Universal English College

Attendance Policy and Procedure

TABLE OF CONTENTS

1. PURPOSE 3

2. SCOPE 3

3. DEFINITIONS 3

4. POLICY STATEMENT 4

5. PROCEDURE 4

MONITORING ATTENDANCE 4

6. UNSATISFACTORY ATTENDANCE 4

STUDENTS AT RISK OF UNSATISFACTORY ATTENDANCE 4

7. RESPONSIBILITIES 5

8. REVISION HISTORY 5

1. PURPOSE

1.1 The purpose of this document is to set out the policy and procedure adhered to by Universal Education Centre Pty Ltd (trading as Universal English College and herein referred to as "UEC" or "the college") and its staff with respect to students' attendance. This policy particularly refers to students enrolled in a CRICOS registered course on a Student Visa.

1.2 The core principle of this policy is to confirm that the college will ensure it takes all reasonable measures to comply with all legislative and regulatory requirements, such as those set out in the ESOS framework, including those requirements relating to course attendance by overseas students set out in Standard 8 of the National Code 2018.

1.3 In its engagement with and support of international students, the College prioritises the protection of the rights of potential and current international students as well as protection of the reputation of the College and of the Australian international education industry as a whole.

2. SCOPE

2.1 This document applies to all staff and students in the College.

3. DEFINITIONS

3.1 *Current Attendance*: Total hours attended to date divided by total hours scheduled to date.

3.2 *Overall Attendance*: Total hours attended to date plus 100% of remaining scheduled hours divided by the total of all hours within the enrolment/eCoE period

3.3 *Compassionate or compelling circumstances*: are generally those circumstances 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:

3.3.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes for a stated period of time;

3.3.2 bereavement of close family members such as parents or grandparents;

3.3.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or

3.3.4 a traumatic experience which could include:

a) 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 for a (these cases should be supported by police or psychologists' reports)

3.4 *Delegated college representative* refers to a College team member that has been allocated a specific task to complete as part of their duties.

3.5 *Intervention strategy* may include actions such as:

3.5.1 meeting with a delegated college representative to explain student absence and review the attendance policy and expectations.

3.5.2 referring the student to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, or financial counselling services;

3.5.3 considering a period of deferment or temporary suspension of studies;

3.5.4 putting a written intervention plan in place with the student to confirm the steps they are required to take, which may include participating in some of the above actions.

3.6 *Satisfactory course attendance*: UEC expects its students to attempt to attend 100% of their scheduled classes and sets 80% of 20 hours of face-to-face lessons per week of scheduled course time as the minimum acceptable attendance for all student visa holders.

3.7 *Scheduled course contact hours*: the hours for which students enrolled in the course are scheduled to attend classes and examinations.

4. POLICY STATEMENT

4.1 The College has identified that attendance is a direct indicator of academic course progression.

4.2 The College actively monitors student attendance and is proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements.

4.3 Where a student has been assessed as not achieving required attendance, the College notifies the student in writing.

5. PROCEDURE

Monitoring Attendance

5.1 Teachers record student attendance for each class.

5.2 At any time during a week, where a teacher notes that a student has been absent for 3 or more consecutive days, the teacher will notify the Campus Director, Academic Manager and/or the Student Services Manager. The student will then be contacted to ensure his or her wellbeing and to remind the student of the expectations and obligations for attendance. If contact is not made, the matter will be escalated and other contact options tried. These could include: student's agent, student's emergency contact, friendship networks or police if necessary.

5.3 Teachers record students that arrive late to a scheduled class and/or leave class prior to the scheduled class end time.

5.4 UEC will regularly review the attendance' of all student visa holders and email them fortnightly to inform them of current and overall attendance, their obligations with regards to attendance and UEC's obligations with regards to monitoring and report on students' attendance.

5.5 Regularly, and at least once a fortnight, a report will be generated to identify any students whose current or overall attendance is problematic and take the appropriate action
That is, ELICOS students will be sent a fortnightly attendance email; those whose overall attendance is below 88% will receive a written warning, and students who are studying on a student visa and whose overall attendance is below 80% will be issued with a notice of intent to report and required to attend a meeting to confirm understanding of the student's rights and obligations as well as those pertaining to UEC. Where written warning or a notice of intent to report is sent to a student, a communication may also be sent to the student's representative agent via the relevant marketing officer and will be sent to the student's parent or legal guardian if the student is under 18.

6. UNSATISFACTORY ATTENDANCE

Students at risk of unsatisfactory attendance

6.1 Where a student is issued with a notice of intent to report, they will be advised in that notice of their right to lodge an appeal within 20 working days of the notice being issued as per the Complaints and Appeals Policy.

6.2 If a student attends an appeal meeting, he or she will have an opportunity to provide evidence and/or arguments to demonstrate any claim of errors in the records of attendance held by UEC. The student will also have the opportunity to provide evidence of compassionate or compelling circumstances. This might include things such as serious illness evidenced by doctor certificates. In such cases, it is at the discretion of UEC to elect not to report the student based on the appeal, when both:

a. there is documentary evidence demonstrating that compassionate or compelling circumstances apply. If the reason for the attendance issue is identified as a medical reason, the student is required to provide the College with a medical certificate that stipulates the period of absence due to that medical reason.

AND

b. the student's overall attendance is over 70%

6.3 If the reason for the attendance issue *is not* considered by the College to be a compassionate or compelling reason, the College will inform the student as to why it has made this determination.

6.4 If, after a notice of intent to report has been issued, the student fails to attend an appeal meeting to appeal within the allotted 20 working days or the student communicates in writing that they will not appeal the decision, UEC will remind the student of his or her right to make an external appeal and advise the student of the contact details of the Overseas Students Ombudsman (OSO).

6.5 If a student's attendance falls below 70% within 20 working days of the notice of intent to report being issued, the college may inform the student that they are no longer able to access the internal appeal process and they have 5 working days to provide evidence they have lodged an external appeal.

6.6 If, after 5 further working days, UEC has not received any communication from the OSO or other external appeal body, UEC will report the student to immigration via PRISMS on the next working day and inform the student that they should immediately go to an immigration office to get advice on his or her visa status.

6.7 Where the student's overall attendance is below 70%, UEC is obliged to report the student for failure to meet his or her student visa attendance obligations irrespective of any compelling or compassionate circumstances and the student will be informed of this during the appeal meeting. The student is to be reminded of their right to an external appeal with the Overseas Students Ombudsman (OSO). See 6.4 above.

7. RESPONSIBILITIES

7.1 The Academic Management Unit is responsible for the implementation of this policy and procedure.

8. REVISION HISTORY

Date	Version	Description of modifications	Approved by
15.09.24	2.1	Reformatting of version 1.4 to new template	Dan Wortley