

English Language Centre Monitoring Student Attendance

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Rationale and Scope

The English Language Centre (ELC) systematically monitors students' compliance with student visa conditions relating to attendance. The English Language Centre is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Under section 19 of the ESOS Act the English Language Centre reports students who have breached the attendance requirements.

Under Australian visa regulations, holders of student visas are required to attend a minimum of 80% of tuition time, and as a provider the English Language Centre is responsible for monitoring attendance records. English Language Centre students whose attendance falls below 80% are reported to DEEWR through PRISMS.

1. Policy

- 1.1 At the time of enrolment, students are advised of their attendance requirements and, as part of their written agreement with the English Language Centre, of the consequences of poor attendance.
- 1.2 Information on attendance is included in the student orientation handbook. This includes:
 - The 80% attendance requirement
 - The consequences of not maintaining satisfactory attendance
 - The requirement to notify the provider if the student is sick
 - The possible need for students to be able to produce doctor's certificates for absences
 - The information that a student will be marked absent for every minute that they are absent from class, be it at the start, during or at the end of class. There are no exceptions to this rule.
- 1.3 Students are also be advised of the above information orally during orientation and again by their teacher on the first day of class.
- 1.4 At the sole discretion of the Director, EKLIS or his/her nominee, the English Language Centre may decide not to report a student for breaching the 80% attendance requirement if the student:
 - produces documentary evidence clearly demonstrating compassionate or compelling reasons;
 - is attending at least 70% of the scheduled course contact hours; and
 - is able to give written or oral evidence that they will improve their rate of attendance.

2. Procedures

2.1 Recording and Monitoring Attendance

Teachers

- a. Class rolls are provided and updated by ELC administration staff
- b. Instructors must mark the class roll for each session they are teaching.
- c. For every minute that a student is absent from the classroom they are marked absent along with the number of minutes.
- d. Rolls are marked manually with the following:
 - ✓ Tick – If student is present from beginning to end of class
 - A – Absent - If student is absent from whole class
 - AL – Arrived Late - AL must be noted with the figure stating the minutes absent.
For example: If a student has arrived late by 20 mins it should state AL20.
 - LE – Left Early – LE must be noted with the figure stating the minutes absent.
For example: If a student has left early by 20 mins it should state LE20.
 - TO – Time Out – TO must be noted with the figure stating the minutes absent.
For example: If a student has left the classroom for 20 mins it should state TO20.

No gaps are to be left on the attendance roll.

- e. Any change made on the attendance roll must be brought to the attention of the Senior International Services Assistant (SISA) (ELC) who will record on the weekly report for the Deputy Director of Studies (DDoS).
- f. Instructors must advise both the DDoS and the SISA (ELC) if any student is absent for more than one day without notifying the English Language Centre.
- g. Instructors must advise the SISA (ELC) of any students who are habitually late or regularly absent and this will be reported to the SLI and /or DDoS on a weekly basis.

2.2 Administration

- a. Student's attendance is recorded and calculated weekly by SISA (ELC) and given to the DDoS
- b. All absences including those supported by a medical certificate are treated as non-attendance.
- c. Student file notes issued by the DDoS are added to the student's record.
- d. A copy of any letter of warning or information about further counselling is generated by the SISA, signed by the DDoS, scanned and trimmed by the SISA and the original letter is placed in the roll on a weekly basis for the teacher to pass on to the student during class.
- e. Administration records any appeal and its outcome where necessary.
- f. If any appeal is rejected the student is reported to DIAC via PRISMS by ISO (ELIS).

2.3 Deputy Director of Studies

- a. The DDoS checks weekly attendance figures for any student whose attendance record has fallen below 90%. It is at this stage that students are given a warning letter with optional counselling.
- b. If a student falls below 85% they are issued a warning letter requesting them to make an appointment with the DDoS to discuss reasons for the absence and to be counselled about attendance requirements. A verbal warning is given and an action plan is agreed upon with the student.
- c. A student file note is made to document the meeting.
- d. If the student's attendance figure falls below 80% the student is given a written notice/letter of intention to report him/her to the DIAC and the consequences of this. The student is given twenty working days to make an appeal through the English Language Centre's appeals process (attached to the letter) and warned that attendance will continue to be monitored during that period. The letter is signed by the DDoS, scanned and trimmed by SISA (ELC) and the original letter is placed in the roll on a weekly basis for the teacher to pass on to the student during class.
- e. If the appeal is rejected, the student is reported to DIAC/ DEEWR via PRISMS
- f. If the student is a minor, parents and/or agents are kept informed of the situation throughout the process by email or letter.

Authorised by



Director, English Language and International Services

25.08.2011

Date

Monitoring Attendance

Students are informed of the ELC attendance policy during orientation. They are clearly told that they are expected to attend all classes and that attendance below the rate of 80% will result in them being reported for unsatisfactory attendance, subject to the outcome of any appeals. The students are told that they should tell the Centre if there are any legitimate reasons for them not attending class.

Students are again told of the ELC attendance policy in their first class as part of the 'Program Outline'.

Senior International Services Assistant (ELC) records student attendance and non-attendance weekly. All absences including those supported by medical certificates are treated as non-attendance.

DDoS monitors weekly attendance reports. When a student's attendance falls below 90% the student is informed. When a student's attendance falls below 85% the student is informed and counselled. A student file note is made to document the meeting.

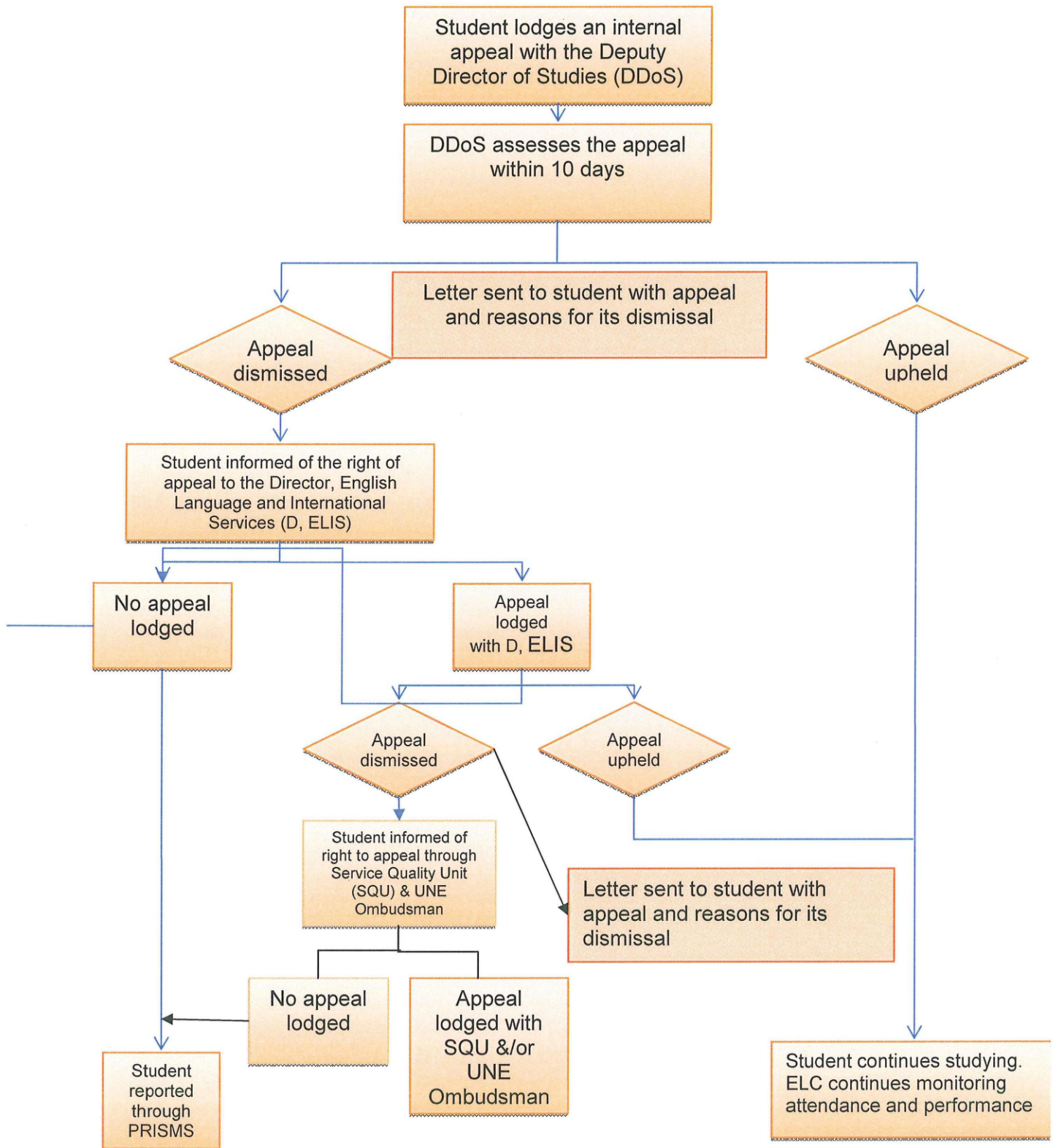
If a student's attendance falls below 80% the student receives a written notice of the intention to report them to DIAC for unsatisfactory attendance from the DDoS. The notice informs the student that they have 20 working days to access the ELC / UNE complaints and appeals process.

Unless there are other behaviour issues to consider (such as deferring, suspending or cancelling the student's enrolment- Standard 13 of the National Code), the student is told to attend all scheduled classes while the appeal process is ongoing.

If the Student chooses not to lodge a complaint or appeal the Student is reported by ISO (ELIS) through PRISMS for unsatisfactory attendance.

If the Student lodges a complaint or appeal the **International Student Complaints and Appeals Procedure** is activated.

ELC Student Complaints and Appeals Procedure



- Please note each party may be accompanied by a support person at any relevant meeting