

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 ELC 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 ELC is responsible for monitoring attendance records. ELC students whose attendance falls below 80% are reported to the Department of Education 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 ELC, 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 need for students to contact ELC Administration or their teacher if they are unable to come to class
- The possible need for students to be able to produce doctor's certificates for absences
- 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

1.3 Students are also advised of the above information orally during orientation and again by their teacher on the first day of class, and as required

1.4 At the sole discretion of the Director of Studies or his/her nominee, 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 give written or oral evidence that they will improve their rate of attendance.

2. Procedures

2.1 Teacher Recording and Monitoring of Attendance

- a. Class rolls are provided and updated by ELC administration staff
- b. Teachers mark the class roll for each session they are teaching
- c. For every minute that students are absent from the classroom they are marked absent along with the number of minutes
- d. Rolls are marked as follows:
 - √ 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.

- For Guided Independent Learning (GIL), attendance is calculated according to the proportion of set work completed – this is entered onto the roll by the GIL coordinator each week
- 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 DoS
- All absences including those supported by a medical certificate are treated as non-attendance.
- Teachers must advise the AA (ELC) if any student is absent for more than one day without notifying the ELC.
- Teachers must advise the AA (ELC) of any students who are habitually late or regularly absent and this is reported as appropriate to the HT and/or AM and/or DoS

2.2 Administration

- a. Student's attendance is transferred from the class rolls onto the student attendance spreadsheet and calculated weekly by AA (ELC) or designated person
- b. All students with average attendance below 90% are placed on a Red Alert list which is given to the DoS who decides which student will be interviewed and which student will receive warning letters based on principles listed in 2.3 below
- c. A letter of warning or information about further counselling is generated by the AA electronically signed by the DoS and emailed to the student. The email is then scanned and trimmed by the AA and the original letter is placed in the roll for the teacher to pass on to the student during class.
- d. Administration records any appeal and its outcome where necessary and TRIMS information/documents to student file
- e. If any appeal is rejected the student is reported to the Department of Education (DE) via PRISMS by the SAA.

2.3 Director of Studies

- a. The DoS 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. Based on current and past absences, the DoS decides which warning letter is required for each student on the Red Alert list and which students need to be interviewed. The decision to interview or not is based on current attendance pattern, unknown and known circumstances.
The letter types are:
 - White: Attendance below 90%- warning with or without interview
 - Orange: Attendance below 85% - warning with or without interview
 - Red- Intention to Report, with interview
 - Red (2nd letter) – No improvement in attendance since first Red letter
- c. If a student's attendance falls below 90%, they are issued a White warning letter to alert them to their attendance and the need to maintain their attendance above 80% at all times. The letter invites the student to discuss any problems they may have regarding their attendance with the AA or DoS.
- d. If a student's attendance falls below 85% they are issued an Orange warning letter. Individual students with a poor record of attendance attend an appointment with the DoS 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. If a student has a good attendance average and circumstances causing them to be temporarily absent resulting in a fall below 85% are known, a letter warning them of their need to maintain their a below 85% is sufficient.
- e. The meeting appears as a diary entry in the DoS' outlook.
- f. 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 Department of Education (DE) and the consequences of this by email. 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 email is electronically signed by the DoS, scanned and trimmed by AA (ELC) and the original letter is placed in the roll for the teacher to pass on to the student during class.
- g. 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 Centre

11/03/2014

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 reasons for them not attending class which may assist the ELC understand their situation.

Students are again told of the ELC attendance policy in their first class as part of the 'Program Outline, and reminded in subsequent classes if appropriate.

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

DoS 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.

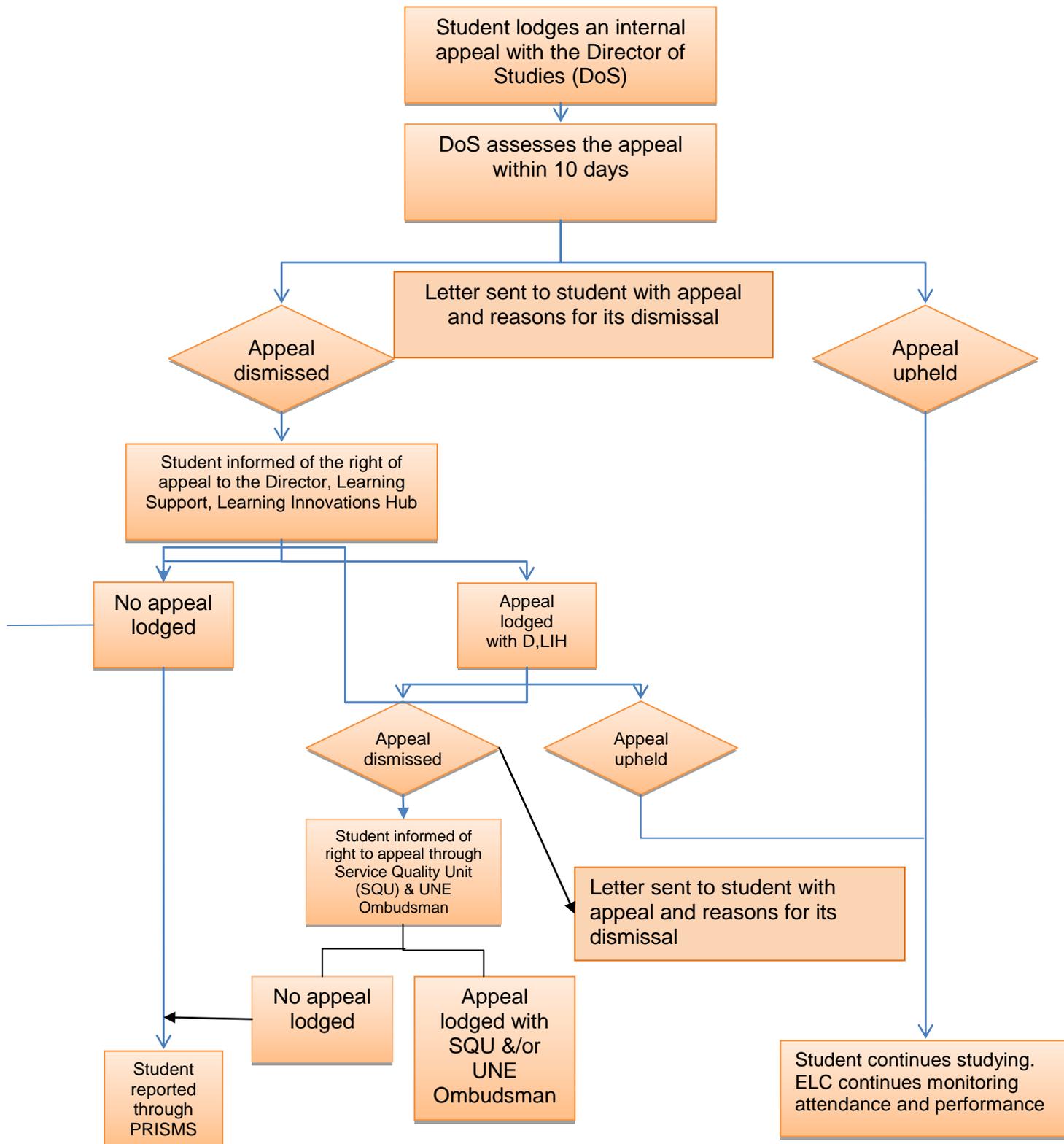
If a student's attendance falls below 80% the student receives a written notice from the DoS of the intention to report them to Department of Education (DE) for unsatisfactory attendance. The notice informs the student that they have 20 working days to access the ELC / UNE complaints and appeals process.

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 **SAA** (ELC) 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