

## Course Attendance Policy

### 1.0 INTRODUCTION

This procedure has been devised in line with the ESOS Act 2000 and the National Code 2007. This procedure should be followed by relevant personnel involved in the teaching, managing and supporting students.

### 2.0 PURPOSE

Standard 11 of the National Code 2007 requires that international students studying InTech courses must attend at least 80% of their scheduled course contact hours. This procedure seeks to comply with standard 11.

The procedure is aimed at assisting students in demonstrating satisfactory course attendance for the scheduled contact hours of an Intech course. It is also a mechanism for intervention in student behavior and for supporting the student should the need arise. The procedure enables Intech to report students to DEEWR where applicable.

### 3.0 PROCEDURE

#### 3.1 Advising students of their responsibilities

1. International students will be informed of National Code attendance monitoring requirements through the provision of information materials at pre-enrolment and again upon enrolment. Information is provided via Intech website, Intech internal student information site, induction material and printed materials.
2. The above information materials will inform students of the legal requirement to maintain at least 80% course attendance, as well as the implications of non-attendance on the students' visa.

#### 3.2 Monitoring attendance

1. All Student attendance is recorded on the classroom roll for every course for which the student is scheduled. This data is collated and used to calculate the individual student's attendance for every week of each 12-week study period for the duration of the course to determine actual and projected attendance over the term.
2. The College monitors attendance closely, and will contact any student identified as being at risk of not achieving 80% attendance within any 12-week study period.
3. The attendance is calculated by the number of full days the student is scheduled in class. Example if the student is scheduled into 5 x 4 hour sessions. If the student is

attending all 5 sessions the attendance calculated at 100%. If the student is attending 4 of the 5 sessions then the student is only attending 80% of classes.

4. If attendance falls to 75 - 79% of the scheduled course contact hours, Intech will issue a warning letter to the student and commence intervention process (see point 3.5 Intervention Process). The letter will remind the student of the attendance requirement and advise them of the implications of nonattendance.
5. If attendance continues to fall to 70 - 75%, a second warning letter will be sent requesting that the student arranges a meeting with the officer in charge of attendance to meet with the head of student services, within 7 days of the date on the letter.
6. If the student is not in a position to achieve 80% by the end of the current term then Intech will start the process of reporting the student to Department of Employment, Education and Workplace Relations (DEEWR) via PRISMS for breach of visa condition for attendance.
7. Intech may decide not to report the student for breaching the 80% requirement of the overall course contact hours, where the following conditions apply.
  - The attendance is at least 70% and the student is maintaining satisfactory course progress and as required by Standard 11.8 of the National Code 2007
  - OR
  - The student can demonstrate compassionate or compelling circumstances, which are supported by documentary evidence (e.g. a medical certificate covering the days absent from study) (see point 4.0 compassionate or compelling circumstances)
8. Following meeting with the student officer, a student will be required to sign an agreement, in which the student acknowledges that they must achieve the attendance requirement.
9. If a student's attendance falls to below 70% or below and there is no opportunity for catch-up classes or make-up sessions and the student is not achieving satisfactory course achievement (at least 50% of scheduled assessments) and they have not yet been reported to DEEWR for unsatisfactory attendance, Intech will proceed to report the student following the steps in 3.3 Reporting Requirements.
10. If a student is absent for more than 5 consecutive days without approval, the Administration staff member responsible for entering attendance will contact the student to confirm his/her safety and be advised to return to the course immediately

### 3.3 Reporting requirements

1. As required by Standard 11 of the National Code 2007, a student will be reported to DEEWR where they have failed to attend 80% of their overall course contact hours. Intech may decide not to report the student for unsatisfactory attendance where the attendance is at least 70%, in the following circumstances:
  - I. The student is maintaining satisfactory course progress, as defined by Intech Student Progress Policy, and as required by Standard 11.8 of the National Code 2007
  - II. The student can demonstrate compassionate or compelling circumstances, which are supported by documentary evidence (e.g. a medical certificate covering the days absent from study)
2. Intech is obliged to report students to DEEWR whose attendance falls below 70% of their scheduled course contact hours.
3. Prior to reporting a student to DEEWR, the student will be informed in writing of Intech's intention to report for unsatisfactory attendance. The letter will outline the student's right of appeal against this decision (see section 3.4 Appeals) and Intech's attempted intervention (see 3.5 Intervention Process).
4. Where a student has **a)** not accessed the appeals process within 20 working days, or **b)** appealed but been unsuccessful, Intech will proceed to cancel the student's CoE on the PRISMS system, which will notify DEEWR of the change to enrolment. (N.B. a student can only be reported once internal **and** external appeals processes are complete)
5. Following notification to DEEWR, PRISMS will automatically issue a notice to the student which informs them of the cancellation of their student visa, and their duty to arrange a meeting with DIAC. Intech will send a copy of the notification to the student along with a letter which notifies them of the cancellation of CoE.

### **3.4 Appeals**

1. International students are entitled under The National Code to appeal against
  - a. A decision made to cancel an enrolment due to unsatisfactory attendance.
  - b. All appeals will be carried out in line with the Intech complaints and Appeals Policy.
2. Students will be given written notification of the appeals right and given 20 working days to appeal, from the date of notification of decision. Intech will commence the appeal process within 10 working days of formal lodgment of the appeal.
3. Students will be notified in writing of the appeals outcome. If an internal appeal is unsuccessful, the student will be advised in writing of their right to appeal externally to an external appeals body. Intech uses ACPET for its external appeals. Students may seek advice on ACPET process for external appeals.
4. If an appeal results in a decision that supports the student, Intech will immediately implement any decision or corrective action and advise the student of the outcome.
5. During the appeal process the student must attend all scheduled classes.

### **3.5 Intervention Process**

Intech implements intervention strategies when student's attendance falls below 80%. Intech will seek to provide counsel to students where attendance is identified to fall below 80%. A letter will be issued to student explaining the intervention process and the person to contact for the intervention interview.

- Students must produce evidence of any hardships, home sickness, and doctors' certificates for ailments or any factors that explains their attendance.
- Where the student provides sufficient evidence of hardship Intech may provide catch up classes where possible and may employ other methods to provide students with support.

#### **4.0. Compassionate or Compelling Circumstances**

Students may from time to time not be able to attend classes due to circumstances beyond his/her control. Where this occurs, special consideration will be given if the circumstances are compassionate or compelling, and sufficient valid evidence is provided by the student to justify this consideration.

In relation to attendance, these could include, but are not limited to:

1. Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
2. Bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided);
3. Major political upheaval or natural disaster in the student's region of origin requiring emergency travel and this has impacted on the student's studies; or
4. A traumatic experience which could include:
  - involvement in, or witnessing of a serious accident, or
  - witnessing or being the victim of a serious crime,
5. And this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some examples of what may be considered compassionate or compelling circumstances. The head of college will use his/her professional judgment to assess each case on its individual merits.

#### **5.0 Methods to help you comply with the requirements for attendance**

1. Absence due to Illness: - if you are ill for a day or 2 please inform student administration staff at reception about your absence due to illness. You will be asked to complete and sign an absence due to illness form.
2. If you have visited a doctor please request of the doctor a medical certificate for your visit. A copy of this will be retained in your file at Intech.

#### **6.0 Record Keeping**

Intech will keep a copy of all student correspondence in the Student file.

#### **7.0 Further Information**

For further information regarding the National Code 2007 and ESOS legislation see the DEEWR website at <http://aei.dest.gov.au/AEI/ESOS/Default.htm>.

## 6.0 Definitions and Acronyms

Attendance	A student's presence in a class during scheduled course contact hours.
Compassionate and compelling circumstances	<p>These are defined in the National Code Explanatory Guide As being generally beyond the control of the student and which have an impact upon the student's course progress or wellbeing. They will be considered by the College on a case by case basis, and may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Serious injury where a medical certificate has been provided</li> <li>• Pregnancy or childbirth where a medical certificate has been provided</li> <li>• Bereavement of close family member(s)</li> <li>• Major political upheaval or natural disaster in the home country</li> <li>• A traumatic experience (can include witnessing a serious accident or witnessing or being the victim of a serious crime)</li> <li>• Course structure or subject availability</li> </ul> <p>The following grounds would usually not be considered compassionate or compelling, unless you are experiencing associated difficulties with physical or mental health:</p> <ul style="list-style-type: none"> <li>• Financial difficulties</li> <li>• Homesickness</li> </ul> <p><a href="http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/default.htm">http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/default.htm</a></p>
eCOE	Electronic Confirmation of Enrolment: Defined in the National Code 2007 as a document, provided electronically to students, which is issued by Intech to international students who intend to study onshore.
DIAC	The Department of Immigration and Citizenship
DEEWR	The Department of Education, Employment and Workplace Relations
ESOS	Education Services for Overseas Students Act 2000
International Student	This is a student who has been granted an international student visa by DIAC, which permits them to study onshore in Australia.
PRISMS	Provider Registration and International Student Management System. The system is used by Intech to give information regarding international students to DEST.
National Code 2007	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 is part of the ESOS legal framework. It provides standards for registered providers on the provision of education services to overseas students studying onshore in Australia (international students). The National Code places obligations on registered providers and international students.
Student Visa	International Students require a student visa to enable them to study onshore in Australia.