

## Overview

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) requires UNE to demonstrate compliance with the National Code 2018 at the point of CRICOS registration and throughout its CRICOS registration period.

This compliance requirement also applies to students enrolled in courses delivered in association with another provider where UNE is the registered provider. UNE is responsible for breaches of the National Code, whatever the nature of its contractual or other arrangements with another provider. For international students studying in the UNE English Language Centre, Standard 8 of the National Code 2018 requires UNE to have and implement a documented policy and process for monitoring student attendance. The process must specify:

- Requirements for achieving satisfactory course progress for the course which at a minimum must be 80% of the scheduled contact hours;
- Method for working out minimum attendance under this standard;
- Processes for recording course attendance; and
- Details of UNE's intervention strategy to identify, notify and assist students who have been absent for more than one full day without approval, or who are at risk of not meeting attendance requirements before the student's attendance drops below 80%.

This policy and procedural document is to ensure that the monitoring of ELICOS students complies with the above requirements.

The ELC systematically monitors students' attendance and is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.

## 1 Student Attendance Monitoring and Intervention Principles

- 1.1. At the time of enrolment, students are advised of their attendance requirements and, as part of their agreement with the ELC, of the consequences of unsatisfactory attendance.
- 1.2. Information on attendance is included during student orientation; it is also available from the class online Learning Management System (LMS) in the form of an Attendance Monitoring Procedure Flowchart (see appendix 1). This includes:
  - The 80% minimum attendance requirement
  - The consequences of not maintaining satisfactory attendance
  - The need for students to contact ELC Administration or their teacher if they are unable to attend class
  - The need for students to be able to provide a doctor's certificates for each medical absence
  - The system used to record attendance:
    - ❖ Students are 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 except for a reasonable time period to attend the toilet or for mandated break periods.
- 1.3. Students are reminded of the above information by their assigned classroom teacher on the first day of class, and throughout their course.

- 1.4. At the discretion of the Director (DIR), their nominee, or Director UNE International, the ELC 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 provide evidence that they will improve their rate of attendance.

## 2 Student Attendance Monitoring and Intervention Operating Procedures

### 2.1 Recording and Monitoring of Attendance

- a. Class rolls are provided and updated by ELC administration staff (SEO) based on list of students enrolled in Callista
- b. The Class Teacher marks the class roll for each session they are teaching
- c. For every minute students are absent from the classroom they are marked absent along with the number of minutes. Rolls are marked as follows:
  - ✓ – Present – If student is present for the duration of the lesson
  - 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 minutes 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 minutes 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 minutes it should state TO20.
  - For set Independent Study Day activities, attendance is calculated according to the proportion of set work completed. This is entered onto the roll by the class teacher, by no later than Friday afternoon (or the next business day in the case of public holidays).
  - No gaps are to be left on the attendance roll.
  - No changes are to be made once the roll is marked unless approved by the Business & Academic Manager (BAM).
  - All absences including those supported by a medical certificate are treated as non-attendance. If a student is not in class, they are marked absent, whatever the reason.
  - Teachers must advise the Senior Engagement Officer (SEO) and Head Teacher (HT) if any student is absent for more than one day without notifying the ELC.
  - Teachers must advise the SEO and HT of any students who are habitually late or regularly absent and this is reported to the Business & Academic Manager (BAM).
- d. Student attendance is transferred from class rolls onto the student attendance spreadsheet by the SEO or designated person and calculated weekly.

## 2.2 INTERVENTION STRATEGY AND PROCEDURE

### 2.2.1 Traffic Light system of warning letters: student attendance below 90%

- A. The SEO or designated person, provides to the HT on a weekly basis an "Alert List" of all students whose cumulative attendance for the term has fallen below 90%.
- B. Based on current and past absences, the HT decides which warning letter is required for each student on the Alert list and which students need to be interviewed. The decision to interview or not is based on current attendance pattern, in addition to other extenuating circumstances. The letter types are traffic-light by colour:
  - Green: Attendance below 90% - warning with or without interview
  - Orange: Attendance below 85% - warning with or without interview
  - Red: Intention to Report, with interview

#### 2.2.2 Green warning letter: <90% attendance

- A. If a student's attendance falls below 90% they are issued a Green warning letter, which must include information about the University's Counselling and Psychological Services (CAPS) and UNE Independent Student Advocate service. The letter is generated by the SEO electronically, under the HT's signature, and emailed to the student, CC to the HT and Class Teacher. The email is recorded by the SEO to the student's file on TRIM.
- B. All subsequent correspondence with the student is copied to the HT and the Class Teacher and is recorded by the SEO to the student's file on TRIM.
- C. The SEO informs International Services staff of all students who have been sent a warning letter within one week of the letter being issued.
- D. The HT may choose whether to interview the student, depending on the individual circumstances. Any concerns raised by the student to the HT at this stage, are recorded by the SEO and the student is referred to any relevant support services.
- E. Any outcome and associated correction of records, is recorded by the SEO on the student's record.

#### 2.2.3 Orange warning letter: <85% attendance

- A. If a student's attendance falls below 85% they are issued an Orange warning letter, which must include information about the University's Counselling and Psychological Services (CAPS) and UNE Independent Student Advocate service. The letter is generated by the SEO electronically, under the HT's signature, and emailed to the student, CC to the BAM, HT and Class Teacher. The email is recorded by the SEO to the student's file on TRIM.
- B. All subsequent correspondence with the student is copied to the HT, BAM and the Class Teacher and is recorded by the SEO to the student's file on TRIM.
- C. The SEO informs International Services staff of all students who have been sent a warning letter within one week of the letter being issued.
- D. The HT or BAM may choose either to interview the student or to not interview them, depending on the individual circumstances. Any concerns raised by the student to the HT or BAM at this stage, are recorded by the SEO and the student is referred to the UNE Counselling and Psychological Support Services (CAPS) if deemed relevant or necessary.

#### **2.2.4 Red warning letter: <80% attendance**

- A. If a student's attendance falls below 80% they are issued a Red warning letter. The letter is generated by the SEO electronically, under the DIR's signature, and emailed to the student, CC to the DIR, BAM, HT and Class Teacher. The email and letter are recorded by the SEO to the student's file on TRIM.
- B. The letter must include:
  - i. written notice of the University's intention to report him/her to the DESE and the consequences of this;
  - ii. the reason/s why the University intends to report the student;
  - iii. notification that the BAM (or delegate) has scheduled an appointment to meet the student, to discuss the reason/s for not maintaining 80% attendance which is the minimum level required;
  - iv. information about the University's appeals process, including that the student has twenty (20) working days to make an appeal through the English Language Centre's appeals process;
  - v. as an attachment, a copy of the English Language Centre's appeals process;
  - vi. a warning that attendance will continue to be monitored during the twenty (20) days' appeal process;
  - vii. information about the University's Counselling and Psychological Services (CAPS);
  - viii. information about the UNE Independent Student Advocate service.
- C. The original letter is handed to the student at the interview (if On Campus). If the student attends the meeting via online format, the letter is shared with the student during the interview via screen-sharing. In all cases, the letter is shared with the student and explained by the ELC interviewing staff, which is typically the BAM.
- D. If the student is a minor (under 18 years of age), parents and/or legal guardian are kept informed of the situation throughout the process by email or letter, and International Services is notified of the process.
- E. If the student does not respond to the appeal within the 20 working days the ELC will notify International Services, stating that the student did not lodge an appeal within 20 working days. This email will be recorded onto the student's TRIM record.
- F. The SEO records any appeal and its outcome where necessary and records information/documents to the student file on TRIM.
- G. If the full appeal process both internal and external is complete, and the student's appeal has not been upheld, the student is reported to the Department of Education, (DoE) via PRISMS by International Services.
- H. If a student who has appealed, does not have their appeal upheld, the ELC will notify International Services of this outcome.
- I. For students under (G) or (H) who are on a packaged offer, the Director UNE International will make a decision as to whether their full packaged offer will be cancelled or only their ELC offer of study.
- J. For students under (G) or (H), International Services will write immediately to the student to notify them that their enrolment and their Confirmation of Enrolment at UNE/ELC will be cancelled unless they demonstrate that they have written to the NSW Ombudsman. The student has ten (10) further working days to provide written evidence that this has occurred.
- K. If the student does not provide written evidence of having appealed to the NSW Ombudsman, International Services will cancel their Confirmation of Enrolment which reports the student to the Department of Education. International Services will send the student a letter advising them that this action has taken place and that they need to contact the Department of Home Affairs (Immigration) to understand the impact this cancellation will have on their student visa.
- L. If a student provides evidence that they have written to the NSW Ombudsman, UNE will not cancel their enrolment until an outcome is received. However UNE does not have to enrol the student into units in their course during this time. International Services will write to the student to advise them either:
  - i. their enrolment has not been cancelled but they will not be enrolled into a course or unit until an outcome has been received from the NSW Ombudsman

- ii. their enrolment has not been cancelled and they will be allowed to enrol in their course / units to continue studying until an outcome is received from the NSW Ombudsman
- M. If the NSW Ombudsman upholds the student's appeal/review, UNE/ELC will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and notify the student of the action, and records all related records onto the student file on TRIM.

## Definitions

BAM	Business & Academic Manager
CAPS	UNE's Counselling and Psychological Services team
CT	Class Teacher
DoE	Department of Education
DIR	Director
EAP	English for Academic Purposes
EAP Level	A level is comprised of two (5+1 week) programs
ELC	UNE English Language Centre
ELICOS	English Language Intensive Courses for Overseas Students
ESOS	Education Services for Overseas Students Act 2000
HT	Head Teacher
LMS	Learning Management System
NC	National Code 2018
Program	Equals a unit of learning that has its own set of formative and summative assessments (i.e. a 5 week model)
SEO	Senior Engagement Officer
TRIM	The University's official Records Management System

## Administration

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**Approved by:**



Jason Seeto

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### Related policies or other documents:

ESOS Act (Education Services for Overseas Students) legislative framework  
National Code 2018 (National Code of Practice for Providers of Education and Training to Overseas Students 2018) Regulations

