Monitoring Attendance

Policy and Procedure No. 113
Monitoring attendance

International Training College systematically monitors students’ course attendance and abides by the requirements of The National Code 2007 as per Standard 11 – Monitoring Attendance. The College is proactive in monitoring, notifying and counselling students who are at risk of failing to meet their course attendance requirements. International Training College will report students, under section 19 of the ESOS Act, who have breached the course attendance requirements.

Purpose

The purpose of this policy and procedure is to ensure that course attendance of all International Training College international students is monitored and staff and students are aware of its application, monitoring and implementation. International Training College is proactive in notifying and counseling students who are at risk of failing to meet course attendance requirements.

Scope

This policy and procedure applies to all staff of International Training College who are involved in the training, assessing and administration of international students. This policy also applies to all international students enrolled in all courses offered by International Training College.

Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure learner/candidates are aware of this process.

Procedure

International Training College has in place policies and procedures for the monitoring and implementation of international student attendance based on the contact hours attended by a student during a study period being one academic term.

The attendance is analysed on a weekly basis by actual and projected attendance over the term and students must attend 80% of the scheduled course contact hours to achieve satisfactory attendance for the course. Students will be sent a minimum of two warning letters (see Form 113.1 Breach of Student Code of Conduct/Attendance Register) when their projected attendance for the course is at risk of falling to 80%.

Where the student has chosen 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 International Training College, International Training College will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course attendance as soon as practicable.
Method

Trainers must record the attendance of each student in minutes on their roll for each class, indicating late arrivals or early departures with attendance rolls submitted each Monday for the previous week by trainers.

The administrator is to enter the attendance records of each student into the Students Records System by number of hours attended with absences recorded. All absences, even those substantiated by a medical certificate, will be recorded as absent.

Student services staff analyse attendance weekly and will send 2 written warning letters to students requesting the student to attend a counselling meeting to discuss the reasons for their absences. Students will receive a letter of ‘Intent to Report’ when a student can only achieve 70% attendance of the whole course.

The first written warning will be sent via email and letter and they will be asked to make an appointment for a counselling session, if the student’s attendance does not improve then a second warning email and letter will be sent to student asking them to make another appointment for a counselling session. If the student attendance still does not improve and drops below 70%, then a notice of intention to report will be sent to the student via email and letter. The written notice informs the student that he or she is able to access the ITC’s complaints and appeals process and that the student has 20 working days in which to do so.

At the attendance counselling session, the student will be reminded of International Training College’s attendance polices and 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’s visa is at risk of being cancelled which can jeopardise further entry into Australia for an additional 3 years from the date of leaving the country.

If a student’s attendance reaches 70% an Intention to Report letter (Form 114.1 Intention to Report) is sent to the student. A list is maintained by Student Services of those students to whom this letter is sent. 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, the College may choose not to report a student if:

- Is attending is above 80% of their scheduled contact hours; and

- the student records clearly indicate that the student is maintaining satisfactory course progress; and
• the registered provider 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.

After 20 working days have elapsed from the date of the Intention to Report letter or any appeal has been heard, if the student is below 70% attendance, a recommendation to cancel the student’s enrolment is completed and forwarded to admissions for reporting on PRISMS.

If the student’s attendance is 70% and the appeal is unsuccessful, the student is advised of their right to an external appeal. Students have 5 working days from the date of the outcome of appeal to access the external appeals process if they choose.

If student chooses not to appeal externally or the 5 days have passed then a recommendation to cancel the student’s enrolment is completed and forwarded to admissions for cancellation on PRISMS.

If the student’s attendance is 70% and the appeal is successful, details are noted on the Students Records System maintained by Student Services and all records kept in the student’s file. The student will not be reported.

**Student absent for five consecutive days**

When Student Services are analysing attendance and discover an absence of 5 consecutive days, the following will occur until the student can be found by:

- Contact made by telephone and in writing to the student;
- Contact guardian if student is under 18 years;
- Contact the student’s emergency contact
- Contact the student’s parents overseas
- All contact is documented by Student Services

If all avenues have been exhausted and the student cannot be found and the student’s attendance is at risk of falling below 80% due to the absence, the attended policies and procedures stated above will be implemented.
References

Breach of student code of conduct/Attendance Register

Form 114.1 Intention to Report

Complaints/Appeals Register

International Student Handbook

Application to Defer or suspend course of study – Form 111.1

The National Code 2007