



THE UNIVERSITY  
*of* ADELAIDE  
COLLEGE

# Attendance Policy and Procedures

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## Document Information

### Revision History

Revision date	Updated by	Summary of changes	Version
21/6/2007	Rachel Ireland	New document introduced	1.0
1/2/2009	Rachel Ireland	Position title changes. Addition of database absentee percentage report process	1.1
4/8/2009	Rachel Ireland	Definition of Student Counsellors added. Changes to Formal intervention/notification section	1.2
22/4/2013	Andrew Foley	Complete update. Position title changes. Changes to method of calculating and applying attendance percentages. Changes to DIAC Student Visa reporting processes re: Section 20 and PRISMS.	2.0
10/4/2014	Elizabeth Walker	DIAC name changes	2.1
02/10/2014	Elizabeth Walker	Addition of domestic students to policy	3.0
19/07/2016	Elizabeth Walker	Update job titles	3.1
18/01/2017	Luke Eastman	Updated with rebranded template	3.2
30/06/2017	Elizabeth Walker	Add new Student Services roles and methods of monitoring attendance, direction to list of U18 students	3.3
31/01/2018	Elizabeth Walker	New GAE study period definition, update DIBP to HA, include PMP Bridging semester students, change reporting frequency	3.4

### Approval

This document requires the following approvals:

Name	Date	Version
Andrew Foley, Campus Director	19/07/2016	3.1
Andrew Foley, Campus Director	18/01/2017	3.2
Andrew Foley, College Director	30/06/2017	3.3
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## 1.0 Introduction

This policy document outlines how the University of Adelaide College monitors and manages student attendance requirements, including possible outcomes if a student's attendance rate falls below satisfactory levels.

## 2.0 Attendance Policy

All 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
- ☐ Pre-Masters Bridging (PMP) Program – the bridging semester
- ☐ General Academic English (GAE) Program –
  1. Up to 25 weeks (GAE students 25 weeks or less)
  2. 20 weeks + 20 weeks (40 week GAE student)
  3. 15 weeks + 15 weeks (30 week GAE students)

International 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 through PRISMS they risk having their visa cancelled by the Department of Home Affairs (HA). Domestic students, Degree Transfer students, and second semester Pre-Masters 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.

## 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 (Degree Transfer)
- ☐ Student Services Coordinator
- ☐ Student Services Officer

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

- ☐ GAE Director of Studies
- ☐ Manager Student Services (Accommodation & Administration)
- ☐ Class teachers
- ☐ Student Services Coordinator
- ☐ Student Services Manager
- ☐ College Director

## 4.0 Attendance Procedures

### 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/DTE/DTP), or Orientation Guide (GAE)
- ☐ during Orientation presentations by Student Services or GAE Director of Studies
- ☐ in meetings or discussions with the Student Services when attendance has been of concern
- ☐ via the *Attendance Policy and Procedures*, 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.

### 4.2 Informal monitoring of attendance

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

### 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 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. These students are then contacted to check their welfare and are advised of the attendance requirements.

The relevant student counsellor contacts students who have missed three consecutive days of classes.

## 5.0 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
- ☐ 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 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 will assist the student to make the necessary arrangements. . 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 a Learning Support staff for additional English tuition at no cost to the student.
  - ☐ **Academic**— strategies to deal with the issue are discussed, including the availability of subject specific learning support. Students are also encouraged to approach their teacher about the difficulties they are experiencing in order to identify solutions.
- ☐ determines with the student if a Progression Strategy need to be put in place
  - ☐ keeps a formal record of the unsatisfactory attendance meeting in the student's file
  - ☐ reminds student about the 80% attendance requirement
  - ☐ calls student for a second meeting if the student continues to miss classes, 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:

The student counsellor make contact with 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
- ☐ where the student cannot be contacted, 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.

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

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

## 7.0 Under 18 year-old students

In any cases where intervention/notification processes are instigated for students under the age of 18 years, the Under 18 Student Services 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.

## 8.0 Formal intervention / notification process

### 8.1 Informal warning

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

- ☐ the student is informed of the <90% attendance rate in writing
- ☐ a diary note is entered in the student management system regarding the informal warning.

### 8.2 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 (First Warning letter) 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 letter is filed in the student's record

- ☐ a diary note is entered in the student management system.

### 8.3 Final Warning Letter

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

- ☐ the student is given a Final Warning Letter and called for a meeting
- ☐ students 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 letter for unsatisfactory attendance
- ☐ a copy of the Final Warning letter is filed in the student's record
- ☐ a diary note entered in the student management system..

### 8.4 Reporting to the Department of Home Affairs (HA)

**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.

### 8.5 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 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 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.

## 8.6 Information for Degree Transfer and Pre-Masters Program Students

For Degree Transfer and Pre-Masters 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 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.

## 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, 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.



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