

Crumps International Pty Ltd Monitoring Attendance Policy and Procedure

Monitoring Attendance

Policy

Crumps International Pty Ltd systematically monitors students' course attendance and abides by the requirements of The National Code 2007 as per Standard 11 – Monitoring Attendance. The College is proactive in monitoring, notifying and counselling students who are at risk of failing to meet their course attendance requirements. Crumps International Pty Ltd will report students, under section 19 of the ESOS Act, who have breached the course attendance requirements.

Purpose

The purpose of this policy and procedure is to ensure that course attendance of all Crumps International Pty Ltd international students is monitored and staff and students are aware of its application, monitoring and implementation. Crumps International Pty Ltd is proactive in notifying and counseling students who are at risk of failing to meet course attendance requirements.

Scope

This policy and procedure applies to all staff of Crumps International Pty Ltd who are involved in the training, assessing and administration of international students. This policy also applies to all international students enrolled in all courses offered by Crumps International Pty Ltd.

Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure learner/candidates are aware of this process.

Procedure

Crumps International Pty Ltd has in place policies and procedures for the monitoring and implementation of international student attendance based on the contact hours attended by a student during a study period being one academic term.

The attendance is analysed on a weekly basis by actual and projected attendance over the term and students must attend 80% of the scheduled course contact hours to achieve satisfactory attendance for

Authorising officer:

Date:

Review date:

This policy to be reviewed twelve (12) months from this date.

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the term. Students will be sent a minimum of two warning letters (see Form 113.1 Breach of Student Code of Conduct/Attendance Register) when their projected attendance for the term starts to fall at 90% and below.

Students can maintain satisfactory attendance between 70% - 80% scheduled contact hours over the term if they are maintaining satisfactory academic progress, however will be sent warning letters advising attendance is of a serious concern and agreed attendance outcomes must be adhered to.

Students whose attendance falls below 70%; Crumps International Pty Ltd will notify the student in writing (Intention to Report letter) of its intention to report the student for not achieving satisfactory course attendance. The written notice will inform the student that he or she is able to access Crumps International Pty Ltd's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

Where the student has chosen 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 Crumps International Pty Ltd, Crumps International Pty Ltd will notify the Secretary of DEST through PRISMS of the student not achieving satisfactory course attendance as soon as practicable.

Method

Trainers must record the attendance of each student in minutes on their roll for each class, indicating late arrivals or early departures with attendance rolls submitted each Monday for the previous week by trainers.

The administrator is to enter the attendance records of each student into the Computer spreadsheet system by number of hours attended with absences recorded. All absences, even those substantiated by a medical certificate, will be recorded as absent.

Student services staff analyse attendance weekly and will send warning letters to students requesting the student to attend a counselling meeting to discuss the reasons for their absences. Letters are sent when their projected attendance starts to fall to 90%.

At the attendance counselling session, the student will be reminded of Crumps International Pty Ltd's attendance policies and that satisfactory attendance is a student visa requirement. Counselling

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processes will inform the student that if attendance falls below the required level the student will be reported and the student's visa is at risk of being cancelled which can jeopardise further entry into Australia for an additional 3 years from the date of leaving the country.

When a student's attendance falls below 80% but not less than 70%, a check is carried out on their academic progress to ensure they are passing at least 50% of their program over a semester or academic period. If a student has been studying less than a semester, then it will be one term. A warning letter will be sent to the student advising that they will not be reported at this point due to maintaining satisfactory course progress but are warned however that if their attendance at any stage falls below 70% they will be reported to the Department of Immigration and Citizenship.

If a student's attendance falls below 80% but not less than 70% and they have not passed 50% of their program over the past semester or term, they will be informed of the Intention to Report (Form 114.1 Intention to Report).

If a student's attendance falls below 70% an Intention to Report letter (Form 114.1 Intention to Report) is sent to the student. A list is maintained by Student Services of those students to whom this letter is sent. Once a student has been advised of possible reporting via an Intention to Report letter and chooses to access the Complaints and Appeals policy and subsequently appeals the decision to report, the College may choose not to report a student if:

- a) The student is maintaining satisfactory course progress; and
- b) Is attending at least 70% of their scheduled contact hours; and
- c) Once a student's attendance falls below 70% the School must report the student irrespective of any consideration stated above.

After 20 working days have elapsed from the date of the Intention to Report letter or any appeal has been heard, if the student is below 70% attendance, a recommendation to cancel the students enrolment is completed and forwarded to admissions for reporting on PRISMS.

If the student's attendance is between 70% and 80% and the appeal is unsuccessful, the student is advised of their right to an external appeal. Students have 5 working days from the date of the outcome of appeal to access the external appeals process if they choose. (ACPET, Immigration Lawyer).

If student chooses not to appeal externally or the 5 days have passed then a recommendation to cancel the student's enrolment is completed and forwarded to admissions for cancellation on PRISMS.

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If the student's attendance is between 70% and 80% and the appeal is successful, details are noted on the spreadsheet maintained by Student Services and all records kept in the student's file. The student will not be reported.

Student Absent for Five Consecutive days

When Student Services are analysing attendance and discover an absence of 5 consecutive days, the following will occur until the student can be found by:

Contact made by telephone and in writing to the student;
Contact guardian if student is under 18 years;
Contact the student's emergency contact
Contact the student's parents overseas
All contact is documented by Student Services

If all avenues have been exhausted and the student cannot be found and the student's attendance is at risk of falling below 80% due to the absence, the attended policies and procedures stated above will be implemented.

References

Breach of student code of conduct/Attendance Register - Form 113.1
Form 114.1 Intention to Report
Complaints/Appeals Register – Form 1.1
International Student Handbook – Form 101.1
Staff Handbook – Form 102.1
Application to Defer or suspend course of study – Form 111.1
The National Code 2007

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