ATTENDANCE POLICY AND PROCEDURE

Definitions

a) ‘The College’ means Australian Pacific Travel and Tourism

b) ‘Compassionate or compelling circumstances’ - circumstances are generally those beyond the control of the student that are having an impact on the student’s progress through a course. These could include, but are not limited to:

   i) serious illness,
   ii) bereavement of close family members such as parents or grandparents,
   iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies,
   iv) an experience or circumstances which has or will impact on the student’s ability to study,
   v) where the College was unable to offer a pre-requisite unit,
   vi) inability to begin studying on the course commencement date due to delay in receiving a student visa.

The above examples serve as a guide only. For circumstances to be considered as compassionate or compelling, evidence would usually need to be provided. For further information please see a Student Services Officer.


e) ‘Satisfactory course attendance’ means attendance of at least 80% of scheduled course contact hours for the study period.

f) ‘Study period’ for attendance purposes is defined as:

   2 consecutive subjects

1. Policy

a) Standard 11 of the National Code requires the College to systematically monitor students’ compliance with student visa conditions relating to attendance.

b) The College is required under section 19 of the ESOS Act to be proactive in notifying and counselling students who are at risk of failing to achieve satisfactory course attendance and to report students who have not achieved satisfactory course attendance.

c) In compliance with the College’s obligations under the National Code, student attendance shall be:

   i) checked and recorded daily by use of a class roll,
   ii) assessed every 2 weeks,
   iii) recorded and calculated over each study period.

d) The College expects students to maintain 100% attendance. Student visa holders are required under the conditions of their visa to attend at least 80% of the scheduled course contact hours.
2. Procedure for marking rolls

a) Vocational trainers are required to mark and sign off on class rolls for each lesson and update information in the college’s student management system. Trainers shall use the following codes when marking class rolls:

- P = present
- P1 = arrived late, after the first 15 minutes of class (lose half lesson)
- P2 = arrived in second half or absent (lose whole lesson)
- P3 = left early (lose half lesson)
- A = absent from class
- B = asked to leave class for behavioural reasons

Class rolls are to be scanned at the end of each term.

3. Procedure for monitoring attendance

All absences due to illness should be accompanied by a medical certificate and a sick leave form.

Absences of 5 consecutive days

d) Any absences longer than 5 consecutive days without the approval of the College will be investigated as a matter of urgency after the 5 days have passed (i.e. on the 6th day) as follows:

(i) The Student Services staff will attempt to contact the student by phone or email.
(ii) If contact with the student cannot be made Student Services staff will contact the student’s education agent, if any.
(iii) If contact with the student is made, College staff will provide counselling as necessary in relation to attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
(iv) If contact with the student cannot be made the College Manager is notified of the absence and takes appropriate steps including making a report to the relevant authorities (for example, Police, Department of Immigration and Border Protection or Department of Education) or making further enquiries.

The steps above should be completed within two working days.

Calculating attendance

e) Student attendance will be monitored by the Student Administrator every fortnight on the Friday during a study period to assess each student’s “overall attendance”. The overall attendance is the student’s attendance as at the relevant Friday for the study period expressed as a percentage and is calculated as follows:

Overall attendance = \( \frac{A - B}{A} \times 100 \)

Where:
- A is the total scheduled course contact hours over a study period
- B is the number of course contact hours that the student has been absent up to the relevant Friday
f) In calculating the attendance, any period of exclusion or suspension from class will not be included in student attendance calculations.

Warning – at risk of failing to meet attendance requirements

g) Students whose overall attendance falls below 86% but is 80% and above will be sent a warning letter by email informing them that they are in danger of being reported to the Department of Education and to see Student Services immediately for counselling and support, including advice on how to improve their attendance.

<table>
<thead>
<tr>
<th>Student Tip</th>
<th>Staff guidance</th>
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<tbody>
<tr>
<td>If you have difficulty keeping attendance above 80% please seek help from the Student Administrator as early as possible. If your attendance falls below 80% you risk being reported to the Department of Education via PRISMS which may affect your visa.</td>
<td>The warnings may only be sent when the student’s overall attendance falls below 86% but is 80% and above (i.e. if attendance is below 86% then you should see the student without delay).</td>
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Student Administrator can help you keep your attendance above 80%.

If you are experiencing difficulties you should be aware that the following options may be available to you:

1) Suspension of course
2) Reduction in scheduled course contact hours
3) Additional classes

Staff must focus on keeping students attendance above 80%.

The email warning is to notify students that they are at risk of failing to meet attendance requirements and subsequently to provide support and counselling to these students to ensure that their attendance does not fall below 80%.

Intention to report for failing to meet attendance requirements

h) If a student’s overall attendance falls below 80%, the College will notify the student of the College’s intention to report the student for failing to meet the course attendance requirements by email.

i) The intention to report notice must advise the student that he/she has 20 working days in which to access the College’s internal Complaints and Appeals Process except in the circumstances outlined in paragraph 3k) below. The student will be given a copy of the Complaints and Appeals Process and this will be discussed in a meeting with the Student Services Officer.

j) The College will notify the Department of Education via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

i) the student does not access the Complaints and Appeals Process within 20 days
ii) withdraws from the Complaints and Appeals Process, or
iii) the result of the Complaints and Appeals Process supports the College’s decision.

k) Students will not be reported for failing to meet satisfactory course attendance where:

i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances, and
ii) their attendance has not fallen below 70%
iii) they are making satisfactory course progress
l) Where paragraph 2l) applies and a student’s attendance is 80% or less, the Student Services Officer will assess whether a suspension of studies (as per the College’s Deferment, Suspension and Cancellation Policy) or a reduction in the study load (so as to reduce the scheduled course contact hours) is in the interest of the student.

m) If the student referred to in paragraph 2m) does not obtain a suspension of studies under the College’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance will occur as outlined in 2g) and 2h).

3. Scope, duration and publication of policy

This policy covers all students studying at the college on a student visa*. This policy comes into effect on 03/03/2014. This policy will be made available to students and staff by way of the college website(s) and through student/staff orientation handbooks.

4. Policy review

This policy will be reviewed as part of the College’s three year policy review cycle or as required by regulatory changes.
STAGES OF COUNSELLING AND SUPPORT FOR ATTENDANCE MONITORING

Student sent warning email and asked to see Student Services when attendance is below 86% and 80% or above

Student sees Student Administrator for counselling and support

Course suspended

Course not suspended

Student does not see Student Administrator for counselling and support

Student sent intention to report letter when attendance is below 80% and student is given 20 working days to lodge an appeal to the college (internal appeal).

Student lodges an internal appeal

Course suspended

Course not suspended

Student does not lodge an internal appeal

Appeal refused, student notified in writing and given 20 working days to lodge an appeal to the Overseas Students Ombudsman (external appeal).

Appeal accepted

Student lodges an external appeal

Appeal accepted

Appeal Refused

COE cancelled for not meeting attendance requirements

Appeal accepted

No further Action

Student advised that they have been reported and that immigration will follow them up