

## Recording, Monitoring and Reporting of Student Attendance Procedures

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Issue Date:	Issue History:
April 2015	Policy approved (V1.0)
August 2016	Reviewed (V1.1)
October 2016	Updated NIR Changed from 80% to 85% (V1.2)
August 2017	Reviewed and revised (V1.3) ELICOS and Director of Quality Assurance removed
February 2018	Reviewed and revised (V2.0) Changed DIBP to DoHA Changed Standard 11 to Standard 8

Procedure Title	Recording, Monitoring and Reporting of Student Attendance Policy
<p><b>Procedure</b></p>	<p><b>1.0 Overview - attendance monitoring</b>            In accordance with attendance requirements prescribed within the <i>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 8 – Monitoring Attendance</i> for students who have been granted student visas, Cambridge International College will keep attendance records for all students who are enrolled in CRICOS registered courses. These records will be able to reflect in a progressive manner the attendance/absences for each student in each period of enrolment (scheduled course contact hours). Individual class attendance records for each student will be maintained on term by term basis.</p> <p><b><i>Manner in which attendance and absences are recorded</i></b>            The day-to-day attendance records (class rolls) are kept in hard copy, and are marked by the individual class teachers (see details in the attached Attendance Recording Procedure for Academic Staff). Administrative Staff communicate regularly with teachers/trainers about the need to accurately record student attendance on hard copy attendance rolls.            Student attendance is entered into TEAMS Student Management system) every week thus it is vital that rolls are marked and returned to the designated storage location after each class. Attendance recording on TEAMS is implemented by Administrative Staff.</p>
	<p><b>1.1 Attendance Monitoring</b>            Students' individual attendance is recorded and calculated term by term. [9 or 10 weeks]</p> <p style="text-align: center;"><i>e.g. Student – CoE of 52 weeks</i></p> <p><i>Attendance is calculated according to timetabled course contact hours over two separate periods</i>  <i>Attendance period 1 – 10weeks</i>  <i>Attendance period 2 – 10 weeks</i></p> <p><b>2.0 Process for assessing satisfactory attendance</b>            The Administrative Staff review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements.</p> <ul style="list-style-type: none"> <li>• Is absent for more than 20 consecutive hours without approval</li> <li>• Is maintaining satisfactory attendance</li> <li>• Is at risk of not attending at the required level for the relevant attendance calculation period (the relevant term)</li> <li>• Has actually fallen below the required attendance level within an attendance calculation period.</li> </ul> <p><b>2.1 Regular assessment/calculation of attendance</b>            Weekly attendance is published and displayed on student notice boards.</p>
	<p><b>3.0 Process for calculating a student's projected maximum possible attendance and for monitoring attendance</b></p> <ul style="list-style-type: none"> <li>• Student attendance data is taken from the rolls and is entered into TEAMS weekly by the Administrative Staff. Reports showing a student's projected maximum possible attendance are generated from TEAMS and posted on student notice-boards. Students at risk of not satisfying attendance requirements are identified on these reports. The attendance reports show the student number and the projected maximum possible attendance for each student.</li> <li>• Calculation of Attendance  <u>The projected attendance figure</u> for a student is calculated by a set formula.</li> </ul>

	<ul style="list-style-type: none"> <li>• Attendance is calculated from the start date to the end date of the attendance monitoring period and incorporates the absences from the class rolls. This data is entered into TEAMS.</li> <li>• The projected attendance figure is expressed as percentage.</li> <li>• The attendance figure (at any point of calculation) expresses the maximum attendance percentage that the student can maintain if the student has no further absences</li> </ul> <p>It is the student's responsibility (as advised during student orientation) to ensure that they are regularly checking the attendance reports, and if they have any concerns about the data on these reports, they are urged to make an appointment with the Administrative Staff.</p> <p>A student may present a medical certificate as evidence of a compelling or compassionate circumstance which may have prevented the student from maintaining the 80% attendance requirement. Other documents may be considered at the Appeal meeting. <b>Original medical certificates together with the receipts</b> for the visit must be presented to the administrator immediately on the student's return to campus, and no later than 1 week after the date of issue. A copy of the medical certificate will be retained on file and the original returned to the student to keep for their records. Back dated medical certificates are not acceptable. Nor are medical certificates produced at an Appeal meeting which have not been previously lodged with the College. All medical certificates must be issued from a registered medical doctor.</p> <p>Current practice is to consider public holidays as attended classes.</p>
	<p><b>4.0 The Process for determining how a student is contacted and counselled when absent for more than 20 consecutive hours without approval</b></p> <ul style="list-style-type: none"> <li>(i) Administrative Staff conduct a manual check of every class roll once per teaching week. Those students who have been absent more than 20 consecutive hours are identified.</li> <li>(ii) Academic staff are also required to check their students' attendance every day. They will email the Director of Studies the details of any who have missed 20 or more consecutive hours.</li> <li>(iii) An attempt to contact each student is made via email to the students CIC email account</li> <li>(iv) This contact is used to understand the students' reasons for continued absences, to decide if they might be experiencing transition issues, need welfare counselling or are encountering any issues otherwise relating to their personal or academic welfare.</li> <li>(v) If the above in item (iv) is the case, the students are immediately offered an appointment for academic and/or welfare counselling</li> <li>(vi) For those who do not appear to have such issues, a reminder is given of the importance of attendance in their program. They are also reminded of the importance of adhering to the stipulations required on the holders of an International Student visa in Australia, in that attendance is compulsory (as per standard 8 of the ESOS Act and National Code 2018)</li> </ul>
	<p><b>4.1 The Process for determining the point at which the students are at risk of not maintaining a minimum 80% of the scheduled course contact hours.</b></p> <p><b>4.1.1</b>        Reports of student's potential attendance generated from TEAMS are posted on student noticeboards. Students are advised during Orientation to refer to attendance reports posted on student noticeboards. The attendance reports identify when students are at risk of not meeting attendance requirements by showing every student's projected attendance. Students are also informed as to how they can make an appointment to seek advice or counselling about attendance requirements.</p> <p><b>4.1.2</b></p> <ul style="list-style-type: none"> <li>(i) When a student's projected maximum possible attendance falls between 90% and 85% over the calculation period, a first attendance warning email is sent to these students. The email advises students of their obligation to maintain satisfactory attendance whilst undertaking their course of study with the College,</li> </ul>

	<p>and the consequences of not doing so. The email will also refer the student to the College's Student Support Services and Administrative Staff, to assist them in maintaining satisfactory attendance requirements. Students are advised to make an appointment with the Administrative Staff to discuss their issues.</p> <p>(ii) The above process is repeated fully for students whose attendance continues to fall and is now below 85%.</p> <p>At an Attendance Warning Session, examples of what could be discussed, but not limited to these, are as follows:</p> <ul style="list-style-type: none"> <li>• Current attendance levels</li> <li>• Reminding the student of the action that could occur when a student is in breach of the attendance requirement of their visa</li> <li>• An aim to identify why the student has been absent</li> <li>• To inform the student to collect and collate any documentation in support of their absences</li> <li>• To inform the student that the Student Welfare Team are available to assist if required</li> <li>• Requiring the student to sign the meeting form stating they have understood the content of the meeting and that they are aware of their obligations and communication process</li> </ul>
	<p><b>5.0 Process for notifying students that they have not maintained the 80% satisfactory attendance requirement.</b></p> <p>* Where the student has not maintained satisfactory attendance as per the College's documented requirements, the student will be sent a Notice of Intention to Report (NIR) advising them of the College's intention to cancel their enrolment and report the student to DoHA. The letter also informs the student that if they wish to lodge an appeal against the College's intention to report them to DoHA for Breach of their Student Visa attendance requirement, that they have 20 working days from the date of the NIR to access the College's Internal Complaints and Appeals Process.</p> <p>* Students are advised that if they are not satisfied with the College's conduct of the internal complaints and appeals process, they will be able to access an External Complaints and Appeals Process with the International Student Ombudsman (ISO) within 5 days. See the <i>Student Complaints and Appeals Policies and Procedures</i> document.</p> <p>* The NIR is sent to the student email as stipulated at orientation. Any letters and additional correspondence are scanned and uploaded on TEAMS.</p> <p>* Students are advised that their enrolment will be maintained until the completion of internal (and external with ISO) complaints and appeals processes, and that they should continue to attend their classes whilst enrolled in their course.</p> <p>* If the student does not access the College's internal complaints and appeals process within 20 working days from the date of NIR, the student is in breach of the above mentioned attendance requirement. Consequently, the College will proceed with reporting this breach to DoHA via PRISMS and an email will be sent to the student informing them of this outcome.</p> <p>* If the student withdraws informally (does not attend the Complaints and Appeals hearing as advised) or formally i.e. by way of letter, from the Complaints and Appeals process, or the decision of the College to report the student for unsatisfactory attendance is found to be correct, then the College will proceed with notifying DoHA as per the above process.</p> <p>A copy of the reporting notice generated by PRISMS will be kept on the student's file in hard copy and uploaded to the student's file on the student database.</p>
	<p><b>6.0 Absence - Medical certificates/other acceptable documentation</b></p> <p>Medical certificates or other documentation may be considered acceptable during a Complaints and Appeals Committee Hearing to substantiate compelling or compassionate circumstances which may have prevented a student from maintaining the 80% attendance requirement.</p> <p><b>6.1 Public holidays</b></p> <p>Current practice is to consider public holiday absences as attended classes.</p>
	<p><b>7.0 Students deferring their commencement or return after term/semester break</b></p> <p>The College may allow a student to defer their enrolment or the commencement of their enrolment or return after a course break on the grounds of:</p>

	<p>(i) Compassionate or compelling circumstances (i.e. illness substantiated by a medical certificate, late visa grant, problems with travel arrangements, serious family/personal issues). In this circumstance a student will be required to apply for a Deferral or Suspension of Studies</p> <p>(ii) Approval of deferral or suspension of studies is granted at the discretion of the Director of Studies or Admissions Manager / VET Education Director. Upon such approval, a note will be made on the student file on TEAMS.</p> <p>(iii) The attendance calculation will be modified accordingly and absences will be disregarded for the period of the approved deferral/suspension</p> <p>(iv) A student who has not applied for, nor has had approved an application to suspend their studies with the College, will be recorded as absent until they re-commence their studies</p> <p><b>7.1 The College may exclude from class or temporarily suspend a student on the grounds of breach of minimum conduct expectations of the student (see 9.0 below)</b> In this situation, a note will be made on TEAMS by the Enrolment Variation Staff and the student will be marked as absent for this period of time.</p> <p><b>7.2 Deferred course commencement</b> In exceptional circumstances, at the discretion of the Director of Studies or Admissions Manager the student may be granted approval to defer the commencement of their studies.</p> <ul style="list-style-type: none"> <li>• A note of the approved Deferral of Commencement of Studies will also be made on the Student's File</li> <li>• The student will not be marked absent for the said period, which will not be included in attendance calculations made under item III above</li> <li>• Students who have not applied for, nor have had official leave or permission to defer their course commencement approved, will be recorded as absent for the period</li> </ul> <p><u>Details</u></p> <ul style="list-style-type: none"> <li>• The Admissions Department notify DoHA via PRISMS of the period of deferral</li> </ul>
	<p><b>8.0 Alterations to the roll</b> If an alteration is needed (for example, to change an absent/present notation), this should be clearly made, and signed by the Teaching/Administrative Staff. The same staff will then enter the alterations into the database attendance records.</p> <p><b>8.1 Generation of Class rolls</b></p> <ul style="list-style-type: none"> <li>• On orientation days, new students are given a timetable</li> <li>• Students are allocated to classes on the database (TEAMS) and new rolls are issued to teachers by the end of orientation week</li> </ul> <p><b>8.2 Recording of Attendance</b></p> <ul style="list-style-type: none"> <li>• Hard copy rolls are printed and placed in attendance folders</li> <li>• Attendance/absence is entered into the database each week from the hard copy rolls</li> <li>• A Weekly Report is created for the Noticeboard display</li> <li>• Individual student attendance reports may be viewed from the database.</li> <li>• Emails will be sent to students who require intervention due to their low attendance levels, based on the abovementioned processes</li> <li>• The hard copy attendance rolls are kept and retained in a folder for archival purposes</li> </ul> <p><b>8.3 Roles responsible for recording, monitoring, counselling and reporting on attendance.</b></p> <ul style="list-style-type: none"> <li>• Administrative Staff (Attendance Coordinator)</li> <li>• Enrolment Variation Staff (Enrolment Variation Coordinator)</li> <li>• Trainers/teachers</li> <li>• Academic &amp; Staff Support Coordinators</li> </ul> <p><b>8.4 Evidence and documentation to support the above procedures and processes</b> <u>Student records database (TEAMS) and hard copy</u></p> <ul style="list-style-type: none"> <li>• Individual student attendance records</li> <li>• Weekly attendance reports</li> </ul>

	<ul style="list-style-type: none"> <li>• Low Attendance reminder emails sent below 90%, below 85% and at 80%</li> <li>• NIR (Notice of Intention to Report) email (at 80%)</li> <li>• Attendance notes/records/email correspondence</li> <li>• Course progress records</li> <li>• Hard copy rolls</li> <li>• Reporting notice generated by PRISMS</li> </ul> <p><u>Other documentation:</u></p> <ul style="list-style-type: none"> <li>• Medical documents</li> <li>• Letters of Support from qualified professionals</li> <li>• Other documentation to support legitimate assessment of student absences from class</li> <li>• Applications to defer/suspend studies form</li> </ul>
	<p><b>9.0 Every student is subject to minimum conduct expectations.</b>          Breaches of conduct expectations may cause a student to be excluded from class or cause temporary suspension of a student's enrolment. Possible breaches include, but are not limited to:</p> <p><b>9.0.1 Academic</b></p> <ul style="list-style-type: none"> <li>• Cheating</li> <li>• Plagiarism</li> <li>• Refusing to participate in class activities</li> <li>• Disrupting participation for other students</li> <li>• Refusal to follow reasonable requests or instructions from any teacher/staff</li> <li>• Arrival and departure to and from lessons outside the times required by CIC</li> </ul> <p><b>9.0.2 Non-academic</b></p> <ul style="list-style-type: none"> <li>• Being disrespectful to staff or other students which could include, but not limited to, continuously disrupting the class</li> <li>• Discriminating against, or harassing, any person in any manner or for any reason</li> <li>• Using offensive language or being physically intimidating</li> <li>• Acting in an unsafe manner that places the student and/or others at risk</li> <li>• Acting in an unsafe manner which causes harm to the student or another person</li> <li>• Being under the influence of alcohol or drugs</li> <li>• Committing unlawful actions</li> <li>• Smoking in non-smoking areas</li> <li>• Non-payment of fees</li> </ul> <p>At the discretion of the Director of Studies/VET Education Director, after initial warnings and counselling on any of the above, if the student continues to breach these minimum conduct expectations <b>CIC may cancel a student's enrolment.</b>          At any time, any student may access the CIC's Complaints and Appeals Policy.</p>
<b>Related Procedure:</b>	Completion Within Expected Duration Policy and Procedure Complaints and Appeals Policy and Procedure Student Support Policy and Procedure Student Engagement Before Enrolment Policy
<b>Related Forms:</b>	Student Complaints Form Student Appeals Form Enrolment Variation Form
<b>Procedure Owner:</b>	Director of Studies – Melbourne, Perth VET Education Director
<b>Approved by:</b>	CEO
<b>Approved Date:</b>	<b>April 2015</b>
<b>Study Period</b>	9 or 10 weeks for the purpose of attendance, 12 weeks includes the term breaks <i>Weeks for VET courses.</i>

