

## POLICY AND PROCEDURE FOR COMPULSORY MONITORING OF ATTENDANCE

### 1. Purpose

Educational Enterprises Australia Pty Ltd (EEA) trading as Eynesbury International is required under Standard 11 of the ESOS National Code of Practice to compulsorily monitor the attendance of students enrolled in academic programs delivered by Eynesbury College (accredited school courses) and Eynesbury College Academy of English (accredited ELICOS courses).

In accordance with Standard 11.2, the requirements of Standard 11 of the National Code of Practice do not apply to students enrolled in academic programs offered by Eynesbury Institute of Business and Technology as DEST and DIAC approved course policies and procedures have been implemented.

### 2. Legal compliance

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 requires that providers implement appropriate documented attendance policies and procedures for each course offered by Eynesbury College and the Eynesbury College Academy of English which must be provided to staff and students specifying the following:

- a) The requirements for achieving satisfactory attendance which, at a minimum, requires overseas students to attend at least 80 percent of the scheduled course contact hours;
- b) the manner in which attendance and absences are recorded and calculated;
- c) the process for assessing satisfactory attendance;
- d) the process for determining the point at which the student has failed to meet satisfactory attendance and;
- e) the procedure for notifying students that they have failed to meet satisfactory attendance requirements.

### 3. Requirements for achieving satisfactory attendance

In order to achieve satisfactory attendance, students must attend at least 80% of scheduled contact hours.

Medical certificates are required for all absences on medical grounds.

Approval in advance is required for all absences where it is known by a student that they will not be attending classes.

### 4. Manner in which attendance and absences are recorded

Attendance is recorded on e-Roll by teachers. In some cases, the relevant Academic Director or Director of Studies may also require teachers to maintain manual attendance records.

### 5. Process for assessing satisfactory attendance

The relevant Academic Director or Director of Studies will assess individual student attendances on a weekly basis by perusing manual attendance records or class attendances entered into e-Roll.

### 6. Process for contacting and counselling students absent for more than five consecutive days without approval or where a student is at risk of falling below 80 percent of scheduled course contact hours

Students who are absent for more than two days without permission or whose attendance falls below 90% but remains above 80% will be interviewed by the relevant teacher, tutor or coordinator on return to Eynesbury International or contacted by telephone if still absent. The reasons for the absence, if not already documented, will be recorded on the student file. Students will be verbally counselled concerning any risk of their attendance falling below 80%.

In the event of a second absence without permission or where attendance again falls below 90% but remains above 80%, the matter will be referred to the relevant Academic Director or Director of Studies who will issue a *DIAC Attendance Warning Letter*. Arising from the letter, the student is required to meet with the Academic Director or Director of Studies to explain their absence. A student who fails to either respond to the *DIAC Attendance Warning Letter* or comply with the attendance requirements set down at the meeting with the Academic Director or Director of Studies will be issued with a *Notice of Intervention Strategy Letter* which will include a *Student Performance Contract*.

Students who receive a *Notice of Intervention Strategy Letter* will be required to meet with the International Admissions Manager and the Academic Director or Director of Studies and issued with a Performance Record Booklet.

Students who have received a *Notice of Intervention Strategy Letter* who are absent or later again without a medical certificate or whose attendance falls below 80% will be issued with a *DIAC Intention to Report Letter*.

#### **7. Process for determining when students have failed to meet satisfactory attendance**

The relevant Academic Director or Director of Studies will determine when a student's attendance record has fallen below 80% by manually calculating the overall attendance percentage from attendance records or by obtaining the overall attendance percentage from e-Roll.

The relevant Academic Director or Director of Studies will also determine when a student has failed to produce medical certificates or obtain approval in advance for other absences after having been issued with *Notice of Intervention Strategy Letter*.

Students who have failed to meet satisfactory attendance requirements will be reported to the International Admissions Manager who will confirm that attendance has fallen below 80% and issue *DIAC Intention to Report Letter*.

#### **8. Procedure for notifying students that they have failed to meet satisfactory attendance requirements**

Students that have failed to meet satisfactory attendance requirements will be notified in writing of Eynesbury International's intention to report the student for not achieving satisfactory attendance in *DIAC Intention to Report Letter*.

The written notice will inform the student that he or she is able to access the *Eynesbury International Non-Academic Grievance Procedure* and appeal the decision to report in accordance with Standard 8 of the National Code and that the student has 20 days in which to do so.

The College Director of Studies will consider any appeal received in response to the *DIAC Intention to Report Letter* in accordance with Section 8 of the National Code.

In accordance with Section 8 of the National Code, the Eynesbury International Non-Academic Grievance Procedure includes the provision for a student to appeal to an external body if the student is not satisfied with the College Director's decision following consideration of their appeal against the decision to report to DIAC.

#### **9. Reporting Students**

Where 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 results in a decision supporting the registered provider, the International Admissions Manager (or authorised nominee) will notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

The College Director of Eynesbury International will only decide not to report a student for breaching the 80 percent attendance requirement where:

- a) the student produces documentary evidence which clearly demonstrates compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and;
- b) the decision is consistent with this policy and the procedures;
- c) it is confirmed that the student is attending at least 70 percent of the scheduled course contact hours for the course he or she is enrolled.

Policy Name	Policy and Procedure for Compulsory Monitoring of Attendance
Reference Authority	Peter Millen
Date of Approval	
Amendments	14 March 2008