 ACE must record the attendance of each student for the scheduled course contact hours for each of the following CRICOS registered course in which the student is enrolled which is an accredited vocational education and training course (unless Standard 11.2 of the ESOS ACT applies)

CRICOS Code	Qualification Course Code	Course Unit Name/Title
082998C	SIT30813	Certificate III in Commercial Cookery
082999B	SIT40413	Certificate IV in Commercial Cookery
083000B	SIT50313	Diploma of Hospitality
082997D	BSB40212	Certificate IV in Business – <i>In Transition</i>
071854K	BSB50207	Diploma of Business – <i>In Transition</i>
083961G	AUR30612	Certificate III in Light Vehicle Mechanical Technology

- 1.2 ACE implements this policy and procedures for each course listed above which must be provided to staff and students that specify the:
- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
 - b. manner in which attendance and absences are recorded and calculated
 - c. process for assessing satisfactory attendance
 - d. process for determining the point at which the student has failed to meet satisfactory attendance; and
 - e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.
- 1.3 For the courses identified in 1.1, this policy and procedures identify the process for contacting and counselling students who:
- a. have been absent for more than five consecutive days without approval; or
 - b. where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (before the student's attendance drops below 80 per cent).
- 1.4 If a student has been assessed as not achieving satisfactory attendance for the courses identified in 1.1, ACE will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice will also advise the student that he or she is able to access the complaints and appeals process and that the student has 20 working days in which to do so.
- 1.5 If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting ACE, then ACE must notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- 1.6 ACE may only decide not to report the student for breaching the 80 per cent attendance requirement where:
- a. that decision is consistent with its documented attendance policies and procedures; and

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- b. the student records clearly indicate that the student is maintaining satisfactory course progress; and
 - c. ACE confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
- 1.7 Students are provided with a hard copy of their time table on the day of orientation. Students are also able to acquire a copy of their time table from the Reception desk at ACE Head Office or by telephoning Head Office.
- 1.8 In each study period, students are required to attend the specific units of study for which they are timetabled (time and day).
- 1.9 ACE's attendance policy and procedure is described in the Student Pre-enrolment Handbook, Staff Handbook and made available to staff and students through ACE's website.

2. Procedure

2.1 Recording Student Attendance (Trainers)

How attendance is recorded

- a. Attendance will be marked in all classes by the relevant trainers.

NB: All trainers will be informed of this procedure and the importance for accuracy when completing the Class Attendance Roll through induction with the CEO and regular monitoring by Course Coordinator.

- b. The Class Attendance Roll is located at the reception desk and will be picked up by the trainer at the start of the week. All Class Attendance Rolls are to be submitted to the Records Manager by the end of the week to ensure security and integrity of documentation.
- c. Attendance is recorded every session by the trainer on the attendance sheet in the class roll:
 - i. This attendance recording sheet is broken down into 2-hour sessions and requires an indication of attendance once per session (per session is comprised of 2 hours). Trainers monitor/record attendance after 15 minutes from the start of each session.
 - ii. A student who is late or absent for a session or part of a session, will have that period of absence recorded i.e. deducted from the hours of that session. This absence will be represented as O.

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- iii. At the end of each week, trainers are to record the total number of hours attended as well as the hours of absences. Trainers are to sign the attendance roll and return a copy of the attendance roll to the Records Manager who checks that it has been completed. The trainer then takes the following week's attendance log.
- iv. The Records Manager then provides the attendance roll to the Office Administrator to enter the data into Wise.NET.

2.2 Monitoring Student Attendance

By the Records Manager / How the attendance is calculated

- a. The Records Manager tracks/monitors student attendance via Wise.NET Student Management Software (SMS) that will calculate the projected attendance of the students for each course.
- b. Attendance is calculated as follows:
 - As an absence percentage (e.g. the sum of absent hours per week / the total delivery hours X 100 = absence percentage); or
 - By calculating the minimum number of hours the student would have to attend to keep their attendance at 80%. e.g. number of study days x contact hours x 80%. For example, a ten week term with 20 contact hours a week would equal 200 contact hours. 80% of this is 160 hours
- c. At the end of each week it is the responsibility of the Records Manager to ensure all attendance records from that week are entered into Wise.NET.
- d. Each week, the Records Manager will review the projected attendance of all students and monitor the following points:
 - i. **Any student who has missed 5 consecutive days of classes (or 2 weeks of classes if each week has 2 ½ days of classes) without prior approval or their attendance has dropped below 90% of the scheduled course contact hours for the course enrolled** will be immediately contacted by phone to discuss:
 - why the student has been absent
 - what support ACE is able to offer to support the student to improve their attendance (this may be addressed via the student support services)
 - the requirement to maintain a satisfactory attendance as a student visa requirement
 - the requirement to contact DIBP if student has further questions about the student visa conditions and the possible outcomes of breaching these conditions.

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- ii. Two phone attempts within a 48-hour period will be made by the Records Manager. If contact is successful, the Records Manager will attempt to counsel the student, understand why the student was absent and if the student requires support; and remind the student of their obligation to attend and maintain an 80% attendance rate.
- iii. If contact by phone is unsuccessful a **1st Warning Letter** will be sent to the student informing them of their projected attendance and the need to ensure they maintain a minimum 80% attendance level for the term. This letter also contains the consequences of not achieving a projected attendance of 80%; as well as opportunities to arrange an appointment with the Course Coordinator / Student Support Services Officer to discuss and receive support / counselling with regard to their circumstances (see 11.2 1st Warning letter – Attendance).
- iv. All records of telephone contacts and counselling attempted / made must be recorded on Wise.NET (Student Management System).
- v. In the event that a student does not establish contact with ACE, does not attend after being contacted or the student’s attendance is irregular, the Records Manager must notify the Course Coordinator immediately. The Course Coordinator will attempt to actively follow up with the student to discuss the reasoning for the student’s absence and the supports available to the student.
- vi. **When a student’s projected attendance falls below 85% and there is no possibility of the student reaching that level by the end of the study period, the 2nd Warning Letter shall be sent indicating the student is required to arrange an appointment with the Course Coordinator or Student Support Services Officer to discuss their attendance issues (and possible compassionate or compelling circumstances that may be affecting the student’s attendance) and to discuss an intervention strategy to ensure they stay above 80% for the Term.**
- vii. **When a student’s projected attendance falls below 80% and their course progress is unsatisfactory, the student shall be sent a Notice of Intention to Report Letter indicating ACE’s intention to report the student to DIBP for unsatisfactory attendance of their course of study. The letter will also inform the student of their ability to access ACE’s appeals and complaints process with which they have 20 working days to do so. To ensure clarity, this letter will include details of the date of the commencement of the 20 day period as follows:**

“...you have 20 working days beginning on (date) in which you may access ACE’s complaints and appeals process.”

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- viii. **When a student’s projected attendance falls below 80%, yet the course progress is satisfactory** the student will not be reported to DIBP as they will be deemed as having met the attendance requirement.
- ix. **When the student’s attendance breaches the 80% attendance requirements but the student attends at least 70% of the scheduled contact hours for the course he/she is enrolled** ACE may decide not to report the student to DIBP.
- x. **When the student’s attendance fall below 70%**
 - a. ACE will notify the student of its intention to report their unsatisfactory attendance to DIBP and follow the normal reporting protocols as noted above.
 - b. ACE must ensure that the student receives a full 20 working days’ notice of the intention to report. To ensure that this occurs, all Intention to Report letters sent via post must allow 2 working days above the 20 working day period. Intention to Report letters sent via email will include a 20 working day notice period commencing on the day the email is sent. Methods of delivery must be in accordance with the student’s preference noted at Orientation and documented on the Orientation Checklist.
 - c. If the student chooses not to access the complaints and appeal process within 20 working days, or withdraws from the process, or the process is completed and results in a decision supporting ACE, a report shall be submitted to DIBP via PRISMS, as soon as practicable, that the student is not achieving satisfactory attendance. The student shall also be sent a Breach Reported letter notifying them of the action taken.
 - d. If the student chooses to access the complaints and appeals process, then the Complaints and Appeals policy and procedures apply. ACE must maintain the student’s enrolment while the complaints and appeals process are ongoing.

2.6 Exception to the 80% rule

ACE may decide not to report the student if:

- 1. that decision is consistent with this policy and procedures; and
- 2. the student records clearly indicate that the student is maintaining satisfactory course progress; and
- 3. ACE confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.
- 4. There is documentary evidence demonstrating that compassionate or compelling circumstances apply.

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2.7 Grants of Leave

- a) Grants of leave from class(es) due to compassionate or compelling reasons will be taken into consideration by Course Coordinator. Students are required to complete a *Student Absence Form* (available at reception and online) and submit to ACE's Head Office Reception.
- b) Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact upon the student's course attendance or wellbeing. These could include, but are not limited to:
 - i. Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - ii. Bereavement of close family members such as parents or grandparents;
 - iii. Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - iv. A traumatic experience which could include involvement in, or witnessing of a serious crime or accident; and witnessing or being the victim of a serious crime - and this has impacted on the student. (Note these cases should be supported by police or psychologists' reports); OR
 - v. Where ACE was unable to offer a pre-requisite course/unit
- c) ACE considers documentary evidence provided by the student to support the claim and should keep copies of these documents in the student's file.

2.8 Reporting 'Breach of Student Attendance'

- a) ACE uses PRISMS to report the student.
- b) The process of reporting breaches into PRISMS is the responsibility of the Records Manager who monitors the projected attendance weekly. This process is also supported by the review and monitoring by the Course Coordinator.

3. Responsibility

- Records Manager / Office Administrator
- Course Coordinator
- Student Support Services Officer
- Course Coordinators

4. Primary Documents (Related to this Policy)

- Class Attendance Roll
- 1st Warning letter – Attendance
- 2nd Warning letter – Attendance
- 11.5 Intention to Report
- 10.8 Intervention Strategy Agreement

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5. Secondary Documents (Impacted by this Policy)

- Student Handbook
- Staff Handbook
- Student Support Service Guide
- Pre-Enrolment Brochure
- Agent Manual

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