

## PP14 INTERNATIONAL STUDENT ATTENDANCE RECORDING, MONITORING AND REPORTING POLICY AND PROCEDURE

### PURPOSE

The purpose of this policy and procedure is to outline Southern Cross Education Institute's processes for recording, monitoring and reporting students' attendance at scheduled classes.

### SCOPE

This policy and procedure applies to all the staff of Southern Cross Education Institute who are responsible for recording, monitoring and reporting attendance of students who are enrolled in accredited or non-award ELICOS course.

### DEFINITIONS

eCoE	Electronic Confirmation of Enrolment
At Risk	Fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 25% or above of units of competency in a compulsory study period
DIBP	Department of Immigration and Border Protection
ELICOS	English Language Intensive Courses for Overseas Students
Intervention	A procedure where student welfare assists students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service
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
Projected attendance	What the attendance will be at the end of the study period or course (for courses less than one study period) assuming that the student attends each and every class from that time onwards
SCEI	Southern Cross Education Institute
Student	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute. Includes 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
Unsatisfactory attendance	International students who will not be able to achieve 80% attendance per study period or course if less than a study period

### POLICY

1. Southern Cross Education Institute will record attendance for all classes and monitor student's attendance weekly.
2. International students full time attendance is considered as a minimum of 20 scheduled hours of attendance per week unless:
  - 2.1. there are compassionate or compelling circumstances for reducing the load
  - 2.2. the reduced load is part of SCEI's intervention strategy
  - 2.3. credit transfer is granted
  - 2.4. recognition of prior learning is granted
  - 2.5. pre-requisite units are not available in that study period
3. All international students are responsible for their own attendance to scheduled classes.
4. Students must attend a minimum of 80% of scheduled classes for a study period or a course (if one study period in duration) to be in compliance with the National Code 2007, Standard's 10 and 11.
5. Trainers will only accept assessment submissions from the students with 80% attendance in the course. The students with poor attendance will not be allowed to submit assessments.

6. Student must attend a minimum of 80% of scheduled classes for a study period or a course to be eligible to go for work placement.
7. International students studying ELICOS courses will be reported to DIBP if they attend less than 80% of scheduled classes for their course.
8. All Trainers/ Assessors are informed of this policy and procedure and the importance for accuracy when completing the Attendance Record through induction and through regular monitoring by the Training and Campus Managers.
9. Students are made aware of the 80% attendance requirements through pre-enrolment information, at enrolment, at orientation, at the beginning of the course and throughout the course.

## PROCEDURE

### 1. Recording attendance

- 1.1. Attendance will be recorded daily on the Attendance Record.
- 1.2. A student, who misses part of a class, shall be marked as absent for the hours missed during the class. Only the hours attended will be recorded. E.g. if a student attended from 9.00am to 11.00am then this is recorded on the attendance sheet.
- 1.3. Students who supply medical certificates for absences must still be recorded as being absent for the period with a medical certificate. A copy of the medical certificate is to be filed in the Students Administration File and uploaded into the Student Management System, Paradigm.
- 1.4. It is the responsibility of the trainer to ensure all attendance records from that week are entered into student management system(paradigm) promptly.
- 1.5. Paradigm automatically calculates the student's actual and projected attendance percentage based on the attendance data entered by the Administration Officer.
- 1.6. A copy of the attendance record is filed in Paradigm for the relevant course offer.

### 2. Monitoring attendance

- 2.1. The Student Welfare Officer will review student attendance via Paradigm on a weekly basis.
- 2.2. If a student has been absent for five (5) consecutive days without approval in all classes in their course or is not attending classes consistently, the trainer is to submit an 'At Risk' form to the Student Welfare Officer. The student must be contacted and counselled by the Student Welfare Officer in regarded to attendance requirements.
- 2.3. If student's projected scheduled attendance hours is 90% or below for the study period or course (if less than a study period), the Student Welfare Officer will send a Student Attendance Warning Letter to the student. The student will be required to contact the Student Welfare Officer to organise an appointment to discuss attendance and identify intervention strategies to ensure attendance stays above 80% of scheduled classes.
- 2.4. If student's projected scheduled attendance hours is 85% or below for the study period or course (if less than a study period), the Student Welfare Officer will send a Student Attendance Warning Letter to the student. The student will be required to contact the Student Welfare Officer to organise an appointment to discuss attendance and identify intervention strategies to ensure attendance stays above 80% of scheduled classes.
- 2.5. If student's projected scheduled attendance hours is 85% or below for the study period or course (if less than a study period), the Student Welfare Officer will send a Student Attendance Warning Letter to the student. The student will be required to contact the Student Welfare Officer to organise an appointment to discuss attendance and identify intervention strategies to ensure attendance stays above 80% of scheduled classes.

- 2.6. If a student's attendance falls below a projected average of 80% of all scheduled classes, even if the student attends all future classes, for the study period or course, the Student Welfare Officer notifies the student in writing of the intention to report them to DIBP for unsatisfactory attendance. A meeting between the student and the Student Welfare Officer is arranged to discuss the student's poor attendance and the student is informed that they have 20 days to appeal this decision.
- 2.7. A student is entitled to appeal the decision to report their unsatisfactory attendance to DIBP, where they believe one or more of the following grounds apply:
- 2.7.1. their attendance hours were incorrectly recorded
  - 2.7.2. compassionate or compelling circumstances were not taken into account
  - 2.7.3. student has new evidence not previously available at the time Notification of Intention to Report student to DIBP for Unsatisfactory Attendance letter was sent.
- 2.8. If a student does not access the appeals process within 20 days from being issued the intention to report letter, or the appeal is not upheld or the student withdraws from the appeals process then SCEI will report the student to DIBP via PRISMS.
- 2.9. Copies of all warning letters, PRISMS reports and all supporting documentation relating to attendance must be placed in the Student's Administration File.
- 2.10. No action is required for students who maintain a projected 80% attendance of all scheduled classes for a study period or course (if duration is less than a study period).

### **3. Non-Commencement of Course:**

- 3.1. If a student has not started to attend the course and absent for first 3 weeks, the student welfare officer will notify the student in writing by sending NON-COMMENCEMENT NOTIFICATION in the end of 3<sup>rd</sup> week.
- 3.2. If a student does not contact the student welfare officer within 5 days from being issued the NON-COMMENCEMENT NOTIFICATION, then SCEI will report the student to DIBP via PRISMS

### **4. Attendance Monitoring for Assessment Submission**

- 4.1. The trainers will be responsible for updating attendance in student management system regularly.
- 4.2. The trainers will monitor the attendance of individual students to ensure 80% attendance.
- 4.3. The trainers will not accept any assessment from the students with attendance less than 80%.
- 4.4. The trainer will notify student welfare officer about the students at risk of low attendance by submitting "At Risk form"
- 4.5. The student welfare office will implement interventional strategy to maintain attendance requirement.
- 4.6. The trainer will accept assessment if student with low attendance has followed that intervention strategy accordingly.

## RELATED DOCUMENTS

PP11 Complaints and Appeals Policy and Procedure  
PP13 Monitoring international student academic progress policy and procedure  
PP16 Deferring, suspending or cancelling the student's enrolment policy and procedure  
LET53 Student Non-Commencement Notification  
LET08 Student Attendance 1st Warning Letter - International Students  
LET09 Student Attendance 2nd Warning Letter - International Students  
LET10 Student Attendance 3rd Warning Letter - International Students  
LET11 Student Attendance Breach Reported Letter- International Students

### LEGISLATIVE CONTEXT

Education Services for Overseas Students Act (2000)  
Education Services for Overseas Students (ESOS) Regulations 2001  
National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007);  
Standard 10 and 11  
Standards for Registered Training Organisations (RTOs) 2015

### RESPONSIBILITIES

Chief Executive Officer, Campus and Training Managers

- Responsible for overseeing the implementation and compliance with this policy and to ensure that staff and students are aware of its application and implement its requirements.

Student Welfare Officers

- Responsible for implementing this policy and procedure

Administration Officer

- Responsible for abiding by this policy and procedure

Students

- Responsible for abiding by this policy and procedure

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