

Monitoring Student Attendance Policy and Procedure (Overseas Students)

Policy Name	UNSW Institute of Languages Monitoring Student Attendance Policy and Procedure (Overseas Students)
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Responsibility	Director of Studies, English, UNSWIL
Approved By	Director, UNSW Institute of Languages

1. Preamble

The following policy and procedure ensures compliance with the National Code 2007 Standard 11 requirements related to Monitoring Attendance.

Under Australian visa regulations, holders of student visas are required to attend a minimum of 80% of scheduled course hours, and as a provider, UNSW Institute of Languages (UNSWIL) is responsible for monitoring attendance records. Students whose attendance falls below 80% must be reported through PRISMS.

2. Scope

The policy and procedure for monitoring student attendance applies to international students at UNSWIL studying on student visas. The policy also applies to all UNSW Institute of Languages staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

3. Definitions

UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services, is a wholly owned enterprise of the University of New South Wales (UNSW).

UNSW Global Pty Limited and UNSW Institute of Languages CRICOS Provider No 01020K.

4. Terminology

Satisfactory Attendance – a minimum of 80% of scheduled contact hours (with or without medical certificates)

Compassionate or compelling circumstances are those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

5. Policy Statement

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

- Education Services for Overseas Students (ESOS) Act 2000
<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
<http://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/Default.htm>

6. Policy Implementation

UNSW Institute of Languages must comply with the ESOS Act and its regulations. Each staff member involved in the promotion, recruitment, admission delivery, management or administration of overseas students on student visas is responsible for the implementation of this policy.

Staff will be informed of the policy and procedure through the Teacher Induction process and the policy will be filed electronically in the Public folder (X:\IL\Public Folders\HR Public\Student Policies).

The Director of Studies and Head of Studies will review the attendance monitoring process for each 10 week term by the last day of that term. A Summary Monitoring Attendance spreadsheet will be kept up-to-date by the Director of Studies, English to ensure all steps of the procedure have been followed.

The following records will be kept for two years- Class rolls, attendance monitoring summary sheet, copies of warning letters, medical certificates or other evidence of compassionate or compelling reasons for non-attendance, correspondence and documents related to students' Complaints or Appeals.

7. Policy Review

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

8. Policy Content and Procedures

8.1 Procedures for informing students of the attendance regulations

Students will be advised as follows:

- At the time of enrolment, students are advised of the attendance requirement as part of their written agreement with UNSWIL. They are also advised of the consequences of poor attendance. All students at the time of enrolment are asked to accept the conditions of enrolment which includes an undertaking to maintain at least 80% attendance.
- Information on attendance is included in the Student Handbook. It includes:
 - ◆ the 80% attendance requirement
 - ◆ the consequences of not maintaining satisfactory attendance
 - ◆ the requirement to notify UNSWIL if the student is sick



- ◆ provision of a doctor's certificate for three or more days absence due to illness
 - ◆ the information that a student's attendance may be affected if more than 30 minutes late to a class.
- iii Students are advised again verbally during orientation, and by their teacher on the first day of classes.

8.2 Procedures for monitoring attendance

8.2.1 Marking the roll and assessing satisfactory attendance

- i Teachers mark the class roll for each session according to the marking code which is in the student handbook, orientation and with the class roll.

Marking of Roll

If a student is absent from the whole session for **any** reason, mark (**a**) on the roll.
(2hrs= 2% absence)
From 10-30 minutes late for a class session, at any time of the day: (**L**) = Late
(4 x L= 2% absence)
More than 30 minutes late for a class session, at any time of the day: (**A/L**)
(2 x AL= 2% absence)

- ii Teachers advise their Coordinator if any student is absent for three consecutive days without notifying UNSWIL.
- iii Teachers advise their Coordinator of any students who are habitually late or regularly absent. Class attendance is calculated weekly.

8.2.2 Students at risk of not achieving satisfactory attendance

- i Telephone contact is made with any student reported as being absent for three consecutive days, or whose attendance is at risk of falling below 80%.
Note:
Attendance is calculated over the period of the student's Confirmation of Enrolment (CoE). If a student changes course and gets a new CoE, or extends his or her enrolment in the current course, thereby getting a new CoE, the student's attendance is monitored over each of the CoEs separately, rather than over the entire period of the student's enrolment.
- ii The student is asked to make an appointment with the Coordinator to discuss reasons for the absence and to be counselled about attendance requirements. A verbal warning is given and an action plan is agreed with the student. If appropriate (eg if poor attendance is due to homesickness, social or psychological issues), the student is referred to the Student Advisor for further discussion, advice or referral. The Head of Studies is informed about the outcome of the interview. A student file note is made to document the meeting.
- iii If the problem is repeated, up to two written warnings may be given and the student will be asked to attend an interview with the Student Advisor or Head of Studies. Documentary evidence of the reason for absence (eg medical

certificates) will be requested. A student file note is made to document the meeting and the student signs the bottom portion of the warning letter to indicate s/he received it and attended an interview.

8.2.3 Students unable to achieve satisfactory attendance
Students who are no longer able to achieve 80% attendance for the period of their COE will be given written notice of the intention to report to DEEWR through PRISMS. The student will be given twenty (20) working days to make an appeal through UNSWIL's appeals process and warned that attendance will continue to be monitored during that period. The UNSWIL Complaints and Appeals policy is documented and available to students on the student intranet.

vi If the student's appeal is unsuccessful, s/he is reported to DEEWR through PRISMS. PRISMS generates a Section 20 breach notice which is sent to the student. A copy is kept on the student's file.

8.3 Compassionate or Compelling Circumstances

In the following circumstances, the Director of Studies, in consultation with the Head of Studies, Coordinator and Student advisor, may decide not to report a student for breaching the 80 percent attendance requirement.

- The student is maintaining satisfactory course progress.
- The student's attendance is at least 70 percent, and
- The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply.

9. Attached Documentation

Relevant page of UNSWIL Student Handbook
Relevant slide from UNSWIL Orientation powerpoint presentation
UNSWIL Teacher Induction Handbook
Summary of Student Attendance Spreadsheet

10. Related Policies and Procedures

Complaints and Appeals Policy and Procedure
Compassionate and Compelling Circumstances Policy