



Monitoring Overseas Student Attendance Policy

Purpose

The purpose of this policy is to ensure **Institute of Intellect Blending (IIB)** systematically monitor students' compliance with student attendance for each course in which the overseas student is enrolled.

The attendance component of this policy only applies to ELICOS courses and does not apply to vocational education and training (VET) courses.

Policy

IIB will identify, notify, and assist an overseas student at risk of not meeting attendance requirements based on the total number of available scheduled hours and can report students who have breached their attendance requirements i.e., their attendance has fallen under 80%.

IIB will clearly outline and inform overseas student before they commence the course of the requirements to achieve satisfactory attendance through the orientation program and the Student Handbook.

This policy is part of the policies and procedures folder accessible in all computers used by **IIB's** teachers.

Process for monitoring and recording attendance

1. Requirements for achieving satisfactory attendance

To achieve satisfactory attendance for a course, students must maintain a minimum attendance of 80 per cent of the scheduled contact hours.

2. The method for working out minimum attendance

All students must maintain an attendance rate of at least 80% during the course duration.

Attendance is calculated by totalling the number of available scheduled hours and dividing them by 80%. The balance is the total time a student may be absent during their course.

e.g. A student enrolls into a program that runs for 20 weeks. The contact hours for that course are 20 hours per week. The total contact hours for that program are $20 \times 20 = 400$ hours. 80% of 400 is 320, meaning the student can miss 80 hours in that course.

3. Processes for recording course attendance

Attendance is recorded on hard copy rolls by the class teacher for each class period every day classes are held. Students arriving late for a class period or who are absent for a class period are recorded.

At the end of the week, the rolls are handed in to reception by the teacher. The data is entered into the student management system (SMS) and weekly reports are evaluated by the ELICOS Coordinator (EC), or their delegate.



4. Details of the registered provider's intervention strategy

IIB will contact and counsel students who have been absent for more than five consecutive days without approval or 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 (i.e., before the student's attendance drops below 80 per cent).

Students identified at risk will be sent a letter and counselled, and students who drop below the 80% rate will be sent an Intention to Report (ITR) letter.

Warning Letter for at risk students

Each week the ELICOS Coordinator (EC) or their delegate will draw a report from the Student Management System on all students' overall attendance. Students below 90% attendance are emailed a warning letter (**Unsatisfactory Attendance - Warning Letter**) outlining the student's current overall attendance. This letter will also request a meeting with the ELICOS Coordinator (EC) to discuss:

- issues that might be causing the unsatisfactory attendance, such as:
 - personal issues (homesickness, money, boyfriend/girlfriend, housing, work)
 - classroom issues (suitability of course, problems with another students/teacher)
- strategies to assist them to achieve satisfactory attendance, such as:
 - changing work shifts
 - receiving individual support and / or mentoring
 - attending counselling if personal issues present

The EC will advise the students about the requirements for achieving satisfactory attendance. The EC will also explain that if the student is deemed to have attendance lower than 80%, it could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals process.

The EC will maintain a record of each meeting using the **Early Intervention Report** Form. A copy of this form will be held on each student's file.

The EC will follow up the attendance of the student at times discussed with the student or as the EC deems reasonable if they notice further risk of unsatisfactory attendance.

5. Processes for determining the point at which the student has failed to meet satisfactory course attendance.

The EC is responsible for determining the point at which the student has failed to meet satisfactory course attendance. They, or their delegate, should evaluate weekly attendance reports generated by the SMS (RTO Manager).

During this evaluation, the EC or their delegate must:

1. Check which students are below 80% overall attendance
2. Check to ensure they have received a warning letter
3. If they have, an Intention to Report (ITR) letter can be issued
4. If they have not, due to an oversight, a warning letter must be immediately issued, and the student given an opportunity to rectify their attendance before an ITR letter can be issued.



Process for reporting unsatisfactory attendance

Where **IIB** has assessed the overseas student as not meeting course attendance requirements, the College will give the overseas student a written notice as soon as practicable, using the ***Intention to report*** letter.

In this letter, **IIB** will:

- notify the overseas student that the College intends to report the overseas student for unsatisfactory attendance
- inform the overseas student of the reasons for the intention to report
- advise the overseas student of their right to access **IIB**'s complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- **IIB** has not recorded or calculated your attendance correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory attendance and your attendance has not fallen below 70%, or
- **IIB** has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- **IIB** has not implemented other policies which may impact upon your attendance, or
- **IIB** has not made a relevant policy available to you. (Please specify)

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- i. If the appeal shows that there was an error in calculation, and the student has satisfactory attendance, **IIB** does not report the student, and there is no requirement for intervention.
- ii. If the appeals process shows that the student does not have satisfactory attendance, but there are compassionate or compelling reasons for the lack of progress, **IIB** may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours.

IIB must only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports **IIB**, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
- the overseas student has chosen not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying **IIB** in writing.



Definitions / Explanatory Notes

Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - o involvement in or witnessing of an accident or
 - o a crime committed against the student or
 - o the student has been a witness to a crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above is only some of examples of what may be considered compassionate or compelling circumstances. **IIB will use its professional judgment to assess each case on its individual merits.** When determining whether compassionate or compelling circumstances exist, **IIB** will consider documentary evidence provided to support the claim. **IIB** will keep copies of these documents, together with a record of why the decision was made, in the student's file.



Reference

National Code - Standard 8 Overseas student visa requirements

Standard 8

Monitoring overseas student progress, attendance and course duration

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

Schools, ELICOS and Foundation Programs: attendance requirements

- 8.6 The registered provider of a school, ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
 - 8.6.1 requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours
 - 8.6.2 the method for working out minimum attendance under this standard
 - 8.6.3 processes for recording course attendance
 - 8.6.4 details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent.
 - 8.6.5 processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.



Reporting unsatisfactory course progress or unsatisfactory course attendance

- 8.13 Where the registered provider has assessed the overseas student as not meeting attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:
- 8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
 - 8.13.2 informs the overseas student of the reasons for the intention to report
 - 8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 8.14 The registered provider must only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 8.14.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - 8.14.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
 - 8.14.3 the overseas student has chosen not to access the external complaints and appeals process, or
 - 8.14.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 8.15 The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
- 8.15.1 for school, ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or