



THE UNIVERSITY
of ADELAIDE
COLLEGE

Attendance Policy and Procedure

Published January 2017 | Version 3.2

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1.0 Introduction

This policy is to provide information on attendance procedures for University of Adelaide College students and staff. Staff and students of the College should ensure that they have read and understood the policy and procedures on attendance. Students should be informed of possible outcomes if their attendance rate falls too low.

2.0 Attendance policy

Students are required to attend a minimum of **80% of their classes each study period**. The study period for each program is defined as follows:

- Foundation Studies Program (FSP) – one semester
- Degree Transfer Bridging (DTB) Program – the bridging semester
- General Academic English (GAE) Program – each 10-week level module

International students who do not meet this requirement are in breach of their student visa conditions and the College is obligated to notify the Australian Government of their unsatisfactory attendance via the Department of Education, Employment and Workplace Relations (DEEWR) PRISMS reporting system. If a student has unsatisfactory attendance and is reported through PRISMS they may have their visa cancelled by the Department of Immigration and Border Protection (DIBP). Domestic students who do not meet this requirement are in breach of the College attendance policy and may have their enrolment cancelled.

Students should also be aware that there is clear evidence to show that attendance rates are directly related to academic progress. It is therefore essential that students attend classes regularly.

3.0 Student Counsellors

For the purposes of this policy, *student counsellor* will be deemed to be any of the appropriate staff below:

- Manager Student Services (DT/DTB program)
- Student Services Coordinator

Other staff who may counsel students of their attendance requirements include:

- Manager Student Services (Accommodation & Administration)
- GAE Director of Studies
- Class teachers
- Campus Director

4.0 Attendance procedure

4.1 Informing students about the attendance policy

The College informs all students of their obligation to attend a minimum of 80% of their classes. Information about the attendance requirements is conveyed to students during orientation and throughout their course in the following ways:

- in writing in the Student Handbook (FSP/DTB), or Orientation Guide (GAE)
- during Orientation presentations by Student Services Coordinator or GAE Director of Studies
- by class teachers
- in any meetings or discussions with Student Services Coordinator when attendance has been an issue
- via the *Attendance Policy and Procedure for International and Domestic Students*, available to students from the student counsellor or on the College website

The College monitors student attendance both informally and formally in order to identify students who could potentially fall below the 80% attendance requirement and may need some additional support services from the College.

4.2 Informal monitoring of attendance

- Teachers liaise with the relevant student counsellor if they are concerned about a student who has missed classes, especially if the student has missed two consecutive classes.
- Staff meetings are also used as a forum to raise any concerns about individual students.

4.3 Formal monitoring of attendance

- Teachers record attendance for all of their classes.
- Teachers enter class attendance and absences into the web-based CELCAT timetabling system. All data entry of attendance is required to be completed within 72 hours.
- The CELCAT system provides regular reports of unmarked registers to key student counselling staff to ensure that attendance data is being entered by teachers within required timeframes.
- Student counsellors generate a weekly report from the CELCAT system to monitor all student attendance and to identify students whose current attendance puts them at risk of not meeting student visa attendance requirements. These students are then contacted by telephone and/or email to check their welfare and advised of their attendance requirements.
- Students who have missed three consecutive days or more of classes are contacted as soon as possible by the relevant student counsellor, on the basis of either regular CELCAT reports or from direct teacher liaison.

5.0 Academic counselling for non-attendance

Once a student's non-attendance or failure to adequately attend has been identified as a concern, either informally or formally, the student counsellor:

- classifies the student as being at risk after the first warning letter is issued
- liaises with other Student Services staff to find out whether the student is currently experiencing any problems, such as homestay, relationship or other personal problems
- determines on a case-by-case basis if learning strategies need to be put in place
- requests a meeting with the student via email, telephone and/or via the student's teachers if current attendance has fallen below 90%. This meeting can be arranged earlier if there is a serious issue.
- meets with the student to ascertain what is causing them to miss classes. At this meeting, the student counsellor assists the student to address the issues which are causing their non-attendance. If the issues are:
 - a) Medical**—the student counsellor discusses with the student how their medical condition is affecting their studies and what strategies can be put in place to assist them. The student may be referred to medical services for further assistance i.e. making a doctor's appointment. The student is also asked to supply a medical certificate for the College to keep on record.
 - b) Personal**—the student is given the option of speaking to a member of the College staff or talking to an external counsellor. If the student asks to speak to an external counsellor, the student counsellor makes a referral to the counselling service used by the College. These services include:
 - Globe Medical Centre, Hindmarsh Sq.
 - University of Adelaide Counselling and Disability Unit
 - c) English language related**—strategies to deal with the issue are discussed and it is recommended that the student make an appointment with a Learning Support advisor for additional English tuition at no cost to the student. The student is also informed about the availability of College Academic English tutors for additional English tuition (additional fees apply).
 - d) Academic**—strategies to deal with the issue are discussed, including looking at different study methods. It is also recommended that the student approach their teacher about the difficulties they are experiencing and they are informed about the availability of one-on-one Learning Support for that particular subject. The possibility of additional College Academic tutoring in that subject may be suggested (additional fees apply).
- A formal record of the meeting regarding unsatisfactory attendance is kept and signed by the student. If the student refuses to sign, this is also noted.
- Students are reminded of their obligation to attend at least 80% of their classes at this meeting.
- Should the student continue to miss classes regularly after the first meeting, the student is called in for a second meeting with the student counsellor and the procedure above is repeated.

6.0 Absent for 3 consecutive days

Should the student fail to respond to the College's attempts to contact them, and they have been absent for three consecutive days, the following steps are taken on the fourth consecutive day of absence.

The student counsellor attempts to make contact with the student to confirm their safety. They attempt to make contact with the student in the following ways:

- the student is contacted on their home number in Adelaide and mobile number
- the student counsellor contacts the student's teachers and informs them the student needs to see them immediately if they do attend class
- the student counsellor contacts the student's friends (if known) and asks them to inform the student of the need to contact the College
- the student counsellor contacts the relevant Regional Sales Manager or equivalent and asks them to contact the parents of the student and inform them of the situation. The parents are asked to contact their son or daughter and also request that their son or daughter report to the College straight away.

If the College is still unable to locate the student then the following steps are taken:

- the Regional Manager in Asia contacts the parents by phone to advise that their son or daughter still has not contacted the College
- if there is concern about the student's safety or welfare, the student counsellor visits the student's home address
- if the student still cannot be located, for international students, the Department of Immigration compliance section are contacted by phone, the police are contacted and a notification is made in PRISMS. For domestic students, the police are notified.

7.0 Under 18 year-old students

In any cases where academic counselling for non-attendance, absence for three consecutive days, or formal intervention/notification processes are instigated and which involve students under the age of 18 years, then the Manager Student Services (Accommodation and Administration) should be informed in order to take any extra steps deemed appropriate. To ensure this occurs, staff involved in student counselling need to be aware of which students at the College are under 18 years of age at any particular point of time.

8.0 Formal intervention / notification process

8.1 First Warning Letter

Student continues to miss classes regularly after the first meeting and/or the student's current attendance falls below 85% (whichever comes first)

- student is informed of their attendance percentage in writing (First Warning letter)
- parents of students under 18 are also informed of their son or daughter's unsatisfactory attendance in writing
- sponsors of scholarship students are also be informed in writing
- a PDF copy of the First Warning letter is appropriately stored electronically
- a diary note is entered in the Edupoint student management system of the issuing of the First Warning letter.

8.2 Final Warning Letter

Student's current attendance is 80% or less

- student meets with student counsellor for a final warning regarding their attendance
- student is given a Final Warning Letter that should their attendance remain below 80%, this may lead to the cancellation of their enrolment at the College (domestic), or they will be reported to DIBP for non-compliance with student visa conditions, and that this notification to DIBP may lead to cancellation of their student visa and their enrolment at the college (international)
- parents of students under 18 are also informed of the Final Warning letter to their son or daughter's due to unsatisfactory attendance
- sponsors of scholarship students are also informed of the Final Warning letter due to unsatisfactory attendance
- a PDF copy of the Final Warning letter is appropriately stored electronically
- a diary note is entered in the Edupoint student management system of the issuing of the Final Warning letter.

8.3 Reporting to DIBP (International Students)

Student's current attendance reaches a level resulting in them being unable to achieve 80% attendance for the duration of the relevant study period

- student is notified in writing they will be reported to DIBP for failing to meet attendance requirements
- student is informed in this letter that they have 20 working days to access the College's complaints and appeals process, including the opportunity to lodge an external appeal with the Office of the Training Advocate or the Overseas Students Ombudsman
- parents of students under 18 will also be informed of the Intention to Report letter provided to their son or daughter's due to unsatisfactory attendance
- sponsors of scholarship students will also be informed of the Intention to Report letter due to unsatisfactory attendance
- a PDF copy of the Intention to Report letter is appropriately stored electronically

- a diary note is entered in the Edupoint student management system of the issuing of the Intention to Report letter.
- If the student does not access the complaints and appeals process within 20 working days, or if the decision to report for unsatisfactory attendance is upheld subsequent to the appeals process, then:
- DIBP is notified through the PRISMS system of the student's failure to meet attendance requirements
- if notification is received from DIBP of the cancellation of the student's visa, then the University of Adelaide is notified of the cancellation of the student's visa, and of the steps taken by the College (counselling, warning letters)
- notification details will be appropriately stored electronically, as well as recorded in diary notes in the Edupoint student management system.

8.4 Cancellation of enrolment (Domestic Students)

Student's current attendance reaches a level resulting in them being unable to achieve 80% attendance for the duration of the relevant study period

- student is notified in writing their enrolment will be cancelled for failing to meet attendance requirements
- student is informed in this letter that they have 20 working days to access the College's complaints and appeals process, including the opportunity to lodge an external appeal with the Office of the Training Advocate or the Overseas Students Ombudsman
- parents of students under 18 will also be informed of the Intention to cancel enrolment letter provided to their son or daughter due to unsatisfactory attendance
- sponsors of scholarship students will also be informed of the Intention to cancel enrolment letter due to unsatisfactory attendance
- a PDF copy of the Intention to cancel enrolment letter is appropriately stored electronically
- a diary note is entered in the Edupoint student management system of the issuing of the Intention to cancel enrolment letter.

If the student does not access the complaints and appeals process within 20 working days, or if the decision to cancel enrolment for unsatisfactory attendance is upheld subsequent to the appeals process, then:

- the student is notified that their enrolment is being cancelled and the appropriate steps are taken to withdraw the student from their enrolment
- notification details will be appropriately stored electronically, as well as recorded in diary notes in the Edupoint student management system.

9.0 Compelling, compassionate or exceptional circumstances

Consideration will be given to students if there are compelling, compassionate or exceptional circumstances, which can be verified, which have resulted in the student's attendance falling below 80%. Students in these circumstances must be maintaining satisfactory course progress and in these cases, a minimum of 70% attendance may be deemed acceptable at the College's discretion



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