

UNSW Global Pty Limited		Monitoring Attendance Policy	
UNSW Institute of Languages	<input checked="" type="checkbox"/> Internal	<input checked="" type="checkbox"/> External	
Responsible Officer	Director of Studies, English		
Contact Officer	Adele Pitkeathly		
Authorisation	Group Executive, UNSW Institute of Languages		
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1. Preamble

1.1 Purpose

This policy is in place to ensure that students are aware of their responsibilities regarding attendance and staff are aware of their responsibilities regarding monitoring student attendance.

1.2 Background

The following policy and procedure ensures compliance with the National Code 2007 Standard 11 requirements related to Monitoring Attendance.

1.3 Principles

Under Australian visa regulations, holders of student visas are required to attend a minimum of 80% of scheduled course hours, and as a provider, UNSW Institute of Languages (UNSWIL) is responsible for monitoring attendance records. Students whose attendance falls below 80% must be reported through PRISMS.

2. Scope

The policy and procedure for monitoring student attendance applies to international students at UNSWIL studying on student visas. The policy also applies to all UNSW Institute of Languages staff involved in the promotion, recruitment, admission, academic delivery, management or administration of overseas students on student visas.

3. Definitions

UNSW Institute of Languages is an education group of UNSW Global Pty Limited, a not-for-profit provider of education, training and consulting services and a wholly owned enterprise of the University of New South Wales

UNSW Global Pty Limited and UNSW Institute of Languages CRICOS Provider No 01020K.

DIAC- Department of Immigration and Citizenship

Satisfactory Attendance – a minimum of 80% of scheduled contact hours (with or without medical certificates)

Compassionate or compelling circumstances- those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

4. Policy Statement

4.1

Students are informed of the attendance regulations as follows:

iAt the time of enrolment, students are advised of the attendance requirement as part of their written agreement with UNSWIL. They are also advised of the consequences of poor attendance. All students at the time of enrolment are asked to accept the conditions of enrolment which includes an undertaking to maintain at least 80% attendance.

Information on attendance is included in the Student Handbook. It includes:

- ◆ the 80% attendance requirement
- ◆ the consequences of not maintaining satisfactory attendance
- ◆ the requirement to notify UNSWIL if the student is sick
- ◆ provision of a doctor's certificate for three or more days absence due to illness
- ◆ the information that a student's attendance may be affected if more than 30 minutes late to a class.

Students are advised again verbally during orientation, and by their teacher on the first day of classes.

4.2 Monitoring attendance -marking the roll and assessing satisfactory attendance

Teachers mark the class roll for each session according to the marking code which is in the student handbook, orientation and with the class roll.

Teachers advise their Senior Specialist Teacher (SST) if any student is absent for three consecutive days without notifying UNSWIL.

Teachers advise their Senior Specialist Teacher of any students who are habitually late or regularly absent. Class attendance is calculated weekly.

4.3 Students at risk of not achieving satisfactory attendance

Telephone contact is made by the SST with any student reported as being absent for three consecutive days, or whose attendance is at risk of falling below 80%.

The student is asked to make an appointment with the SST to discuss reasons for the absence and to be counselled about attendance requirements. A verbal warning is given and an action plan is agreed with the student. If appropriate (eg if poor attendance is due to homesickness, social or psychological issues), the student is referred to Student Support for further discussion, advice or referral. The Head of Studies is informed about the outcome of the interview. A student file note is made to document the meeting.

If the problem is repeated, up to two written warnings may be given and the student will be asked to attend an interview with the Student Advisor or Director of Studies. Documentary evidence of the reason for absence (eg medical certificates) will be requested and copies filed in the student's file at Student Services. A student file note is made to document the meeting and the student signs the bottom portion of the warning letter to indicate s/he received it and attended an interview.

4.4 Students unable to achieve satisfactory attendance

Students who are no longer able to achieve 80% attendance for the period of their COE will be given written notice of the Intention to Report for Unsatisfactory Attendance to DIAC through the Provider Registration and International Students Management System (PRISMS). The student will be informed of their right to access the UNSWIL Appeals process, given twenty (20) working days to do so, and warned that attendance will continue to be monitored during that period. The UNSWIL Complaints and Appeals policy is documented and available to students on the UNSWIL website and the student intranet.

If the student's appeal is unsuccessful, s/he is reported to DEEWR through PRISMS. PRISMS generates a Section 20 breach notice which is sent to the student. A copy is kept on the student's file.

4.5 Compassionate or Compelling Circumstances

In the following circumstances, the Director of Studies, in consultation with the Head of Studies, Coordinator and Student advisor, may decide not to report a student for breaching the 80 percent attendance requirement.

- The student is maintaining satisfactory course progress.
- The student's attendance is at least 70 percent, and

- The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply.

Note:

Attendance is calculated over the period covered by the student's Confirmation of Enrolment (CoE). If a student changes course and receives a new CoE, or extends his or her enrolment in the current course, thereby receiving a new CoE, the student's attendance is monitored over each of the CoEs separately, rather than over the entire period of the student's enrolment

5. Legal and Policy Framework

This policy complies with the following legislative framework governing the delivery of education to overseas students studying in Australia on a student visa:

- Education Services for Overseas Students (ESOS) Act 2000
<http://www.comlaw.gov.au/comlaw/management.nsf/lookupindexpagesbyid/IP200401844?OpenDocument>
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code 2007)
<http://www.aei.gov.au/regulatory-information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>

6. Implementation

6.1 Responsibilities

UNSW Institute of Languages must comply with the ESOS Act and its regulations. Each staff member involved in the promotion, recruitment, admission, delivery, management or administration of overseas students on student visas is responsible for the implementation of this policy.

6.2 Staff Roles

Staff will be informed of the policy and procedure through the Teacher Induction process and the policy will be filed electronically in the Public folder (X:\IL\Public Folders\HR Public\Student Policies).

The Director of Studies and Head of Studies will review the attendance monitoring process for each 10 week term by the last day of that term. A Summary Monitoring Attendance spreadsheet will be reviewed by the Director of Studies, English to ensure all steps of the procedure have been followed.

The following records will be kept for two years- Class rolls, attendance monitoring summary sheet, copies of warning letters, medical certificates or other evidence of compassionate or compelling reasons for non-attendance, correspondence and documents related to students' Complaints or Appeals.

6.3 Student Roles

Student responsibilities with regard to attendance are

- Awareness of the attendance requirements of their visa and for issuance of a course certificate.
- Maintenance of full attendance except for sickness or compassionate or compelling reasons.
- Informing UNSW Institute of Languages if they are absent for an extended period, or are required to return home for any reason.
- Retaining originals of medical certificates for periods of illness.
- Attendance at interviews after receiving an attendance warning letter.

7. Review

The Director of Studies, English will review this policy annually, or in case of legislative changes governing the delivery of education services to overseas students on a student visa

8. Attached Documentation

Student version of the Attendance Monitoring Procedure

9. Related Policies and Procedures

IL_008_POL UNSW Institute of Languages Complaints and Appeals Policy

UNSW Global Compassionate and Compelling Circumstances Policy

IL-010-POL - UNSW Institute of Languages Monitoring Course Progress Policy

IL-013-POL - UNSW Institute of Languages Deferral, Suspension and Cancellation Policy

2 Rules and Procedures

Attendance and Visa Rules

For students on Student Visas, the Department of Immigration and Citizenship (DIAC) requires the Institute to report students' attendance rate regularly. Your visa is conditional on your **attendance in class being no less than 80%**. Any student whose attendance is less than 80% may be reported to DIAC. Those students will have their status withdrawn and may be deported. Students who receive a warning letter about their attendance should respond to it immediately.

- Teachers mark attendance in every lesson according to the following

Marking of Roll

If a student is absent from the whole session for any reason, mark (a) on the roll. (2hrs= 2% absence)

From 10-30 minutes late for a class session, at any time of the day: (L) = Late (4xL= 2% absence)

More than 30 minutes late for a class session, at any time of the day: (A/L) (2xAL= 2% absence)

- Attendance is checked by course coordinators every week.
- Students who are sick for a period of time should obtain a medical certificate from a doctor and give a copy of it to their Coordinator as soon as they return to school. Students who have unsatisfactory attendance may need to show their medical certificates to prevent having their student visa cancelled.
- When a student is absent more than 5 consecutive days without approval or is close to a point where they may not be able to reach 80% attendance even if they attend every class, a warning letter is sent. The student then needs to speak to the Student Advisor or Head of Studies. The student may provide documentary evidence (eg. medical certificates) to explain the reasons for their low attendance rate.
- If the student's attendance does not improve, a second warning letter is sent.
- When the student reaches a point where achieving 80% attendance is impossible even if they attend class every day, they are informed that the matter will be reported to DIAC and are given 20 working days to access UNSWIL's Complaints and Appeals process (see page 43 of this handbook).
- If the student's appeal is unsuccessful, DIAC is informed and the student's visa may be cancelled. Further information about DIAC visa requirements can be found on <http://www.international.unsw.edu.au/current/currentvisa.html>

