

MONITORING ATTENDANCE POLICY



Students must contact the college every time they will be absent *prior to the regular class time*, via email, phone or SMS to a member of staff.

Students who do not advise the college of absences will be contacted/counselled by the Student Support Officer or another staff member.

Maintaining satisfactory attendance is a student visa requirement.

Class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

SIA will report students for non attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for no attendance via PRISMS is the student visa may be cancelled.

SIA believes good attendance is important in order to achieve the desired educational outcomes.

SIA will *at the minimum* contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.
- All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file

Students attendance is monitored daily by class teachers. Student absences are tracked and monitored at the end of each week.

SIA policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to DOE/DIBP.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.

- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DIBP, next of kin)

Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.

WARNING 1

90% Attendance

Students whose attendance falls to **90%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2

85% Attendance

Students whose attendance fall to **85%** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice.

Intention to Report (Less than 80% Attendance)

As soon as SIA is aware a student will not achieve 80% attendance, SIA will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

Students must meet with the Student Support Officer where advice and counselling will be again offered. *REFER - COMPLAINTS AND APPEALS POLICY*

NOTE: SIA will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of SIA).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of SIA, SIA will notify the Secretary of DOE via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable**.

SIA *may* decide not to report a student for 80% attendance where SIA feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, **AND**

- attendance has not fallen below 70%, **AND**
- academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DOE/DIBP via PRISMS.

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The college does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 12 weeks (1 term).

'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- *serious illness or injury, where a medical certificate states that the student was unable to attend classes*
- *bereavement of close family members such as parents or grandparents*
- *major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;*
or
- *a traumatic experience which could include:*
involvement in, or witnessing of a serious accident; and
witnessing or being the victim of a serious crime.

and this has impacted on the student (these cases should be supported by police or psychologists' reports) or where SIA was unable to offer a pre-requisite unit. Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, SIA will notify DOE and DIBP via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation.

SIA in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

Online/distance units:

Attendance will not be monitored because students do not attend classes for these units.

Absences for more than five consecutive days without approval, must be investigated as a matter of urgency as per the steps below:

- Student Support officer will attempt to contact the student via phone, SMS and email.
- If student is not able to be contacted their agent will be contacted by phone/ SMS and email.
- If contactable, the Student Support Officer will counsel the student on the importance of notifying the college when absent and offer assistance if needed.
- If contact cannot be made, the Student Support Officer is to immediately discuss with the CEO and dependent on the advice provided, relevant authorities will be notified (eg: police, DIBP, next of kin).