

## **Monitoring Course Attendance**

### **Policy**

The ABI recognises that it is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa. Student visas include a condition that requires the student to progress satisfactorily and that to these end students must attend their classes.

Through implementing this policy and procedure the ABI management will:

- assist students to achieve their desired educational outcomes within the expected course duration i.e. as recorded on their COE
- systematically monitor students' compliance with student visa Conditions relating to attendance i.e. on a study period basis
- enact intervention strategies for students at risk before a situation is reached where the student, due to a lack of attendance, is unable to complete their course within their course duration or is in breach of their visa conditions

The ABI Management ensures to systematically monitor students' course attendance and remain proactive in notifying and counselling students who are at risk of failing to meet course attendance requirements.

The ABI will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.

The ABI will document and implement this attendance policy and procedure for each course as listed on CRICOS which specifies the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled study period 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.

The ABI understands that it is a requirement to report students, under section 19 of the ESOS Act, who have breached their course attendance requirements.

Where a mandatory study period is defined:

- a) A term actual length of term differs from course to course and depends on course duration
- b) For a short course or skill set with duration of less than 6 months or a single unit a mandatory study period is the equivalent of each UOC scheduled training duration.

Note:

1. Attendance is recorded daily throughout the study period

2. The total scheduled contact hours for a each study period will vary depending on public holidays, ABI breaks etc.
3. The minimum of 80% attendance will be calculated as a % of the total scheduled contact hours for the current study period

### **Pre and Post Admission Student information**

1. The CEO will ensure that the ABI will document, make available and implement this policy and procedure designed to explain to staff and students the procedures for identifying and assisting students at risk of not meeting the student visa attendance requirements. The strategy specifies:
  - a. procedures for contacting and counseling identified students
  - b. strategies to assist identified students to achieve satisfactory course attendance, and
  - c. the process by which the intervention strategy is activated.
2. Marketing Officer is required to ensure that this procedure i.e. the documented intervention strategy, is made available to staff and students through
  - Website
  - Student Handbook
  - Staff Handbook
  - Student Induction
  - Staff Induction
  - Policy and Procedures Manual

### **Monitoring Course Attendance: Phase 1: Initial Recording: Trainers/Assessors:**

1. Trainers and Assessors are responsible to maintain and sign off daily attendance sheets for each student for each class
2. These sheets are to be completed by the class trainer/assessor in attendance only and competed at the start, mid-point and end of class- or if the student arrives late, leaves early or does not attend
3. Trainers and Assessors are required to sign off each sheet and submit to Administration office
4. Administration officer will enter the attendance records into the ERMS and warn and report through these records
5. Administration officer will maintain signed attendance sheets

#### **Note:**

1. Arriving Late and leaving early will automatically result in the daily attendance of the student being calculated at 50% of the scheduled days contact hours
2. Absence not covered by a medical certificate will be registered as an absence and the absence included in the calculation of attendance rates
3. Absence covered by a medical certificate will be recorded as sick leave and the absence not included in the calculation of attendance rates

## **Monitoring Course Attendance: Phase 2: Requirements for achieving satisfactory attendance: Attendance Warnings**

1. The Administration Officer is responsible to enter attendance into the ERMS and to monitor the attendance of students. Where the purpose of this monitoring is to enable students at risk of not satisfactorily attending, to be identified and offered support so that they are assisted to achieve their educational goals

Note:

1. Satisfactory Attendance is defined as a student visa holder attending for a minimum of 80% of scheduled course contact hours – at all times throughout their course

2. Unsatisfactory Attendance is defined as a situation in which a student visa holder:

- has been absent for 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 current study period of the course in which he or she is enrolled (i.e. *before* the student's attendance drops below 80 per cent).
  - Attendance Warning 1: 90%
  - Attendance Warning 2: 80%

2. The Administration Officer will issue a First Attendance Warning Letter to students via mail/ email and follow up with a phone call when:

- The students attendance first falls to 90%
- The student has been absent for more than five consecutive days without approval

The student will be required to attend a personal meeting with the Administration Officer who will counsel the student with regards to:

- Identifying the situation and the impacts
- Identifying and managing contributing factors
- Implementing a plan for the student to maintain the required 80% attendance minimum

3. The Administration Officer will issue a Second and Final Attendance Warning Letter to students via mail/ email and follow up with a phone call when:

- The students attendance continues to fall to 80% (but not below)
- The student continues to be absent i.e. in excess for more than five consecutive days without approval

The student will be required to attend a personal meeting with the Administration Officer who will counsel the student with regards to:

- Identifying the situation and the impacts
- Identifying and managing contributing factors
- Implementing a plan for the student to maintain the required 80% attendance minimum

### **Monitoring Course Attendance: Phase 3: Attendance Assessment: Failure to meet satisfactory attendance: Study Period**

1. The Administration Officer will continue to assess the attendance of students on a daily basis throughout the current study period
2. When the Administration Officer has assessed the student as not achieving satisfactory attendance the registered provider will notify the student in writing of its intention to report the student for not achieving satisfactory attendance.

Where unsatisfactory attendance is reached at the point where the students attendance falls below the 80% minimum attendance requirement (regardless of the time it took to reach that point)

The written notice will inform the student that he or she is able to access the ABIs Complaints and Appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Note:

1. The intended purpose of the student activating the ABIs Complaints and Appeals process is for the student to provide the ABI with an acceptable reason(s) and evidence why the student has not been able to maintain satisfactory course attendance.
2. Where acceptable evidence is limited to unforeseen, exceptional and compassionate circumstances as defined in the Complaints and Appeals Policy.

### **Monitoring Course Attendance: Phase 4: Reporting**

1. 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 the ABI

CEO will:

- Notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- Notify the student of the reporting and advising them of the requirement to maintain all visa conditions during the reporting period until they are contacted by the authorities.
- Send the notifications to the current student mailing address

Note:

The Administration Officer will petition the CEO to consider not reporting the student for breaching the 80 per cent attendance requirement only where:

- a. the student records clearly indicate that the student is maintaining satisfactory course progress, and
- b. 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.