

## MONITORING ATTENDANCE

### POLICY STATEMENT

Discover English monitors student's attendance for all scheduled course hours. The minimum satisfactory course attendance is 80%. Students are informed and reminded of their attendance requirements prior to enrolment, during the orientation process and via notices posted in classrooms and common areas. The Monitoring Attendance policy is also available on the Discover English website.

Students studying on student visas are notified in writing and counselled in relation to their attendance if they are deemed as being at risk of not maintaining satisfactory attendance. As per Section 19 of the ESOS Act, the college will report to Department of Home Affairs (DHA) any student studying on a student visa who breaches the attendance requirements of their visa conditions.

### SPECIFIC DETAILS

1. All staff members involved in the attendance monitoring processes receive training in relation to this policy as part of their induction and orientation.
2. This policy is made available to all staff in electronic form on the internal staff network.
3. This policy is made available to students on the Discover English website [www.discoverenglish.com.au](http://www.discoverenglish.com.au) and a simplified form is provided in the International Student Pre-Arrival Information Handbook IN004.
4. Discover English records the attendance and absences of each student for all scheduled course hours in which they are enrolled. Students' attendance and absences are updated and percentages recalculated daily (Monday to Friday, excluding campus and public holidays) in ebecas.
5. Any student studying on a student visa who has been absent for more than 5 consecutive days (if classes scheduled Monday to Friday) without prior approval will be contacted via telephone and/or email in relation to their absence. If the student indicates they are having difficulties meeting their attendance requirements due to welfare issues, Student Support Services will follow up to determine what assistance can be provided to ensure the student does not breach their visa conditions.
6. A report of all students' attendance percentages is produced on a weekly basis to identify students at risk of not meeting the minimum satisfactory attendance requirement and students who have breached the minimum satisfactory attendance requirement.
7. The minimum satisfactory attendance requirement is 80%. Students who fall below 88% attendance for all scheduled course hours are assessed as being at risk of failing to meet the satisfactory attendance requirement. Students who fall below 80% attendance for all scheduled course hours are assessed as failing to meet the satisfactory attendance requirement.
8. Any student studying on a student visa who is deemed to be at risk of not meeting their attendance requirements will be notified in writing and informed of a scheduled counselling appointment for them to attend to discuss any issues they may have affecting their ability to attend. If the student is unable to attend the scheduled appointment they must contact the college to reschedule.

9. Any student studying on a student visa who breaches the minimum attendance requirement of 80% will be notified in writing of the college's intention to report the student to DHA for not meeting their visa conditions in relation to attendance and informed of a scheduled counselling appointment for them to attend to discuss their breach of attendance requirements. If the student is unable to attend the scheduled appointment, they must contact the college to reschedule.

10. Students who are notified of the college's intention to report will be provided with information on how to access the college's complaints and appeals processes. Students have 20 working days from the date of issue of the intent to report notice.

11. If a student chooses not to access the complaints and appeals processes within 20 working days, withdraws from the process, or the process is completed and results in a decision supporting the school's justification for intent to report, the DHA will be notified through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

12. Any student on a student visa who breaches the minimum satisfactory attendance requirement of 80% will be reported unless:

- the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances preventing them from attending (eg: a medical certificate)
- AND
- the student has attended at least 70% of the scheduled course contact hours for the course in which they are enrolled

## PROCEDURE STATEMENT

### 1. Informing Students of Attendance Requirements

1.1 At the time of application, students are advised of the minimum satisfactory attendance requirements.

1.2 Students sign an Acceptance Agreement Form including a declaration stating they understand they must attend at least 80% of their course, and that if they fail to do so, they may be reported to DHA.

1.3 Students are provided with an International Student Pre-Arrival Information Handbook IN004 containing details of the Monitoring Attendance policy and procedure and the minimum satisfactory attendance requirements.

1.4 Students are informed in detail of the attendance monitoring procedures and the minimum attendance requirements during the Student Orientation program.

1.5 Students sign a digital Commencement Declaration following orientation, confirming they are aware that they are enrolled in a full-time course and must attend a minimum of 80% of scheduled classes.

1.6 The Monitoring Attendance policy is accessible to all on the Discover English website.

### 2. Recording and Monitoring Student Attendance

2.1 Teachers are marking students' attendance, late arrivals, early departures and absences for each scheduled session in the student management system ebecas.

2.2 If a student attends the full scheduled session they will be marked present (✓) and receive attendance for the full attendance.

2.3 If a student arrives more than 15 minutes late for a scheduled session they are marked absent for that session and 2h is deducted from their total attendance.

2.4 If a student leaves up to 1 hour prior to the end of the scheduled session, they are marked as leaving early and one hour is deducted from their total attendance.

2.5 If a student leaves more than 1 hour and 15 minutes prior to the end of the session, they will be marked as leaving early and the whole scheduled session will be deducted from their attendance.

2.6 All absences, late arrivals and early departures are entered into ebecas daily (Monday to Friday, excluding campus and public holidays).

### 3. Students Absent More than 5 Days Consecutive Without Approval

3.1 Students who have been absent more than 5 days consecutive without approval will be contacted via telephone and / or email in relation to their absence.

3.2 A note will be entered into ebecas in relation to contact made with the student and any follow up required.

3.3 If the absence of more than 5 days consecutive is due to welfare issues, Student Support Services will follow up with the student to determine the necessary support to resolve their issue.

3.5 Details of the counselling session will be documented in the student's ebecas file.

### 4. Notifying and Counselling Students At Risk of Not Achieving Satisfactory Attendance

4.1 A report is produced weekly (except during campus holidays) to calculate current projected attendance percentages for all students.

4.2 Students studying on student visas whose projected attendance percentage has fallen below 88% will be deemed as being at risk of not meeting the minimum satisfactory attendance requirements.

4.3 Students who are deemed as being at risk of not meeting the minimum attendance requirements will be issued with an Attendance Warning Letter notifying them that they are at risk and informing them of a scheduled compulsory counselling session detailing the day and the time they are to attend. If the student is unable to attend at the scheduled time, they must contact the college to reschedule the appointment.

4.4 The Attendance Warning Letter will be sent once only via email. The details will be entered in the student data system ebecas.

4.5 The letter will detail the student's current attendance, projected attendance and the implications of breaching their attendance requirements. A copy of the letter will be retained in the student's file.

4.6 The student will meet with the Student Support Services to be counselled in relation to their attendance and details of the session documented in ebecas.

4.7 Notes will be made in ebecas summarising details of the counselling session and any follow up required.

### 5. Notification of Intention to Report

5.1 A report is produced weekly to calculate current projected attendance percentages for all students.

5.2 Students studying on a student visa whose projected attendance percentage has fallen below 80% is deemed in breach of the minimum satisfactory attendance requirements.

5.3 Students who have breached their attendance requirements will be sent a Notice of Intention to Report notifying them of the college's intention to report their attendance breach to DHA.

5.4 The Notice of Intention to Report will include details of a scheduled compulsory counselling session.

5.5 The Notice of Intention to Report will be sent once only via student data system ebecas.

5.6 The letter will detail the student's current attendance and the implications of breaching their attendance requirements. It will also include details of how to access the college's Complaints and Appeals process. A copy of the letter will be retained in the student's file.

5.7 The student will meet with the Student Support Services to be counselled in relation to their attendance and details of the session documented in ebecas.

5.8 The student has 20 working days from the date of issue of the notice of intention to report in which to appeal.

## 6. Reporting Breach of Attendance Requirements

6.1 If the student chooses not to access the complaints and appeals process within 20 working days or withdraws from the appeals process, the college will report the visa non-compliance via PRISMS (as per the PRISMS Provider User Guide).

6.2 If the appeals process (internal and external) is completed resulting in a decision supporting the college's intention to report, the college will report the visa non-compliance via PRISMS (as per the PRISMS Provider User Guide).

6.3 If a student is reported via PRISMS for breach of visa conditions, the Notice of Breach Reported letter is sent and the e-copy is saved in the student's file.

## RELATED DOCUMENTS

FOAD009 Application Form  
FOAD061 Acceptance Agreement Form  
FOAD015 Commencement Declaration  
IN004 International Student Pre-Arrival Information  
IN006 Attendance Reporting Flowchart  
IN038 PRISMS Provider User Guide  
IN049 PRISMS Reporting Quick Reference Guide  
LEAD003 Attendance Warning Letter  
LEAD004 Intent to Report  
LEAD011 Breach Reported  
PP002 Complaints and Appeals