



THE UNIVERSITY
of ADELAIDE
COLLEGE

Attendance Policy and Procedure

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Scope

This policy applies to all overseas students studying at the University of Adelaide College (hereby referred to as “the College”) operated by Kaplan Higher Education Pty Ltd under the terms of the Preferred Pathway Provider Agreement entered into with the University of Adelaide (hereby referred to as “the University”).

This policy also applies to all staff responsible for the monitoring and reporting on students’ attendance to scheduled classes.

Students enrolled at the **Melbourne Campus** in University of Adelaide **Award programs** delivered by the College (e.g. Bachelor of Information Technology / Master of Accounting) are bound by University of Adelaide policies.

Purpose

This policy explains the framework of principles and procedures that underpin the College’s compliance with the ESOS Act 2000, the National Code 2018 (specifically Standard 8), the National Standards for Foundation Programs and the ELICOS Standards 2018. The policy is adopted to ensure that the College is able to comply with its responsibilities regarding monitoring student attendance and that overseas students are informed of the requirements for satisfactory course attendance.

Background

As a registered education provider, the College has the obligations under the Education Services for Overseas Students Act 2000 (ESOS Act 2000), which regulates the delivery of education and training courses to overseas students who come to Australia on a student visa. One of the functions of the ESOS Act 2000 is to set up the National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018), which provides standards for all registered providers.

Standard 8 of the National Code 2018 requires the College to monitor overseas students with respect to their attendance to courses. This monitoring enables the College to identify students who are at risk of failing to meet attendance requirements and allows the College to offer support so that such students are assisted to achieve their educational goals.

Definitions

CoE means the Confirmation of Enrolment.

Course means a course of education or training offered by the College.

DoHA means the Department of Home Affairs.

ESOS Act means the Education Services for Overseas Students Act 2000.

Intention to Cancel Enrolment means a written notice which informs a student of the education provider's intention to cancel the student's enrolment with the provider

Intention to Report means a written notice which informs an Overseas Student of the provider's intention to report the student to the DoHA for not achieving satisfactory attendance.

National Code 2018 means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the ESOS Act 2000.

PRISMS means the Provider Registration and International Students Management System.

Overseas student means overseas students (within or outside Australia) who hold a student visa.

Satisfactory attendance means attendance of at least 80% of the scheduled class hours for a course.

Student means any student enrolled in a course at the College, including overseas students, local students and students on a visa other than overseas student visa.

CELCAT means Corbett Engineering Limited Computer-Assisted Timetabling, a licensed software program used by the College for timetabling purposes.

Policy Statement

Attendance Requirements

The College is committed to monitoring attendance for all students and monitoring overseas student compliance with student visa conditions relating to attendance and will proactively provide assistance and counselling to students who are at risk of falling to meet attendance requirements.

All students are required to attend a minimum of **80% of their scheduled class hours for each study period** in order to achieve satisfactory academic progress. Failure to achieve the minimum attendance of 80% may result in cancellation of enrolment. The study period for each program is defined as follows:

- Foundation Studies Program (FSP) – one semester
- Degree Transfer Bridging (DTB) Program – the bridging semester
- Pre-Masters Bridging (PMP) Program – the bridging semester
- English Language Program –
 1. Up to 25 weeks (students 25 weeks or less)

2. 20 weeks + 20 weeks (40 week student)
3. 15 weeks + 15 weeks (30 week students)

All overseas students must attend at least 80% of the scheduled class hours for their course as set out in their CoE. If the student is undertaking multiple courses with the College (that is, they will have more than one CoE), they must maintain 80% attendance in each of their courses, as the College will measure attendance for each CoE separately.

Overseas students from these programs who do not meet the 80% requirement are in breach of their student visa requirements and the College is obliged to notify the Australian Government of their unsatisfactory attendance via the PRISMS reporting system. If a student has unsatisfactory attendance and is reported for it through PRISMS they risk having their visa cancelled by the Department of Home Affairs (HA).

Domestic students, Degree Transfer students, and second semester Pre-Master's Program students who fail to meet the 80% attendance requirement are in breach of the College attendance policy and are at risk of having their enrolment cancelled.

Student Counsellors

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

- Any member of the Student Services Team
- Academic Manager or Academic Dean
- National Campus Director
- Class Teacher

Attendance Procedures

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:

- during Orientation presentations;
- in meetings or discussions with the Student Services when attendance has been of concern; and
- via the Attendance Policy available to students from College staff or the College website.

The College monitors student attendance in order to identify students who could potentially fall below the 80% attendance requirement as they may need additional support from the College.

Informal Monitoring of Attendance

Teachers liaise with the relevant student counsellor if they are concerned about a student who has missed classes.

Formal Monitoring of Attendance

- teachers record attendance for all 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 Academic Managers and teachers themselves to ensure that attendance data is being entered by teachers within required timeframes;
- Student Services generate a report from the CELCAT system, no less than once per fortnight, to monitor all student attendance and to identify students whose current attendance puts them at risk of not meeting the 80% attendance requirement outlined in this policy;
- students at risk are then contacted to check their welfare and are advised of the attendance requirements; and
- the relevant student counsellor contacts students who have missed three consecutive days of classes and invites them for a meeting to discuss the reasons for low attendance.

Academic Counselling for Non-Attendance

Once a student has been identified as having attendance as a concern, the student counsellor:

- classifies the student as being at risk after the first warning letter is issued;
- liaises with other Student Services staff to determine if the student is currently experiencing any problems, such as homestay, relationship or other personal challenges;
- requests a meeting with the student if current attendance has fallen below 90%, they have received an informal warning, and attendance continues to fall - this meeting can be arranged earlier if there is a serious issue; and
- 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:

- **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 a medical practitioner or medical services for further assistance. The student may also be asked to supply a medical certificate for the College to keep on record. Students should note that any hours of absence for medical reasons (whether supported by evidence or not) are not reinstated against the student's attendance history but will be considered in assessing a student's attendance history.
- **Personal** - the student is invited to speak with a student counsellor who will assist them to work through the issues that are preventing them from attending classes. Additional fees

may apply for external counselling.

- **English proficiency related** - strategies to deal with the issue are discussed including the option of making an appointment with Learning Support staff for additional English tuition at no cost to the student.
- **Academic** - strategies to deal with the issue are discussed, including utilising Learning Support. Students are also encouraged to approach their teacher about the difficulties they are experiencing to identify solutions to the problems.

Student counsellors, teachers and academic managers work together with students to:

- determine if an intervention strategy needs to be put in place;
- determine if special consideration or reasonable adjustment is required;
- keep a formal record of attendance meetings in the student's file;
- remind student about the 80% attendance requirement;
- call student for follow-up meetings if the student continues to miss classes to repeat the procedure above.

Absent for 2 consecutive days

Should the student fail to respond to the College's attempts to contact them, and they have been absent for two consecutive days, the following steps are taken:

The student counsellor contacts the student to confirm their safety in the following ways:

- the student is contacted on their home or 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;
- where the student cannot be contacted, the student counsellor contacts the student's emergency contact and asks them to inform the student of the need to contact the College; and
- where the student cannot be contacted, the student counsellor attempts to contact the family via the appropriate channel to inform them of the situation.

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

- the parents are contacted by phone to advise that their son or daughter still has not contacted the College using an interpreter, if required;
- if there is concern about the student's safety or welfare, student counsellors (minimum 2) visit the student's home address; and
- if the student still cannot be located, Police are contacted to report a missing person and necessary reporting via PRISMS is undertaken.

Under 18 Year-Old Students

In all cases where intervention/notification processes are instigated for students under the age of 18 years, the Under 18 Coordinator and the Manager Student Services (Accommodation and Administration) must be informed in order to take any extra steps deemed appropriate. To ensure this occurs, staff need to be aware of which students at the College are under 18 years of age at any particular point of time. The list is distributed to staff after each intake of students and remains available on the staff drive.

Formal Intervention

Informal Warning

Where a student's current attendance falls below 90%:

- the student is reminded of the <90% attendance rate in writing (via email);
- a diary note is entered in the student file in the student management system regarding the informal warning.

First Warning Letter

Where a student continues to miss classes after the informal warning and/or the student's current attendance falls below 85% (whichever comes first):

- the student is informed of their falling attendance in writing via email (First Warning and called for a meeting);
- sponsors (where relevant) and parents of students under 18 are also informed of the student's falling attendance in writing;
- a copy of the First Warning is filed in the student's record;
- a diary note is entered in the student management system.

Final Warning Letter

Where a student's current attendance is 80% or less:

- the student is given a Final Warning and called for a meeting;
- the student is advised that if their overall attendance reaches less than 80%, they will be reported to HA for unsatisfactory attendance, and that such a notification may lead to cancellation of their student visa;
- scholarship sponsors (where relevant) and parents of students under 18 are also informed in writing of

the Final Warning for unsatisfactory attendance;

- a copy of the Final Warning is filed in the student's record;
- a diary note is entered in the student management system.

Reporting a Student to the Department of Home Affairs

Where a student's overall attendance reaches a level where they are unable to achieve 80% attendance for the study period:

- the student is notified in writing that the College intends to report them to HA for failing to meet attendance requirements and that they have 20 working days to access the College's complaints and appeals process (non-academic grievance);
- scholarship sponsors and parents of students under 18 will also be informed of the College's intention to report the student to the HA for unsatisfactory attendance;
- a copy of the Intention to Report letter is filed in the student's record and a diary note entered in the student management system.

If the student does not access the complaints and appeals process within 20 working days of the date of the Intent to Report letter being issued, or if the decision to report for unsatisfactory attendance is upheld in a subsequent appeal process, then the student's enrolment is cancelled and HA notified of the student's unsatisfactory attendance via PRISMS (where such a notification is made, this may lead to the cancellation of the student's visa). Notification details and diary notes must be appropriately maintained in the student management system.

Cancellation of Enrolment (Domestic Students)

Where a domestic student's overall attendance reaches a level resulting in them being unable to achieve 80% attendance for the duration of the relevant study period:

- the student is notified in writing that their enrolment will be cancelled for failing to meet attendance requirements and the student is called for a meeting;
- the 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 Commonwealth Ombudsman or the Office of the Training Advocate;
- scholarship sponsors and parents of students under 18 will also be informed of the Intention to Cancel Enrolment;
- a copy of the Intention to Cancel Enrolment Letter is filed in the student's record, and a diary note is entered in the student management system.

If the student does not access the complaints and appeals process within 20 working days, or if the decision to cancel their enrolment is upheld in subsequent appeal processes, then:

- the student is notified that their enrolment is to be cancelled and appropriate steps taken to cancel the student's enrolment;
- notification details and diary notes must be appropriately maintained in the student management system.

Information for Degree Transfer and Pre-Master's Program Students

For Degree Transfer and Pre-Master's Program students, failure to meet the attendance requirements outlined in this policy may affect their satisfactory course progress. Where a student is not achieving satisfactory course progress, the student will be appropriately counselled and may ultimately be reported to the HA for unsatisfactory progress in accordance with the College's Course Progress Policy and Procedures. Such notification details will be placed on the student's file.

Compelling, Compassionate or Exceptional Circumstances

Consideration will be given to students if there are compelling, compassionate or exceptional circumstances, which can be verified, that have resulted in the student not achieving satisfactory attendance. Students in these circumstances must maintain satisfactory course progress and, in these cases, a minimum of 70% attendance may be deemed acceptable at the College's discretion.

Review and Appeal

After an "Intention to Report" letter for unsatisfactory attendance is issued, students have twenty (20) working days to request a formal review in accordance with the College's Complaints and Appeals Policy.

After receiving an "Intention to Cancel Enrolment" for unsatisfactory course attendance, students have **ten (10)** working days to request a formal review, in accordance with the College's Complaints and Appeals Policy.

If a student is seeking a formal review on basis of compassionate or compelling circumstances, students must also provide enough evidence for the College to consider in accordance with the Compassionate or Compelling Circumstances Policy.

The College will not report an overseas student to the HA for unsatisfactory course attendance until any processes commenced by the student under the Complaints and Appeals Policy have been completed.

If a student has commenced a process under the Complaints and Appeals Policy, they must continue to attend all scheduled classes for their course. Any failure by a student to maintain their attendance levels will put them at risk of failing to achieve satisfactory course progress.

Relevant Legislation and Policies

As a registered provider, the University of Adelaide College operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with such laws.

Below, please find the most relevant legislations, policies and procedures which apply to the “Attendance Policy”:

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2015
<https://www.legislation.gov.au/Details/F2015L01639>

Education Services for Overseas Students Act 2000 (ESOS Act 2000)
<https://www.legislation.gov.au/Details/C2017C00292>

Education Services for Overseas Students Regulations 2001
<https://www.legislation.gov.au/Details/F2016C00681>

National Code of Practice for Providers of Education and Training to Overseas Students 2018
<https://www.legislation.gov.au/Details/F2017L01182>

Standard 8 of the National Code 2018 Factsheet
<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%205.pdf>

National Standards for Foundation Programs
https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOS-Regulations/Documents/FP_Standards_pdf.pdf

ELICOS Standards 2018
<https://www.legislation.gov.au/Details/F2017L01349>

Other College policies associated with the “Attendance Policy” (to be found at following link:
<https://college.adelaide.edu.au/about/policies-and-procedures/>)

- Admissions Policy
- Complaints and Appeals Policy
- Course Progression Policy
- Management and Monitoring of Under 18 Students Policy
- Compassionate or Compelling Circumstances Policy

Amendments

The College reserves the right to amend this policy at its discretion. All changes and amendments to our policies are published on the College's website at following link: <https://college.adelaide.edu.au/about/policies-and-procedures/>

Questions

If you have any questions or comments about this Policy, please contact Student Services or Reception. If you do not have any questions the College presumes that you understand and are aware of the rules and guidelines in this policy and will adhere to them.

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officers to ensure compliance with this policy.

Policy Category	Academic			
Responsible Officers	Vice President, Academic			
Implementation Officer	National Campus Director, The University of Adelaide College			
Review Date	March 2020			
Approved by				
Joint Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date

4.0	Kaplan Australia Quality, Regulations and Standards team	<p>Reviewed and updated policy to meet criteria of ESOS framework and National Code 2018, ELICOS Standards 2018, National Standards for Foundation Programs.</p> <p>Added the “Version Control” section to provide ongoing information on updates and reviews of the policy.</p>		
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