Attendance Policy

1.0 Purpose

1.1 The purpose of this policy and procedure is to ensure that Pax Institute of Education (PIE) students abide by the requirements of The National Code 2007, Standard 11.

1.2 The Campus Director is responsible for the implementation of this policy/procedure ensuring that staff and students are aware of its application and that staff implement its requirements.

1.3 This policy applies to all international students enrolled in EAL courses offered at PIE.

2.0 Policy

2.1 Attendance is based on the contact hours attended by a student during a term of study and is analysed on a weekly basis by projected attendance over the term.

2.2 Students must attend 80% of scheduled course contact hours to achieve satisfactory attendance for the term (Std 11.1a).

2.3 Students can maintain satisfactory attendance between 70% - 80% scheduled contact hours over the term if they are maintaining satisfactory course progress, however will be sent warning letters advising attendance is of a serious concern.

2.4 Students will be sent a minimum of two warning letters when their projected attendance for the term starts to fall at 90%.

2.5 Students whose attendance falls below 70% will immediately be advised in writing via an Intention to Report letter that they will be reported to DEEWR for unsatisfactory attendance in 20 working days from the date of the letter and are offered access to the Complaints and Appeals policy of the Institute (Std 11.3e, 11.6).

2.6 If the student chooses not to access the Complaints and Appeals Policy within the 20 working day period, withdraws from the process, or the process is completed and results in a decision which supports PIE, then PIE will notify the Secretary of DEEWR via PRISMS that the student has not achieved satisfactory attendance as soon as practicable (Std 11.7).

3.0 Procedure

3.1 Trainers must record the attendance of each student (Std 11.1).

3.2 Attendance rolls are submitted each Monday for the previous week by trainers to attendance administrator to enter the attendance record of each student into the student records system.

3.3 Attendance is recorded in the student records system by number of hours attended with absences recorded.

3.4 All absences, even those substantiated by a medical certificate, will be recorded as absent.
3.5 Student services staff analyses attendance weekly and send warning letters to students asking the student to attend a counseling meeting to discuss the reasons for their absences when their projected attendance starts to fall at 90%.

3.6 At attendance counseling the student will be reminded of the PIE attendance policy and that satisfactory attendance is a student visa requirement. Counseling processes will inform the student that if attendance falls below the required level the student will be reported and the student visa is at risk of being cancelled. Any questions regarding the student visa conditions and possible outcomes of breaches should be referred to DIBP.

3.7 Attendance between 70% – 79%

3.7.1 When a student’s attendance falls to between 70% - 79% PIE may choose not to report a student if:

- The student is maintaining satisfactory course progress; and
- Is attending at least 70% of their scheduled contact hours; and, if applicable
- Has compassionate or compelling circumstances which resulted in low attendance

3.7.2 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 DIBP.

3.7.3 If a student’s attendance falls to between 70% - 79% and they have not passed 50% of their program in the previous term nor have any compassionate or compelling reasons for the fall in attendance, they will be informed in writing of the Institute’s intention to report to DIBP for unsatisfactory attendance and that they have 20 working days from the date of the letter to access the Institute’s Complaints and Appeals process if they choose.

3.8 Attendance below 70%

3.8.1 If a student’s attendance falls below 70%, an Intention to Report letter is sent to the student advising them that they will be reported for not maintaining satisfactory attendance and if they wish to appeal the decision they have 20 working days from the date of the letter in which to do so via accessing the Institute’s Complaints and Appeals process.

3.8.2 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, PIE will not report the student until the appeal has been processed.

3.8.3 If the student’s appeal is unsuccessful, the student is advised of their right to an external appeal.
3.9 After 20 working days have elapsed from the date of the *Intention to Report* letter or any appeal having been heard, if the student is below 70% attendance, PIE will perform the reporting on PRISMS.

3.10 Once a student’s attendance falls below 70% PIE must report the student irrespective of any consideration in 3.7.1 above.

### 4.0 Student Absent for Five Consecutive days

4.1 When Student Services are analysing attendance and identifies an absence of five consecutive days from classes the following will occur until the student can be found:

- **4.1.1** Contact made by telephone and in writing to the student;
- **4.1.2** Contact the students emergency contact
- **4.1.3** Contact the students’ parents overseas

4.2 All contact is documented by Student Services

4.3 If all avenues have been exhausted and student cannot be found, if the student's attendance is at risk of falling below 80% due to the absence, 3.7 to 3.8 above are implemented.

### 5.0 Definitions

5.1 **Satisfactory attendance** – attendance at a minimum of 80% scheduled course contact hours

5.2 **Projected attendance**: Current actual attendance plus maximum remaining attendance divided by the total scheduled hours for the term

5.3 **PRISMS**: Provider Registration and International Student Management System

5.4 **Intention to Report letter**: letter advising students that they have breached the attendance requirement and that they have 20 working days from the date of the letter before they will be reported for unsatisfactory attendance. Students are offered access to the Complaints and Appeals policy in this letter.

5.5 **Satisfactory course progress**: passing 50% of units over two terms

5.6 **Compassionate or Compelling circumstances**: are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. PIE will make this determination of assessment at its discretion and grounds (supported by appropriate evidence) may include:

   - A serious illness or injury, where a medical certificate states that the student was unable to attend classes
   - Bereavement of close family members such as parents or grandparents (documented evidence required)
   - Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience which may include: involvement in or witnessing of serious accident or crime and that these cases are supported by a psychologist’s report

6.0 Records

6.1 Copies of counseling & warning letters kept in student’s file
6.2 Compassionate or compelling reasons evidence
6.3 Reporting and cancelled CoE kept in student file

7.1 References

- National Code 2007
- Complaints and Appeals Policy