



Monitoring Attendance

Purpose	This policy relates to how Swann College will systematically monitor international students' compliance with the student visa condition applicable to attendance.
Scope	This policy applies to Swann's students and all Swann's staff who deal with all matters concerning Certificate III, Certificate IV and Diploma in our Automotive and Business Courses.
Policy Statement	<p>This policy supports the ESOS National Code 2007 Standard 11.</p> <ol style="list-style-type: none"> 1. Swann College systematically monitors students' compliance with student visa conditions relating to attendance. We will be proactive in notifying and counselling all students who are at risk of failing to meet attendance requirements. 2. We will report students, under section 19 of the ESOS Act, who have breached the attendance requirements. 3. We must record the attendance of each of our students for the scheduled course contact hours which are 20 hours/ per week for each CRICOS registered course in which the student is enrolled. 4. All students must meet requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours each term.
Procedure	<ul style="list-style-type: none"> • Overview - attendance monitoring <p>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 2007, Standard 11 – Monitoring Attendance</i> for students who have been granted student visas, we will keep attendance records for all students who are enrolled in CRICOS registered courses.</p> <p>These records will be able to reflect in a progressive manner the attendance/absences for each student in each period of enrolment. Individual class attendance records for each student will be maintained on an enrolment basis, and a student's attendance will be calculated over an identified attendance calculation period depending upon the timetabling and course delivery arrangements.</p> <p><i>Manner in which attendance and absenteeism are recorded</i></p> <p>The day-to-day attendance records (attendance sheets) are kept in hard copy, and are marked by the Trainers. Admin Staff communicate regularly with trainers about the need to accurately record student attendance on hard copy attendance sheets.</p> <p>Student attendance is entered into the SMS every week thus it is vital that attendance sheets are marked. Attendance recording on the SMS is implemented by the Admin Staff.</p>



- **Attendance Monitoring**

Students' individual attendance is recorded, monitored weekly and calculated each term.

- **Process for assessing satisfactory attendance**

The Admin Staff review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements. Regular assessments will be undertaken at intervals which will ensure that the Admin Staff will be able to make an accurate assessment of whether the student:

- ✓ Is absent for more than 16/20 consecutive hours without approval
- ✓ Is maintaining satisfactory attendance
- ✓ Is at risk of not attending at the required level for the relevant attendance calculation period
- ✓ Has actually fallen below the required attendance level within an attendance calculation cycle.

- **Regular assessment/calculation of attendance**

Weekly attendance assessment by Administration and a report is emailed to the RTO Manager for assessing and students can request their attendance status at anytime.

Student are informed of the attendance recording process on a regular basis or as required.

- ✚ **Process for calculating a student's projected maximum possible attendance and for monitoring attendance**

- a. Student attendance data is taken from the attendance sheets and is entered into the Swann College attendance database and the SMS weekly by the Admin Staff.

Reports showing a student's projected maximum possible attendance are generated from the attendance database and the SMS.

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 for data entered onto the SMS from the hard copy attendance sheets at the date of the pulling out of the report.



b. Calculation of Attendance

The projected maximum possible attendance figure for a student is calculated by a formula set within the Swann college assessment database and VETtrak SMS.

The formula will include the maximum potential timetabled hours for the period for which the attendance is being recorded and monitored.

c. Attendance is calculated from the start date fortnightly, to the end date of the attendance period and incorporates the absences from attendance data that has been entered on the class attendance sheets. This data is entered into individual student records on the SMS.

d. The projected maximum possible attendance figure, which is known as percentage, incorporates the actual number of hours absent together with a figure to incorporate the assumption that the student will not be absent for any timetabled class for the remainder of the attendance calculation period.

e. The projected maximum possible attendance figure (at any point of calculation) expresses the maximum attendance percentage that the student can maintain as if that student sustains no further absences within the attendance calculation period.

It is the student's responsibility (as advised during student orientation and on regular basis) to ensure that they are regularly checking their attendance status, and if they have any concerns about the data on these reports, they are urged to make an appointment with the Admin Staff.

A session absence report for each student can also be generated from the database if a student wishes to query and/or review their attendance information at any time.

A student may present at a Complaints and Appeals hearing a medical certificate or other suitable documentation as evidence of a compelling or compassionate circumstance which may have prevented the student from maintaining **the 80% each term attendance requirement.**



	<ul style="list-style-type: none">◆ The Process for determining how a student is contacted and counselled when absent for more than 16/20 consecutive hours without notice to the Provider.<ul style="list-style-type: none">➤ Admin Staff conduct a manual check of every class attendance sheet once per teaching week. Those students who have been absent more than 16/20 consecutive hours are identified.➤ Academic staff is required to also check their students' attendance every day. They will email Administration the details of any who have missed 16/20 more consecutive hours.➤ An attempt to contact each student is made via phone, email /SMS to the students email account / Contact number or via their emergency contact person in Australia.➤ 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.➤ If the above in item is the case, the students are immediately offered an appointment for academic and/or welfare counselling➤ For those who do not appear to have such issues, a reminder is given of the importance of attendance in their course. 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 Part D, standard 11.4 of the ESOS Act and National Code 2007), which they are made aware of during induction.➤ For those students for whom contact is unsuccessful, attempts are made to contact and counsel those through Swann's Marketing Department staff in coordination with the students' migration/education agent➤ A full contact log of all successful or unsuccessful attempts to contact the students is kept on the SMS and in the student file. ❖ The Process for determining the point at which the students are at risk of not maintaining a minimum 80% each term of the scheduled course contact hours.<ul style="list-style-type: none">a) Students are personally advised of their attendance on a regular basis or when it is required. The attendance reports identify when students are at risk of not meeting attendance requirements by showing every student's projected maximum possible attendance. Students are also informed as to how they can make an appointment to seek advice or counselling about Student Visa attendance requirements.b) The College endeavours to contact the student to determine the reason for their absence/not returning to classes after a term break and to advise the student that the College may cancel their enrolment.c) When a student's projected maximum possible attendance falls to 85% over the calculation period, a first attendance warning email is sent to these students. The email advises students of their obligation to
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maintain satisfactory attendance whilst undertaking their course of study with the College, and the consequences of not doing so. The email will also refer the student to the College's Student Support Services and Admin Staff, to assist them in maintaining satisfactory attendance requirements. Students are advised to make an appointment with the Admin Staff to discuss their issues at an Attendance Warning.

- d) The above process is repeated fully for students whose attendance continues to fall and is now below 80%.
- e) Throughout the above, students are also communicated with via SMS to inform them that they have emails regarding their low attendance in their inbox, and that they should make an appointment to explain their issues with Admin Staff.

At an Attendance Warning time, examples of what could be discussed, but not limited to these, **are as follows:**

- ❖ Current attendance levels
- Reminding the student of the action that could occur when a student is in breach of the attendance requirement of their visa
- ❖ An aim to identify why the student has been absent
 - ❖ To inform the student to collect and collate any documentation in support of their absences
 - ❖ To inform the student that the Student Support Team are available to assist if required
 - ❖ 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 / Student's Consultation form.

- **Process for notifying students that they have not maintained the 75% satisfactory attendance requirement.**

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 DIBP. The letter also informs the student that if they wish to lodge an appeal against the College's intention to report them to DIBP 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. 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 Training Advocates. While this is occurring the student **MUST** attend classes as per their timetable.

The NIR is sent to the student email as stipulated at orientation. Any letters and additional correspondence are scanned and uploaded on VETtrak

Students are advised that their enrolment will be maintained until the completion of internal (and external with TA) complaints and appeals



processes, and that they should continue to attend their classes whilst enrolled in their course.

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 DIBP via PRISMS and an email will be sent to the student informing them of this outcome.

The Enrolment Department verifies that the information and documentation given is sufficient and that the student was given access to College's attendance monitoring policies and procedures. Where necessary, the Enrolment Department will clarify with the Admin Staff any inconsistencies or inaccuracies in the information or documentation provided.

After the documentation and information regarding the unsatisfactory attendance is assessed as correct and sufficient in following this policy and the Complaints and Appeals Policy, the Enrolment Department proceeds with notifying DIBP via PRISMS.

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 DIBP as per the above process.

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.

- **Absence - Medical certificates/other acceptable documentation**

Medical certificates or other documentation may be considered acceptable during a Complaints and Appeals team to substantiate compelling or compassionate circumstances which may have prevented a student from maintaining the 80% attendance requirement.

- **Students deferring their commencement or return after term/semester break**

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: ----

1. 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
2. Approval of deferral or suspension of studies is granted at the discretion of the Enrolment Staff. Upon such approval, a note will be made on the student file on VETtrak by the Administrator.



3. The attendance calculation will be modified accordingly and absences will be disregarded for the period of the approved deferral/suspension

- **Deferred course commencement**

In exceptional circumstances, at the discretion of the Enrolment staff the student may be granted approval to defer the commencement of their studies.

A note of the approved Deferral of Commencement of Studies will also be made on the Student's File

The student will not be marked absent for the said period, which will not be included in attendance calculations and have had official leave or permission to defer their course commencement approved, will be recorded as absent for the period

Details

The Admissions Department notify DIBP via PRISMS of the period of deferral

- **Alterations to the attendance sheet**

If the Attendance Admin Staff understand that an alteration is needed (for example, to change an absent/present notation), this should be clearly made, and signed by the Teaching/Admin Staff. The same staff will then enter the alterations into the attendance records. The reason for alteration will be recorded on VETtrak in the contact form for the student.

- **Recording of Attendance**

Hard copy attendance sheets are printed and placed in attendance folders Attendance/absence is entered into the database every day/week from the hard copy attendance sheets.

A Weekly Report is created for the Admin Staff.

Individual student attendance reports may be viewed from the database to assist the Attendance Admin Staff with their Attendance Warning.

Emails will be sent to students whom Admin Staff consider require intervention due to the student attendance levels, based on the abovementioned processes.

The hard copy attendance sheets are kept in a folder for archival purposes

- **Roles responsible for recording, monitoring, counselling and reporting on attendance.**

→Attendance officer

→Enrolment Staff

→Academic Teachers/Trainers



→ Academic & Staff Support Officers

- **Evidence and documentation to support the above procedures and processes**

Student records database VETtrak, hard copy and/or electronic

- ✓ Individual student // Class attendance records
- ✓ Daily// Weekly attendance reports
- ✓ Low Attendance reminder emails sent below 85%, below 80% and below 75%
- ✓ NIR (Notice of Intention to Report) email
- ✓ Attendance review notes/records/email correspondence
- ✓ Course progress records
- ✓ Hard copy attendance sheets
- ✓ Session absence reports
- ✓ Reporting notice generated by PRISMS

Other documentation: --

- ✓ Medical documents
- ✓ Letters of Support from qualified professionals
- ✓ Other documentation to support legitimate assessment of student absences from class
- ✓ Applications to defer/suspend studies form

- **Every student is subject to minimum conduct expectations.**

Breaches of minimum 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:

- ❖ **Academic**

Cheating
Plagiarism

- ❖ **Non-academic**

Bullying
Harassing
Swann's individual protocols

Being disrespectful to staff or other students which could include, but not limited to, continuously disrupting the class.

Discriminating against, or harassing, any person in any manner or for any reason.

Using offensive language or being physically intimidating

Acting in an unsafe manner that places yourself and/or others at risk.



	<p>Acting in an unsafe manner which causes harm to yourself or another person.</p> <p>Being under the influence of alcohol or drugs.</p> <p>Smoking</p> <p>Non-payment of fees</p> <p>--At the discretion of the RTO Manager, after initial warnings and counselling on any of the above, if the student continues to breach these minimum conduct expectations Swann College may cancel a student's enrolment.</p> <p>--At any time, any student may access the Swann's Complaints and Appeals Policy</p>
Policy Delegated Authority	CEO and RTO Manager
Approved by and Responsibility Authority	CEO and RTO Manager 
Approved	14/08/2017



Swann College

Date:	
Definitions (if any) --No	