

Policy and Procedure	
Policy ID	EDN-011-I-POL
Policy name	Attendance Monitoring Policy and Procedure
Audience	Internal / External
Responsible officer	Manager International Education
Contact officer	Compliance Manager
Endorsed by	Continuous Improvement Committee
Endorsement date	27/03/2019
Effective date	01/04/2019
Version	Version Feb 2019

Contents

1. INTRODUCTION	2
1.1. PURPOSE	2
1.2. SCOPE.....	2
1.3. LEGISLATIVE CONTEXT.....	2
1.4. DEFINITIONS	2
2. POLICY STATEMENT	3
3. PROCEDURES	3
3.1. MONITORING AND RECORDING ATTENDANCE.....	3
3.2. IMPLEMENTING APPROPRIATE DOCUMENTED ATTENDANCE POLICIES AND PROCEDURES.....	4
3.3. CONTACTING AND COUNSELLING STUDENTS	4
3.4. NOTIFYING STUDENTS OF AN INTENTION TO REPORT	4
<i>Deciding not to report</i>	<i>4</i>
4. RELATED POLICIES AND PROCEDURES	5
5. IMPLEMENTATION.....	5
6. RESPONSIBILITIES	5
<i>Staff Role</i>	<i>5</i>
<i>Student Role</i>	<i>5</i>
7. RELATED DOCUMENTS.....	5
8. PROCESS MAP	5

1. Introduction

1.1. Purpose

This policy has been developed to ensure that ABILITY English has appropriate systems for monitoring international students' attendance. This policy satisfies the requirements of Standard 8 of the National Code 2018.

1.2. SCOPE

This policy applies to:

- International students enrolled in ABILITY English courses.
- All ABILITY English staff involved in the promotion, recruitment, admission, academic delivery, management and administration of overseas students on student visas.
- ABILITY English students

1.3. Legislative Context

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- The National Code of Practice for Registered Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students (ESOS) Act 2000.

1.4. DEFINITIONS

National Code 2018: The National Code of Practice for Registered Providers of Education and Training to Overseas Students 2018

SMS: ABILITY English uses the Student Management System, PEPI

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students

ELICOS: English Language Intensive Course for Overseas Students

International students: Overseas students holding a student visa issued by the Australian Department of Home Affairs

ABILITY English: Ability Education Pty Ltd, trading as ABILITY English

CoE: Confirmation of Enrolment

PRISMS: Provider Registration and International Students Management System

2. POLICY STATEMENT

Ability English is required to monitor and record the attendance of all overseas students enrolled in a CRICOS course. Students must maintain a minimum of 80 per cent (%) attendance for the length of their CoE and not be absent for more than 5 consecutive days without approval. Students are made aware of this attendance requirement in the student handbook, at orientation and in the Course Acceptance Agreement.

Under the ESOS Act and National Code 2018 ABILITY English is required to monitor course progress and identify strategies to ensure satisfactory course progression. Students who do not return to study for 2 (two) weeks after term commencement or who are absent for more than 5 (five) consecutive days without approval will be issued with an intention to report letter. Students are made aware of this attendance requirement in the student handbook, at orientation and in the Course Acceptance Agreement.

ABILITY English will follow the below steps before the decision whether to report student for unsatisfactory attendance in PRISMS is finalized.

- Monitor attendance daily
- Record attendance weekly in SMS PEPi
- Issue warning letter
- Issue intention to report
- Meet with student
- Provide student with access to student support as per END-006-I-POL Student Support Policy and Procedure
- Allow student opportunity to provide evidence of compassionate or compelling reason(s) for absence
- Inform student of their rights to complain or appeal as per END-008-I-POL Complaints and Appeals Policy and Procedure
- Any internal or external complaint or appeal has been finalised

3. PROCEDURES

3.1. Monitoring and recording attendance

ABILITY English records the attendance of each student daily.

Attendance is monitored as follows: If the student falls below the 80 per cent requirement for the length of a CoE, the provider needs to report on the CoE via PRISMS, unless the provider chooses not to report a student for attending less than the 80 per cent attendance requirement as outlined in Standard 8 of the National Code. See section 3.4 below for further details regarding the decision not to report.

3.2. Implementing appropriate documented attendance policies and procedures

Attendance policies and procedures for each course must be provided to staff and students. They must specify that:

- Attendance is recorded daily and is entered weekly on the Student Management System (SMS) which generates a list of students at risk of not meeting their attendance requirement.
- A system of warning letters followed by an official intention to report is in place.
- Students are made aware of their attendance requirements in the Student Handbook, at orientation and in the Course Acceptance Agreement.

Additionally, staff are made aware of the attendance requirements of the EDN-011-I-POL Monitoring Attendance Policy and Procedure and the National Code 2018 (Standard 8).

3.3. Contacting and counselling students

ABILITY English will contact and counsel students who:

- have been absent for more than five consecutive days without approval,
- are at risk of not attending for at least 80 per cent (%) of the scheduled course contact hours for the course in which they are enrolled.

Education managers work closely with Student Support Services staff to identify and counsel all students at risk of not meeting attendance requirements. Under standard 9.2 of the national code, a provider may temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

3.4. Notifying students of an intention to report

ABILITY English will notify any students in writing of its intention to report for not achieving satisfactory attendance.

The written notice informs the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 10 (Complaints and Appeals) and that the student has 20 working days in which to do so.

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 registered provider, the registered provider must report unsatisfactory course attendance in PRISMS as soon as practicable.

Deciding not to report

For ELICOS courses, ABILITY English may only decide not to report a student for breaching the 80 per cent (%) attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply; and
- that decision is consistent with its documented attendance policies and procedures; 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.

4. RELATED POLICIES AND PROCEDURES

EDN-008-I-POL – Complaints and Appeals Policy and Procedure

EDN-006-I-POL – Student Support Services Policy

EDN-010-POL Monitoring Course Progress Policy and Procedure

5. IMPLEMENTATION

EDN-011-I-POL – Monitoring Attendance Policy and Procedures is made available on the ABILITY English website, via the ABILITY English intranet, and in the Student Handbook and in Orientation

6. RESPONSIBILITIES

Staff Role

ABILITY English employees must ensure that they are conversant with this policy and adhere to the procedures and delivery of services according to their designated roles.

The Education Manager will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa.

Student Role

Students are expected to attend our orientation session and to familiarise themselves with information contained in the Student Handbook. Students are also expected to take advantage of services offered and to seek assistance in a timely manner.

7. RELATED DOCUMENTS

Ability English Education Policy and Procedures

Ability English Student Services Policy and Procedures

Ability English Student Handbook

Ability English Orientation

8. PROCESS MAP

N/A