



AUSTRALIAN NATIONAL COLLEGE

MONITORING ATTENDANCE POLICY AND PROCEDURES

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MONITORING ATTENDANCE POLICY AND PROCEDURES

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MONITORING ATTENDANCE POLICY AND PROCEDURES

POLICY

Under the National Code 2018, Australian National College must monitor overseas student attendance for each course in which the overseas student is enrolled where:

- **The requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of Australian National College's registration by an ESOS agency.**

In above circumstances, this policy must be implemented.

This policy and processes below must enable Australian National College to identify, notify and assist an overseas student at risk of not meeting attendance requirements where there is evidence from the overseas student's participation in tuition activities that the overseas student is at risk of not meeting the attendance requirements.

Australian National College must inform the overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period.

The table below clearly outlines the **requirements to achieve satisfactory attendance in each study period.**

Minimum Requirement to achieve satisfactory attendance in each study period		Method for working out minimum attendance
Vocational education and training(VET) Course	Minimum requirement for attendance is 80 percent of the scheduled contact hours for the course.	The scheduled course contact hours is 20 hours a week. The scheduled course contact hours required: N weeks x 20 hours per week Therefore, 80% of Nx20 hours is the minimum attendance required in each study period.

"Scheduled course contact hours is defined as the hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations."

The document provides procedures to ensure the attendance of all overseas students (referred to as student from hereafter) is recorded and these attendance records are monitored. This allows for early detection of a student's poor attendance and enables Australian National College to provide support to students with low attendance.

2. SCOPE

All staff are made aware of the requirements of this policy and procedure and related attendance requirements through Australian National College Staff Induction process and ongoing professional development activities.

3. PROCEDURE (PROCESSES)

3.1 INFORMING STUDENTS ABOUT REQUIREMENTS

Overseas students are informed about the requirements to achieve satisfactory attendance in each study period through:

- Student Handbook available on Australian National College Website (www.anc.vic.edu.au)
- Monitoring Attendance Policy & Procedure (this document) available on Australian National College Website (www.anc.vic.edu.au)
- Enrolment Acceptance Agreement
- Orientation Program at the start of the course

Students are also informed of their ability to access Australian National College internal and external complaints and appeals process within the 20-working day period after the breach of attendance requirements (below 80% in a study period) is notified by Australian National College.

3.2 PROCESSES FOR RECORDING COURSE ATTENDANCE

Student attendance is taken by trainer/assessor for every scheduled class (training and assessment) time. The student attendance is recorded using Australian National College class Attendance Record Sheet.

The class Attendance Record Sheets are prepared for each weeks in advance, and includes place to record:

- Course Name
- unit/subject code and name,
- session date, time and room number
- student id, student name
- Student signature in Morning and Afternoon class,
- comments (if any attendance variation occurred)

Completed Attendance Record Sheets for each week must be submitted to Student Administration. Student Administration must ensure these Attendance Record Sheets are recorded (kept) secure.

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For each study period, all student attendance records must be entered and calculated using suitable spreadsheets or database systems. The availability and effectiveness of these systems must be ensured by Australian National College Director of Studies.

The decision to approve student's request for absence from class (i.e., temporary postponement of enrolment during studies) must take compassionate and compelling circumstances of the student into account.

These could include, but are not limited to:

- 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 (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where Australian National College was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

If student absence from class is approved, then the student's attendance will be recalculated for the affected study period.

3.3 PROCESSES FOR MONITORING COURSE ATTENDANCE

For the purpose of this policy a study block is defined as the period between 2 term breaks.

The attendance records for each individual student must be analyzed within the Australian National College's defined study period, depending on the course structure. For example, a Semester is a study period comprising of 26 weeks (six months) for Business Services Training Package courses, or 2 study blocks for other courses, such as Printing and Graphic Arts, Tourism, Travel and Hospitality Training Package or more frequently if deemed necessary by the Director of Studies/ CEO for those students who are already at risk, whereby early intervention is required and a warning Letter will be sent to student who are at Risk of not meeting Australian National College Attendance requirements. Refer to Courses Timetables which depict the study periods in detail.

Australian National College will monitor attendance weekly as required by the ESOS agency.

All relevant staff (Student support and Trainers /Assessors) are informed of processes for recording course attendance and the importance for accuracy when entering and collating completed Student class Attendance Record Sheets through the staff induction program and through regular monitoring by the Director of Studies.

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3.4 AUSTRALIAN NATIONAL COLLEGE INTERVENTION STRATEGY

This intervention strategy must be followed to **identify, notify and assist** students who are at risk of not meeting attendance requirements before the student's attendance drops below 80 per cent.

The following processes are used for determining the point at which the student has failed to meet satisfactory course attendance.

Circumstances	Action	Responsibility	Comment
Student who is at risk	<ul style="list-style-type: none"> • Identify student who is at risk • Notify the student by sending 1st warning letter stating risks of unsatisfactory course attendance and ramification to their enrolment and visa requirements • Assist the student by arranging meeting with Australian National College Student Support Team, provide information about additional support services available 	Class Trainer/ Student Support Team	Early Warning
Student who is at risk	<ul style="list-style-type: none"> • Identify student who is at risk • Notify the student by sending 2nd warning letter stating risks of projected attendance to fall below 85% for study period. 	Class Trainer/ Student Support Team	Early intervention is required (Meeting With Student)

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	<ul style="list-style-type: none"> • Ramification to their enrolment and visa requirements • Assist the student by arranging meeting with Australian National College Student Support Team, provide information about additional support services available and referral to external counselling (if needed) 		
<p>Attendance drops below 80 per cent</p>	<p>Identify student whose attendance has dropped below 80 per cent using Australian National College student attendance records</p> <ul style="list-style-type: none"> • Notify the student by sending Breach of Attendance Requirements (Final Warning Letter) stating the breach of attendance requirements has occurred, and information about support services available and referral to external counselling (if needed). <p>Inform the Director of Studies about the student whose attendance has dropped below 80 per cent.</p>	<p>Student Support Team</p>	<p>Intervention is required</p>

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	<ul style="list-style-type: none"> • Assist the student by arranging a meeting with Trainer, provide support, review previous support strategies in place for the student, provide additional support services, and referral to external counselling (if needed) 		
Attendance drops to 70 per cent	<ul style="list-style-type: none"> • Identify student whose attendance has dropped to 70 per cent using Australian National College student attendance records. 	Director of Studies	Reporting is required Note: For VET Courses, if the student is still attending at least 70% of the scheduled course contact hours and is maintaining satisfactory course progress, Australian National College may decide not to report the student for breaching the attendance requirements.

3.5 REPORTING STUDENT FOR NOT MEETING ATTENDANCE REQUIREMENT

Australian National College must follow this policy and processes to report students who do not meet attendance requirements.

Australian National College may decide not to report the student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and for VET courses, the student is maintaining satisfactory course progress.

If Australian National College has assessed that the student is not meeting attendance requirements in accordance with its policies, Australian National College must give the student a written notice of its intention to report.

Australian National College must also advise the student of their right to access Australian National College’s internal complaints and appeals process within 20 working days from the notification date. Australian National College’s complaints and appeals policy and procedures are available on the Student Handbook from Australian National College website (www.anc.vic.edu.au).

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Where a decision or outcome is in favor of the student, Australian National College will immediately revoke the decision to report the student unsatisfactory course attendances, and the student's attendance will be recalculated.

Australian National College must maintain the student's enrolment by only reporting a breach of attendance requirements in Provider Registration and International Student Management System (PRISMS) in accordance with section 19(2) of the ESOS Act. if:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the student has chosen not to access the external complaints and appeals process; or
- the student withdraws from the internal or external appeals process by notifying Australian National College in writing.

In above circumstances, the decision must be taken at the discretion of Australian National College Director of Studies.

4. DOCUMENTS/FORMS:

1. Australian National College Class Attendance Record Sheet
2. Australian National College Attendance Excel sheet
3. Attendance Warning Letter: Student at risk of unsatisfactory course attendance Early Warning
4. Attendance Warning Letter: 1st Warning Letter Student at risk of unsatisfactory course attendance
5. Final Warning Letter: Breach of Attendance Requirements
6. Important Notice: Unsatisfactory course attendance reporting
7. Meeting with Student Form / Intervention strategy form/Records of support
8. Complaints and Appeals Form
9. Complaints and Appeals Logbook

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APPENDIX-1: ATTENDANCE 1ST WARNING LETTER: STUDENT AT RISK OF UNSATISFACTORY COURSE ATTENDANCE -EARLY WARNING

Date:

Student Name:

Student address:

Dear {First Name}

Our records indicate that you are not attending classes regularly.

All students enrolled in Australian National College are required to attend classes regularly and achieve the required attendance in enrolled course. As an international student it is your responsibility to attend classes and comply with your enrolment and visa conditions. This can be achieved by making sure you attend classes on time every day.

Going to class every day is not just important for your education but it is your visa obligation as well. It is important that you:

- provide us explanation as soon as possible if you are away;
- arrange for a medical certificate to explain absences if you are sick;
- contact us if you are having difficulties and require additional support;

As an education provider we are committed to improving the quality of education we deliver to our student. We need you to attend classes regularly unless you are unwell or if there is another acceptable reason for your absence from class.

You need to contact Australian National College Student Support Team immediately regarding your attendance.

We have a number of support services for students which we can discuss during the meeting. If you would like to know more please ask for further information from any of Australian National College staff members. We can also make referral to external counselling (if required).

To make an appointment or if you have any questions or you would like further information or assistance, please do not hesitate to contact us on 03 9662 3300.

Yours Sincerely,

(Student Support Team)

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APPENDIX-2: ATTENDANCE WARNING LETTER: 2ND WARNING LETTER STUDENT AT RISK OF UNSATISFACTORY COURSE ATTENDANCE

Date:

Student Name:

Student address:

Dear {First Name},

Our attendance records shows that your current projected attendance is at risk of falling below the minimum attendance requirements. As requirements of your enrolment and your student Visa obligation you are required to maintain a minimum of 80% attendance for your study period (Semester).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason which has caused your projected attendance to fall below 85%

This letter is your 2nd warning letter and your attendance will be monitored closely for the remainder of your enrolment.

If you do not improve your attendance Australian National College will be required to start an intervention strategy aimed at helping you maintain an adequate attendance for the duration of your current study period.

Please be advised that as soon as your current rate of attendance falls below 80% in study period (Semester), Australian National College is required to notify the appropriate government agency(s) via PRISMS that you have breached your enrolment requirements and VISA conditions (section 19 of the ESOS Act).

If you have any reasons why you are not be able to attend the classes for the required number of hours per week, you **must** contact the Student Support Team immediately to arrange a meeting with your trainers and assessors to discuss how we can improve this circumstances.

At Australian National College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

(Student Support Team)

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APPENDIX-3: FINAL WARNING LETTER: BREACH OF ATTENDANCE REQUIREMENTS

{Student No}

Date:

Student Name:

Student address:

Dear {First Name}

Our attendance records shows that your attendance is **below 80 percent**. All International Students must meet course requirements as a condition of their student visa. All international students are required to attend at least 80 percent of scheduled contact hours in a study period.

You are at the breach of attendance requirements.

This is a serious matter which impacts your enrolment requirements at Australian National College and visa requirements from the Australian government agency(s) if not rectified in a timely manner. This notice is a final Warning regarding your attendance that has fallen below 80 percent.

We have informed the Director of Studies about your attendance record. You **URGENTLY** need to attend a meeting with Australian National College Student Support Team, We will review any previous support strategies in place, and offer you additional support services as required.

You need to contact Australian National College immediately to schedule a meeting with Student Support Team regarding your attendance.

Australian National College will follow its monitoring attendance policy and processes to report students to the appropriate government agency(s) via PRISMS who do not meet attendance requirements.

We have a number of support services for students. If you would like to know more please ask for further information from any of team members. We can also make referral to external counselling (if needed).

If you feel you have reasonable grounds for your poor Course Attendance in your course and wish to appeal this reporting of the breach of Course Attendance requirements you must contact Australian National College in writing within 20 working days outlining your circumstances and providing supporting documents

To make an appointment or if you have any questions or would like further information or assistance, please do not hesitate to contact us on 03 9662 3300.

Yours Sincerely,

(Student Support Team)

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APPENDIX 4: ATTENDANCE BREACH REPORTED LETTER

{Student No}

Date:

Student Name:

Student Number:

Student address:

Dear {First Name}

Subsequent to the institute issuing to you a Student Attendance Breach Recorded Letter and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of attendance within 20 business days, I am advising you that Australian National College has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Home Affairs (DHA) as a result of this report may cancel your student visa. I recommend that you contact the Department of Home Affairs regarding the status of your student visa.

Please also be advised that you are still required to attend the institute's scheduled classes until notified by the Department of Home Affairs.

If you do not agree with the Australian National College's decision, you may wish to contact The Overseas Student Ombudsman an external appeals and Complaints body. The details are as follows:

The Overseas Student Ombudsman (OSO) – For International Students Only

Phone: 1300 362 072

International: +61 2 6276 0111

Complaints: Online Complaint Form

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

Melbourne Office (By appointment only) Level 6, 34 Queen Street Melbourne VIC 3000

Yours sincerely,

Student Support Team

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APENDEX-5: ADDITIONAL WARNING LETTER: BREACH OF ATTENDANCE REQUIREMENTS

{Student No}

Date:

Student Name:

Student Number:

Student address:

Dear {First Name}

Our records indicate that your attendance is **below 80 per cent**. Students must meet satisfactory course attendance as a condition of their student visa by attending at least 80 percent of scheduled contact hours in a study period.

This means you are at the breach of attendance requirements.

This is highly serious matter which causes ramification to your enrolment and visa requirements if not dealt in a timely manner. You are to take this notice as a Final Warning.

We have informed the Director of Studies about your attendance record. You need to attend a meeting with Student Support Officer who will review any previous support strategies in place, and offer you additional support services.

You need to contact Australian National College immediately to schedule a meeting with Student Support Officer regarding your attendance.

Australian National College follow its monitoring attendance policy and processes to report students to ESOS Agency and Department of Home Affairs via PRISMS who do not meet attendance requirements.

We have a number of support services for students. If you would like to know more please ask for further information from any of staff members. We can also make referral to external counselling (if needed).

To make an appointment or if you have any questions or would like further information or assistance, please do not hesitate to contact us on **0396623300**

Yours Sincerely,

Student Support Team