

Attendance Monitoring Policy and Procedure

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| Stakeholders | ELICOS teachers, Administration staff |

1. Purpose

The purpose of this policy and procedure is to address the requirements of Standard 11 of the National Codes for ELICOS Providers 2018. It is Australasia Language College's (ALC) policy to ensure that student attendance is systematically monitored. ALC is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. ALC must report students under section 19 of the ESOS Act who have breached the course progress requirements.

2. Policy

Under the section 19 of the ESOS Act, holders of student visa are required to maintain a minimum rate of 80% attendance over their course of study in order to retain their enrolment and student visa. As an ELICOS provider, ALC is responsible for monitoring students' attendance records. Students whose attendance falls below 80% and it is clear that the student will not be able to reach 80% by the end of the course must be reported to DHA through PRISMS.

To ensure that students and staff understand their responsibilities in relation to these requirements and the consequences of poor attendance, the following procedures outline the steps the institute will take to monitor and report attendance, and indicate the appeals process available to students whose attendance has been identified as unsatisfactory.

3. Procedure

Verbal and written notification to student of attendance requirement:

- The ELICOS DOS is to provide students with a Student Contract of Learning. Students sign this form to acknowledge understanding of their attendance obligations.
- The Student Services Officer or DOS also provides a verbal explanation of its importance and the consequences of poor attendance during the Orientation Session.



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- The student is required to sign the Student Contract of Learning which includes an undertaking to maintain at least 80% attendance at the time of enrolment.
- The ELICOS class teacher will again verbally advise the student on the attendance requirement on the first day of classes.

Attendance recording

The Class teacher will record the student attendance every class on the attendance roll. If a student is absent from classes or lessons for any reason, the student will be marked absent on the roll.

A daily 4-hour class consists of 2 x 2-hour periods. A weekend class consists of 5 x 2.0. Teachers record attendance for every 2-hour period.

Student who arrive more than 15 minutes late for any class period are marked 'A' for Absent.

Students attending on time (no later than 15 minutes into a class period) are marked 'P' for Present.

If a student is sick, the student must notify the College. A Doctor's certificate must be submitted when the student resumes the class if absent for two or more days.

At the end of each week (usually Friday for AM shift), each teacher leaves the completed attendance roll for that week at Student Services located at reception

Calculation of attendance record

The Student Services Department staff reconciles and assess students' attendance on a weekly basis. The Student Services Department calculates student's attendance as follows:

- At the end of each two-week period a percentage attendance is calculated for each student
- Student attendance is calculated on a cumulative 'projected attendance' basis. For example, if a student has enrolled for 20 weeks and, at the end of week three, she/he has non-attendance of one week, then their projected attendance is 95%

Attendance Certificate

The Student Services Department issues a Certificate of Attendance to students by the end of their course as it may be necessary if students wish to extend their visa for further study. A Statement of Attendance may be issued to a student, on request, prior to completion of his/ her course.



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A Certificate of Attendance will contain the name of the student's ELICOS course and provider, date of commencement and completion and their overall attendance at the end of their course.

Leave of Absence:

If a student has been on an approved leave of absence and do not return to the course when expected., the Student Services Department will contact the student by telephone and email to identify when the student intends to return to study and ascertain if he/she has compassionate or compelling circumstances.

If the student does not respond within 10 working days, the Student Services Department must cancel the student's CoE and report to DHA as Cessation of Studies.

If the student does not provide a compassionate or compelling reason for not attending ELICOS class, then the unsatisfactory attendance procedure will continue.

If student wish to return to study in the future, he/she must apply to the Student Services Department.

Identifying Student at Risk:

Students with Consecutive Non-approved Absences

If a student is absent from class for five consecutive days without approval, the Student Services Department will attempt to contact the student by telephone and email. If after two further working days, the student is still absent from the class without approval and not in contact with the Student Services Department, the Director of Studies will be notified for intervention.

- The absent student will be issued with a 'Non-Compliance Rate of Attendance - 5 Consecutive Days Absent' letter
- Records of any contact with the student or any counselling and support provided to student will be maintained by respective departments.
- The student's absence will be recorded as part of the regular monitoring of attendance procedure.

First warning letter

When projected attendance falls under 90%, a 'First Warning Letter - Unsatisfactory Attendance' letter will be given to the student or emailed to their registered email address informing them of their current level of attendance and warning them that they are at risk of being reported for non-compliance should they continue to be absent.

- The student is required to sign and date the file copy of the letter acknowledging its receipt, when the student comes to Student Services.



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- This letter also provides the student with the date and time of an appointment with the Director of Studies to discuss the attendance issue.
- The student and Director of Studies will endeavour to put in place an intervention strategy to improve the student's attendance.

Second warning letter

When projected attendance falls under 85%, a 'Second Warning Letter - Unsatisfactory Attendance' letter will be given to the student by Student Services (or emailed to their registered email address if the students are not in attendance).

The student will be advised to again meet with the Director of Studies to discuss their attendance. The Director of Studies will emphasise the importance of complying with the College's attendance requirements as Department of Education/DHA regulations and the consequences of non-compliance.

Leave of absence from a class for compassionate or compelling reasons will be taken into account if original or certified documents are provided.

The Director of Studies will provide the students with continued proactive counselling and necessary support.

The student will sign and date the file copy of the warning letter acknowledging its receipt.

Comments on the interview will be written by the Director of Studies, on the file copy of the letter.

Final warning letter - Notification of Breach of Attendance Requirements

When a student's projected attendance falls under 80% rate (or a projected rate of 75% by the end of his/ her course), the student will receive written notification from Student Services of their breach of the attendance requirements and the College's intention to report the student to the Department of Education /DHA for unsatisfactory attendance. This notification will be in the form of a 'Letter of Intention to Report - Unsatisfactory Attendance' letter.

The notification will include advice that the student may appeal to the Appeals Review Committee against this decision within 20 working days as specified in the letter.

The notification will also include advice:

- As to whom to contact if the student wishes to discuss the implications of their breach of the attendance requirements and the appeals process, for example, the Director of Studies or Student Services Officer.
- That if lodging an appeal, it is the student's responsibility to clearly identify at that time all the information they hold or are aware of in support of their appeal.



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A copy of Breach of Attendance letter is to be retained in the student file and sent to the Student Services Department.

Reporting and Appeals Procedure

A student has 20 working days from the date of receipt of the Breach of Attendance letter to lodge an appeal to the Appeals Review Committee.

Appeals must be made in writing to the ELICOS Director of Studies using a Complaints & Appeals Form available from Student Services and must include:

- The reasons for non-attendance (supported by documentary evidence)
- Any additional information in support of their case.

Students who are lodging an appeal can request to appear before the Appeals Review Committee. Students may bring a support person with them to this meeting.

The Appeals Review Committee will meet within 10 working days after the end of the appeal period. All reasonable measures will be taken to finalize the process as soon as practicable.

The Appeals Review Committee comprises the General Manager, ELICOS Director of Studies and Student Services Officer.

The Committee will consider:

- Whether the decision to report the student for unsatisfactory attendance was based on the correct procedures
- Any mitigating circumstances advanced by or on behalf of the student; and
- Whether the appeal should be upheld or dismissed.

During the internal appeals process the student will remain enrolled in all courses and continue to attend classes.

Where the student has chosen not to access the appeals processes within the 20 working day period, or withdraws from the process, the Student Service Department will be notified and will issue a 'Final Letter- Notification to report to DHA' letter to the student which will outline the options to access the College's Complaints & Appeals Procedures and the External Student Appeals agent, the Overseas Students Ombudsman, to lodge an external appeal.

Outcomes of the Appeals Procedures

The student will be notified of the outcome of the internal appeals process within 10 working days of hearing the appeal.



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If the Appeals Review Committee determines that processes have not been appropriately followed, or that circumstances (e.g. extended illness) have prevented the student from attending, and if attendance has not fallen below the discretionary minimum allowed under Standard 11 of the National Code and the ESOS Act, it may uphold the appeal and not report the student's non-attendance to Department of Education/DHA. The General Manager will notify the student in writing that the appeal has been upheld.

If the Appeals Review Committee determines that due process has been followed and that there are no mitigating circumstances, it will dismiss the appeal and advises the Student Services Department to issue the student with the Institute's 'Final Letter to Report – Outcome of External Review' letter. This final letter will outline the options to access the Institute's Complaints & Appeals procedures and the External Student Appeals agent, the Overseas Students Ombudsman, to lodge an external appeal.

Complaints and External Appeals

If the student is dissatisfied with the conduct of the Appeals Review Committee, the student has the right to refer his/her complaint to The Overseas Students Ombudsman within 10 working days from the date advised in the 'Final Letter to report – Outcome of External Review' letter and must advise the Student Services Department in writing that you have lodge an appeal. The student should go to the 'Making a Complaint' link on the Overseas Students Ombudsman's website, www.oso.gov.au.au to find information and an online application form if he/she wishes to use the Ombudsman's External Student Appeals process. The use of the Overseas Students Ombudsman is a free service for overseas students.

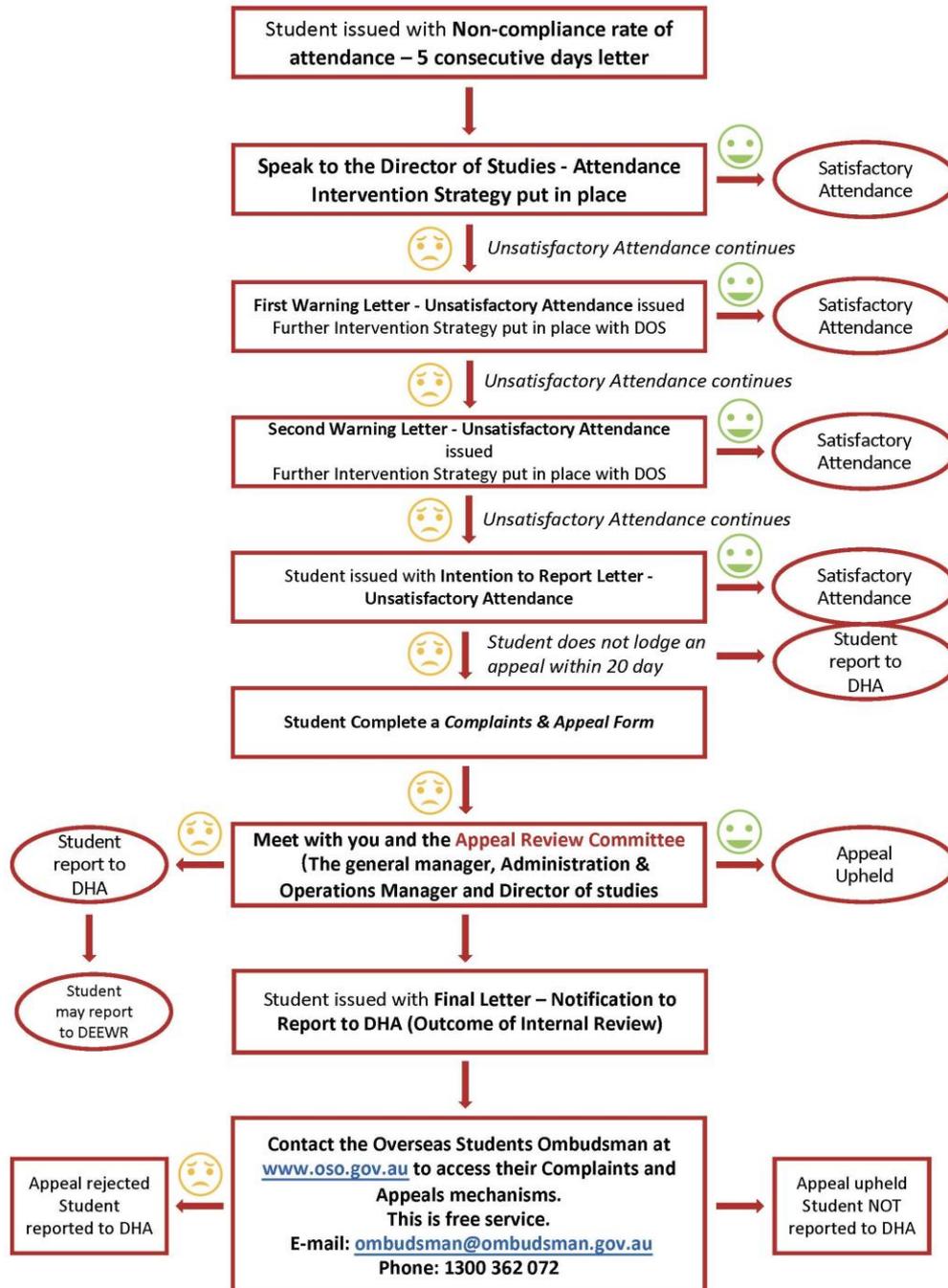
Students may choose your own external Student Appeals agent if they wish. Students should inquire about current fees when you contact the agent.

After 10 working days, if the student has not lodged an external appeal or if the Student Services Department has not been notified of an external appeal, the student will then be reported through PRISMS. This will result in the student receiving a Section 20 Notice. This requires the student to contact the Department of Immigration and Border Protection (DHA) within 28 days or make arrangements to leave the country. This breach results in possible exclusion from Australia for 3 years.

If the external complaint handling and/or appeal process results in a decision that supports the student, ALC will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome in writing.



Attendance Complaints & Appeals Process Flow Chart





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Complaints & Appeals Policy and Procedures

Do you have a complaint?

Australasia Language College recognises that differences can arise from time to time with students. Australasia Language College will try to solve all student complaints and appeals as quickly as possible.

What is a complaint? A complaint is when you say (or write) that you are unhappy, frustrated or dissatisfied with the quality of a service you receive, something that another person has done or the way something is done.

What is an appeal? You make an appeal, usually to someone in authority, if you want them to change a decision they have made.

Step 1: Speak to someone, for example, if it is about your course, start with your teacher; if it is about your homestay, talk to the Student Administration Officer.

Step 2: If you still have a problem, speak to the Director of Studies. You may bring a support person with you. If you want to make an appeal, or, example, you have received an attendance warning letter, you should speak to the Director of Studies first. The Director of Studies will respond to your complaint or appeal in writing within 10 working days.

Step 3: If you are not happy about the way your complaint (or appeal) has been dealt with, you should complete a Complaints & Appeals Form and make an appointment to speak with the Principal Executive Officer (PEO). You may bring a support person with you to this meeting. The PEO will respond to your complaint or appeal in writing within 10 working days.

Step 4: If you are still not happy about the way your complaint or appeal has been dealt with, you should ask for a meeting with the Student Appeals Committee. You may bring a support person with you to this meeting. The Student Appeals Committee will respond to your complaint or appeal in writing within 10 working days.

The Internal Complaints & Appeals process is not complete.

Step 5: If you are unhappy with the outcome of the Student Appeals Committee, you can ask for the help of an external appeals agent. Contact the Overseas Students Ombudsman at www.oso.gov.au to access their Complaints and Appeals mechanisms.

The Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601

Phone: 1300 362 072

Fax: 02-6276 0123

E-mail ombudsman@ombudsman.gov.au

There is a FREE SERVICE.

You may choose your own external student appeals agent if you wish. You should inquire about current fees when you contact the agent.



Complaints & Appeals Process Flow Chart

