

Attendance Monitoring Policy And Procedure (International Language Students)

Policy

In line with National Code standards and the Think: Education commitment to a duty of care for our students, student attendance is systematically monitored. Students at risk of failing to meet attendance requirements are notified in writing and counseled. Students on a student visa who breach the attendance requirements are reported under section 19 of the ESOS Act.

Scope

This policy only applies to ELICOS students at the college.

Criteria

Think: CLASS uses the following attendance criteria to assess, monitor, and support a student's course attendance obligations in each study period:

- 1. Below 90% of scheduled contact hours within the study period:** The Student Administration Manager will advise the student of their falling attendance rate and issue a courtesy notification and record the warning in The Student Records Management System. The opportunity to meet with Student Support Manager is offered. The copies of the letter are placed on the student's file and provided to the relevant Head of College (or delegated nominee).
Note: Students absent for more than five consecutive days without approval will be contacted to make an appointment with Student Support Services. Student Support Services document this meeting and advise the relevant Head of College (or nominee) of the meeting.
- 2. 88 % - 85% of scheduled contact hours within the study period:** At this level, a second letter is issued to the student indicating that a further fall may lead to the student being reported. The opportunity to meet with Student Support Manager is offered. A copy of the letter is placed on the student's file.
- 3. 79% or below of scheduled contact hours within the study period:** At this level, a third letter is issued to the student indicating that attendance has fallen below the level permitted on a student visa. The opportunity to meet with Student Support Manager is offered. A copy of the letter is placed on the student file.
- 4. 75% or below of scheduled contact hours within the study period:** At this level, and if the student is unable to achieve at least 80% attendance, the student will be given a notice of

intention to report to DEEWR letter and a copy of the documented appeal process. The copy of the letter is placed on the student's file. The student will be given 20 working days (from receipt of the letter) to make an appeal through the Think: Colleges appeal process and during the appeal process the student is required to maintain his/her enrolment. If after 20 working days the student has not lodged a formal appeal or the appeal decision supports the Think: Colleges "intention to report" decision, then the student will be reported to the Secretary of DEEWR via PRISMS.

Procedure

1. The teacher uses the class attendance rolls to record student attendance at each scheduled class. The lecturer will record attendance in every session of the scheduled class.
2. Students that are 15 minutes late to a session are marked absent for that session. The lecturer returns the roll to Student Service at the end of each session.
3. If a student presents a medical certificate for absence, it is recorded as an absence with medical certificate. A copy of the medical certificate is placed on the student's file.
4. The Student Services Officer enters the attendance records into The Student Records Management System weekly and a report of every student's actual & projected (for the end of their study period) attendance % is calculated on The Student Records Management System.
5. The Student Services Officer will assess and identify any attendance issues and reports them to the Student Services Manager.
6. The Student Services Manager advises the relevant Head of College (or delegated nominee) and writes to the student if their attendance percentage falls into any of the categories above. The student is advised to schedule a meeting with the Student Support Manager.
7. During the interview, the Student Support Manager will determine if the student requires assistance in welfare support or academic support. If so, the student will be referred to the appropriate support services and will continue to be monitored for the remaining study period.
8. The Student Services Officer provides a weekly report on student attendance to the College Administration Manager and advises on any student at risk of not achieving satisfactory 80% of attendance in a study period as per Criterion 3 above.
9. The Student Services Manager, in conjunction with the Head of College (or delegated nominee) will decide on the most appropriate course of action to be taken on a case-by-case basis.
10. Decisions and actions of the Student Services Manager are recorded on The Student Records Management System.