



Australian College of Vocational Studies

(RTO 90857) (CRICOS Provider 02474E)

6 Hunt Street Surry Hills NSW 2010 Phone (02) 9280-4338 or (02) 9319 3777

Email: info@acvs.com.au Website: www.acvs.com.au

Student Attendance

This policy has been developed to meet the requirements of the National Code 2007 Standard 11, which requires that registered providers monitor student's compliance with visa conditions relating to attendance and are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.

Students at risk of not meeting Standard 11 of the National Code 2007 of satisfactory course attendance must be identified and counselled as per the documented procedure.

The procedures below specify:

1. Requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend 80% of the scheduled course contact hours
2. The manner in which attendance and absences are recorded and calculated
3. The process for assessing satisfactory attendance
4. The process for determining the POINT at which the student has failed to meet satisfactory attendance and
5. The procedures for notifying that the student has failed to meet satisfactory attendance requirements.
6. The staff members required to undertake the process.

Students who have been absent for five consecutive days and above without approval will be contacted and issued with an Attendance Warning Letter. This attendance warning letter will outline the requirements of Visa condition 8202 which states that satisfactory attendance must be maintained. The letter will also encourage students to discuss any issues with a Student Liaison Officer. All communication between the student and the institute will be recorded on the Student file and on their electronic record in the Student Management System.

Students will be informed of this policy and its consequences through the following means:

1. Inclusion of information about the policy in enrolment application form and student contract as a part of the pre enrolment process
2. Induction during the Orientation program.
3. Thorough training of all teachers in this policy, so it can be reinforced in classes.
4. Inclusion of the policy and procedures in the Student Handbook and Policy & Procedures Manual.
5. Inclusion on the ACVS Web site.

Attendance Monitoring Procedure

1. Student attendance is:
 - Checked and recorded daily into the Student Management System by the Administration Assistants



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- Results of weekly attendance is assessed weekly by the Director of Studies
 - Any period of deferral from class will not be included in student attendance calculations
 - Any other absence from class will be counted in student attendance calculations
 - Calculating the minimum number of hours the student would have to attend to keep their attendance at 80% e.g. number of study days x contact hours x 80%.
2. A medical certificate is required for claimants of medical reasons which cover only 20% non-attendance over the aggregate period.
 3. For any absences longer than 5 consecutive days without approval, the student will be contacted via a Student Liaison Officer.
 4. Students at risk of breaching ACVS's attendance requirements will be counselled and offered any necessary support.

Administration Procedure

The following procedure outlines a ten week process that begins when a student is first detected as at risk of potential poor attendance leading to not meeting attendance requirements.

Persons responsible for actions within procedure

- **The Principal** – Reporting of students for unsatisfactory attendance on PRISMS and issuing of Section 20 notices; recording on student electronic record issuing of section twenty notice.
 - **Director of Studies** – Reviewing of weekly attendance records by student and or cohort; Counselling of students for poor attendance; authorisation for issuing of attendance warning letters; updating of attendance counselling and warning notes in student electronic records; Notifying the Principal of Student who are to be reported on PRISMS for unsatisfactory attendance.
 - **Administration Assistants** – Recording daily of attendance records; updating of student electronic records; creation and sending of attendance warning letters; updating of student hard copy file with file notes and copies of warning letters
 - **Student Liaison Officers** – Counselling of students for attendance issues; Updating of student electronic record in relation to notes on counselling
1. Attendance records are taken on a daily basis and recorded into the Student Database Management System by the Administration Assistants
 2. At the end of the week the Director of Studies reviews all student attendance.
 3. Week One – Student first identified with potential attendance issues.



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Students who have been identified as not attending class during the review will be contacted by phone and or email to discuss reasons for their absence. A note is also made on their electronic record of the contact made.

4. Week Two

Students who were identified and have continued to have absences in a second week review will again be contacted to explain reasons for their continued absence. A note is also made on their electronic record of the contact made. The student will also receive their First Attendance Warning Letter either hand delivered or sent by post informing them of the requirement to attend classes to at least 80% and above and it will also outline Student Visa Condition 8202. The student will be requested to attend counselling in relation to the attendance issues.

5. Weeks Three & Four

During this period identified students who have received their first attendance warning letter will be monitored for their attendance and be required to attend a counselling session.

Students who continue to have poor attendance during this period will be issued with a second attendance warning letter. This letter will be hand delivered or sent by post informing them of the requirement to attend classes to at least 80% and above and it will also outline Student Visa Condition 8202. Students will also be informed of the date and time of a meeting with the Director of Studies to discuss their continuing attendance issues.

6. Weeks Five & Six

During this period identified students attendance will be monitored and reviewed and counselling sessions will occur for those students who have received their second attendance warning letter.

If attendance of identified students is still below 80% at the end of week six even after having attended counselling sessions these students will be issued with a final warning letter. This letter will outline ACVS's intention to report the Student to DIAC via PRISMS for breaching the attendance conditions of the student Visa for dropping below 80% attendance. The student will be informed of the appeals process and is given 20 working days to make an appeal.

7. Week Ten

Three days prior to the end of the appeals period students will be contacted by the Director of Studies to ask if they intend to activate the appeals process or what their intentions are in relation to the intention to report. A note of this contact will be made on the students' electronic record.

Upon completion of the appeals period if the student has not chosen to activate the appeals process, the Director of Studies will inform the Principal of the student details and request that the student be reported on PRISMS for unsatisfactory attendance.



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The Principal upon advice from the Director of Studies will report the student on PRISMS for unsatisfactory attendance and issue a section twenty notification. This notification will be mailed to the student and a record of this will be kept on the students' electronic record.

Appeals Processes

- 1) If, at the end of the 20 working day period, the appeals process has not been accessed the Director of Studies will inform the Principal to proceed with the reporting process through PRISMS.
- 2) ACVS will make attempts, within reason, to contact students and instigate the appeals process 2 to 3 working days prior to the completion of the appeals period.
- 3) If, at the end of the 20 working days period, the appeals process has been accessed and the student's appeal has been denied, the Director of Studies will notify the student in writing of the unsuccessful appeal stating the reasons why the appeal was unsuccessful.
- 4) Students whose appeal is denied are informed of their right to an external appeal. A Student Liaison Officer will assist the student in arranging an external appeal. Students refusing the right to an external appeal will sign an External Appeal Process Refusal Statement acknowledging the College's decision to report.
- 5) Students wishing to access an external appeal process must do so within 10 working days of the accessing the internal appeal.
- 6) If, at the end of the 20 day period, the appeals process has been accessed and the student's appeal has been successful the Director of Studies will notify the student in writing of the successful appeal stating the reasons why the appeal was successful.

ACVS will notify DIAC via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- The student does not access the appeals process within 20 working days **and/or**
- Withdraws from the appeals process **and/or**
- The appeals process results in a decision in favour of ACVS

Students will not be reported for failing to meet the 80% threshold where:

- The student engages the appeals process within 20 working days of receiving a Notification of Intention to Report letter **and**
- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g. Medical illness supported by a medical certificate, major family events or problems, traumatic events or personal problems seriously affecting the student's ability to focus on study) **and**
- The student is making satisfactory course progress **and**
- The student is attending at least 70% of the scheduled course contact hours for the course in which they are enrolled.