

ATTENDANCE POLICY AND PROCEDURE

Definitions

- a. *'The College'* means Australian Pacific College (APC), English Unlimited (EU) and Australian Pacific Travel & Tourism (APTT).
- b. *'Compassionate or compelling circumstances'* - circumstances are generally those beyond the control of the student that are having an impact on the student's progress through a course. These could include, but are not limited to:
 - i. serious illness,
 - ii. bereavement of close family members such as parents or grandparents,
 - iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies,
 - iv. an experience or circumstances which has or will impact on the student's ability to study,
 - v. where the College was unable to offer a pre-requisite unit,
 - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

The above examples serve as a guide only. For circumstances to be considered as compassionate or compelling, evidence would usually need to be provided. For further information please see a Student Care Officer.

- c. *'ELICOS teachers'*: Teachers employed by the College to teach English Language Intensive Courses for Overseas Students at APC or EU.
- d. *'National Code'* means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
- e. *'Satisfactory course attendance'* means attendance of at least 80% of scheduled course contact hours for the study period.
- f. *'Study period'* for attendance purposes is defined as:
 - i. for ELICOS courses, the **lesser** of 6 months (26 weeks) **or** the length of the Confirmation of Enrolment for the course,
 - ii. for vocational courses, 1 term, or where the course is 1 term in length or shorter, 2 consecutive subjects
- g. *'Vocational trainers'*: Trainers engaged by the College to teach vocational courses at APC or APTT.

1. Policy

- a. Standard 11 of the National Code requires the College *to systematically monitor students' compliance with student visa conditions relating to attendance.*
- b. The College is required under section 19 of the ESOS Act to be *proactive in notifying and counselling students who are at risk of failing to achieve satisfactory course attendance and to report students who have not achieved satisfactory course attendance.*



- c. In compliance with the College's obligations under the National Code, student attendance shall be:
 - i. checked and recorded daily by use of a class roll,
 - ii. assessed every 2 weeks,
 - iii. recorded and calculated over each study period.
- d. The College expects students to maintain 100% attendance. Student visa holders are required under the conditions of their visa to attend at least 80% of the scheduled course contact hours.

2. Procedure for marking rolls

- a. ELICOS teachers are required to mark and sign off on daily class rolls for each lesson and update information in the college's student management system. Rolls shall be printed from the student database for each class. Teachers shall use the following codes when marking class rolls:

APC and APTT

- / = present
- a/ = arrived late, after the first 15 minutes of class (lose half lesson, i.e. 1hr/0.5hr)
- /a = left early (lose half lesson, i.e. 1hr/0.5hr)
- a = arrived in second half or absent (lose whole lesson, i.e. 2hrs/1hr)
- x = first day at the college

English Unlimited

- / = Present for 1 hour
- X = Present for 2 hours
- A = Zero attendance

Class rolls are to be scanned at the end of each week.

- b. Vocational trainers are required to mark and sign off on class rolls for each lesson and update information in the college's student management system. Trainers shall use the following codes when marking class rolls:

- P = present
- P1 = arrived late, after the first 15 minutes of class (lose half lesson)
- P2 = arrived in second half or absent (lose whole lesson)
- P3 = left early (lose half lesson)
- A = absent from class
- B = asked to leave class for behavioural reasons

- c. Class rolls are to be scanned at the end of each term.

3. Procedure for monitoring attendance (ELICOS only)

- a. All absences due to illness should be accompanied by a medical certificate and a sick leave form.



For Under 18 year old students (APC Sydney and APTT only)

- b. All absences due to illness should be accompanied by a medical certificate or an explanatory communication from the student's carer.
- c. Parents/guardians of students will be contacted each time the student has an unexplained absence. This means that the College contacts them after the morning roll-call session.

Absences of 5 consecutive days

- d. Any absences longer than 5 consecutive days without the approval of the College will be investigated as a matter of urgency after the 5 days have passed (i.e. on the 6th day) as follows:
 - (i) The Student Care staff will attempt to contact the student by phone or email.
 - (ii) If contact with the student cannot be made Student Care staff will contact the student's education agent, if any.
 - (iii) If contact with the student is made, College staff will provide counselling as necessary in relation to attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
 - (iv) If contact with the student cannot be made the Director of Administration and Student Care is notified of the absence and takes appropriate steps including making a report to the relevant authorities (for example, Police, Department of Immigration and Border Protection or Department of Education) or making further enquiries.

The steps above should be completed within two working days.

Calculating attendance

- e. Student attendance will be monitored by the Administration Officer every fortnight on the Friday during a study period to assess each student's "**overall attendance**". The overall attendance is the student's attendance as at the relevant Friday for the study period expressed as a percentage and is calculated as follows:

$$\text{Overall attendance} = (A - B / A) \times 100$$

Where:

A is the total scheduled course contact hours over a study period

B is the number of course contact hours that the student has been absent up to the relevant Friday

- f. In calculating the attendance, any period of exclusion or suspension from class **will not be included** in student attendance calculations.

Warning – at risk of failing to meet attendance requirements

- g. Students whose **overall attendance** falls below **86%** but is **80% and above** will be sent a warning letter by email informing them that they are in danger of being reported to the Department of Education and to see Student care immediately for counselling and support, including advice on how to improve their attendance.

Student Tip

If you have difficulty keeping attendance above 80% please seek help from Student Care as early as possible. If your attendance

Staff guidance

The warnings may only be sent when the student's overall attendance falls below **86%** but is **80% and above** (i.e.



falls below 80% you risk being reported to the Department of Education via PRISMS which may affect your visa.

Student Care can help you keep your attendance above 80%.

If you are experiencing difficulties you should be aware that the following options **may** be available to you:

1. Suspension of course
2. Reduction in scheduled course contact hours
3. Additional classes

if attendance is below 86% then you should see the student **without delay**.

Staff must focus on keeping students attendance above 80%.

The email warning is to notify students that they are at risk of failing to meet attendance requirements and subsequently to provide support and counselling to these students to ensure that their attendance does not fall below 80%.

Intention to report for failing to meet attendance requirements

- h. If a student's overall attendance falls **below 80%**, the College will notify the student of the College's intention to report the student for failing to meet the course attendance requirements by email.
- i. The intention to report notice must advise the student that he/she has 20 working days in which to access the College's internal Complaints and Appeals Process except in the circumstances outlined in paragraph 3k) below. The student will be given a copy of the Complaints and Appeals Process and this will be discussed in a meeting with the Student Care Officer.
- j. The College will notify the Department of Education 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, or
 - iii. the result of the Complaints and Appeals Process supports the College's decision.
- k. Students will not be reported for failing to meet satisfactory course attendance where:
 - i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances, and
 - ii) their attendance has not fallen below 70%.
- l. Where paragraph 2l) applies and a student's attendance is 80% or less, the Student Care Officer will assess whether a suspension of studies (as per the College's Deferment, Suspension and Cancellation Policy) or a reduction in the study load (so as to reduce the scheduled course contact hours) is in the interest of the student.
- m. If the student referred to in paragraph 2m) does not obtain a suspension of studies under the College's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance will occur as outlined in 2g) and 2h).

3. Scope, duration and publication of policy



This policy covers all students studying at the college on a student visa*. This policy comes into effect on 24/10/2014. This policy will be made available to students and staff by way of the college website(s) and through student/staff orientation handbooks.

** APC has elected to implement the Department of Education/Department of Immigration and Border Protection Course progress Monitoring Policy and Procedure for vocational courses. Therefore, for vocational courses at APC only, attendance is monitored but is not used as a basis for reporting for visa compliance purposes.*

4. Policy review

This policy will be reviewed as part of the College's three year policy review cycle or as required by regulatory changes.



STAGES OF COUNSELLING AND SUPPORT FOR ATTENDANCE MONITORING

