

Version	2.0
Last Amended	8 June 2018
Approved By	CEO
Date Approved	8 June 2018
Reference	Attendance Policy and Procedures v2.0

Attendance Policy and Procedure

1 Purpose:

This policy regulates Windsor in monitoring overseas/ international ELICOS students' course attendance.

2 Policy Statements

- 2.1 Windsor has and implements this documented policy and procedure for monitoring and recording attendance of the overseas student, specifying:
- requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent of the scheduled contact hours
 - the method for working out minimum attendance under Standard 8 of the National Code 2018
 - processes for recording course attendance
 - details of the college's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
 - processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
- 2.2 Where the college has assessed the overseas student as not meeting attendance requirements, the college will give the overseas student a written notice as soon as practicable which:
- notifies the overseas student that the college intends to report the overseas student for unsatisfactory course attendance
 - informs the overseas student of the reasons for the intention to report
 - advises the overseas student of their right to access the college's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.
- 2.3 The college will only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- the internal and external complaints processes have been completed and the decision or recommendation supports the college, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or

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- d. the overseas student withdraws from the internal or external appeals processes by notifying the college in writing.
- 2.4 The college may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

3 Scope

This policy applies to:

- International ELICOS students enrolled at Windsor
- Windsor Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the course progress requirements through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

4 Procedures

4.1 Recording Student Attendance

Students' attendance is recorded in a student attendance sheet by each ELICOS teacher. Every day, each ELICOS teacher is to give the completed attendance sheet to the Administration staff to be entered into the college's attendance calculation system.

4.2 Monitoring Student Attendance

- The method for working out minimum attendance is based on projected attendance. At the beginning of an ELICOS course, all international students' projected attendance for a study period is 100%. A study period is 10 weeks. The projected attendance will be deducted every time a student does not attend scheduled contact classes. The minimum attendance must be 80 per cent of the scheduled contact hours.
- Every week, the Student Support Officer monitors each student's attendance. Students who are at risk of not meeting satisfactory course attendance or deemed not to meeting satisfactory course attendance based on the following conditions will be sent relevant warning letters and/ or Student Attendance Breach Recorded Letter.
 - STEP ONE (90% projected attendance/ absent for more than 5 consecutive days without approval) - A student will be sent an Unsatisfactory Attendance Warning Letter-Initial to come for counselling by the Student Support Officer.
 - STEP TWO (80% projected attendance)- A student will be sent an Unsatisfactory Attendance Warning Letter-Final and counselled by the ELICOS Coordinator.
 - STEP THREE (below 80% projected) - A student will be sent a Student Attendance Breach Recorded Letter (Students may be reported to the ESOS Agency and Department of Home Affairs).
- The Student Support Officer sends warning letters to students who are falling under a relevant category. The warning letters will be sent to students by email. A Student

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Attendance Breach Recorded Letter will be signed by the Director of Studies and sent by the Student Support Officer by post and email.

4.3 Activation of Intervention Strategy

- a. If a student is at risk of not meeting satisfactory course attendance, students will be sent warning letters. If a student's projected attendance is 90% or if the student is absent for more than 5 consecutive days without approval, the student will be sent an Unsatisfactory Attendance Warning Letter-Initial to come for counselling by the Student Support Officer. This counselling meeting is to discuss the student's risk of not meeting satisfactory course attendance and intervention strategies to ensure the student's attendance is satisfactory for the relevant study period.

If a student's projected attendance is 80%, the student will be sent an Unsatisfactory Attendance Warning Letter-Final and counselled by the ELICOS Coordinator. This counselling meeting is to discuss the student's risk of not meeting satisfactory course attendance and intervention strategies to ensure the student's attendance is satisfactory for the relevant study period.

- b. If the student does not respond within 7 days, the Student Support Officer will contact the student via telephone or email. If this fails, the matter shall be forwarded to the ELICOS Coordinator who will then again try to contact the student and pursue the matter further.

4.4 Determining Unsatisfactory Attendance

If the student's projected attendance is below 80%, student will be sent a Student Attendance Breach Recorded Letter (Students may be reported to the ESOS Agency and Department of Home Affairs). The Student Attendance Breach Recorded Letter:

- a. notifies the overseas student that the college intends to report the overseas student for unsatisfactory course attendance
- b. informs the overseas student of the reasons for the intention to report
- c. advises the overseas student of their right to access the college's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.

4.5 Reporting Unsatisfactory Attendance

- a. The college will only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - i. the internal and external complaints processes have been completed and the decision or recommendation supports the college, or
 - ii. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - iii. the overseas student has chosen not to access the external complaints and appeals process, or
 - iv. the overseas student withdraws from the internal or external appeals processes by notifying the college in writing.

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- b. The college may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.
- c. The student's unsatisfactory course attendance will be reported to the ESOS Agency and Department of Home Affairs via PRISMS by the Director of Studies as soon as practicable.
- d. A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student's file by the Student Support Officer

5 Related Standard

This policy and procedure supports 'Standard 8' of the ESOS National Code 2018.

6 Related Documents/Forms

- 1. Intervention Strategy form
- 2. Unsatisfactory Attendance Warning Letter- Initial
- 3. Unsatisfactory Attendance Warning Letter- Final
- 4. Student Attendance Breach Recorded Letter
- 5. Complaints and Appeals form
- 6. Complaints and appeal log

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