

Monitoring Attendance

This policy & procedure has been created to ensure International Students who hold an Australian visa and study in Australia, maintain 80% attendance of the course contact hours in line with the National Code of Practice 2007 and ESOS Act. Cadet International College, as a provider, is responsible for monitoring attendance and attendance records. Any student whose attendance falls below the nominated 80% must be reported through PRISMS.

Policy:

1. Enrolment of Student:

At enrolment, students are advised on the attendance requirement as part of their written Agreement (Letter of Offer) with Cadet International College.

- 1.1 The student is also advised of the consequences of poor attendance.
- 1.2 All students, at the time of enrolment are asked to accept the conditions of enrolment, which includes an undertaking to maintain at least 80% attendance per term.
- 1.3 Proof of acceptance of the conditions of enrolment are provided by signing the Letter of Offer Acceptance and Payment Form contained in the written Agreement (Letter of Offer)

2. Student Handbook:

Information on attendance is included in the Student Handbook. It includes:

- 2.1 Reference to the 80% attendance requirement
- 2.2 Consequences of not maintain satisfactory attendance
- 2.3 Requirement to notify Cadet International College is the student is sick
- 2.4 Providing a medical certificate for five (5) or more days absence due to illness
- 2.5 Information relating to student's attendance may be affected if late to class

3. Orientation Programme:

Students are given an orientation programme on their first day to the International College and are verbally advised in detail of:

- 3.1 80% attendance per term requirement
- 3.2 Consequences of poor attendance
- 3.3 Circumstances requiring medical certificate

4. Procedures for Monitoring Attendance:

Cadet International College will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled in by:

- 4.1 Trainers will mark the Attendance List for each session according to the legend identified at the bottom of the sheet.
- 4.2 In the event that the student is late to class, the following shall apply:

Theory Class Attendance

Where a student arrives more than five (5) minutes late to a theory session without a valid reason (personal illness or other extenuating circumstance) they will be marked as *absent for that session* and required to attend class after the next scheduled break.

Where a student leaves a theory session prior to the scheduled completion time without a valid reason (personal illness or other extenuating circumstance) they will be marked as *absent for that session*.

Practical Class Attendance

Where a student arrives more than five (5) minutes late to a practical session without a valid reason (personal illness or other extenuating circumstance) they will be excluded from class and marked as *absent for that session and all remaining sessions for that day*.

Where a student leaves a practical session prior to the scheduled completion time without a valid reason (personal illness or other extenuating circumstance) they will be marked as *absent for that session and all remaining sessions for that day*.

- 4.3 Student attendance of the actual hours delivered must be recorded on the International Student Attendance List each day.
- 4.4 At the end of the weekly sessions the trainer will sign the completed Attendance List and provide to the International Student Registrar.
- 4.5 The trainer will advise the International Student Registrar and/or International Student Support Officer if any student is absent for five (5) consecutive days without notifying Cadet International College.
- 4.6 The Student Support Officer will try and make contact with the student to determine the student's whereabouts and advise the student that they are required to attend class. Evidence of attempt to contact student will be kept on file.
- 4.7 The trainer will advise the International Student Registrar and/or International Student Support Officer of any students who are habitually late or regularly absent.
- 4.8 Class attendance is recorded daily and the Student Support Officer will transfer the attendance details into the data management system as a record of attendance for each student.
- 4.9 If a student is unable to attend class because of illness, a medical certificate must be produced immediately upon the student's return. The student however has seven (7) days in which to produce a valid medical certificate to CADET. An absence due to medical illness is still counted as a student absence even if supported by a medical certificate. However, Cadet may consider the student's illness when determining whether compassionate and compelling circumstances exist before reporting a student for unsatisfactory attendance.
- 4.10 All absences, including those with medical certificates and half days attended will be calculated and incorporated into attendance calculations.
- 4.11 The attendance percentage rate will be calculated fortnightly.
- 4.12 Where it has been identified that the student has failed to meet satisfactory course attendance of 80% for the term through the monitoring process outlined above, the Student Support Officer or International Registrar shall then initiate the next step for "Students at risk of not meeting satisfactory attendance" as outlined below.
- 4.13 Attendance is calculated per term for the period covered by the student's Confirmation of Enrolment (CoE). If the student changes a course and receives a new Confirmation of Enrolment, or extends his or her enrolment in the current course, thereby receiving a new Confirmation of Enrolment, the student's attendance is monitored per term for each Confirmation of Enrolment separately, rather than over the entire period of the student's enrolment with Cadet International College.

5. Students "at risk" of not achieving satisfactory attendance:

- 5.1 Where a student has been absent for five (5) consecutive days without notice to Cadet, the student will be immediately contacted by phone to gain an explanation and inform them of the need to attend and the effect on their attendance if they do not attend. If contact by phone is unsuccessful, the International Registrar will be immediately advised and a letter will be issued to the student advising that they are "at risk" of not meeting satisfactory attendance for the term of study.
- 5.1 Where a student has been absent for a period of five (5) days due to illness, the student is required to provide Cadet International College with a valid medical certificate as soon as possible.

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The student has seven (7) days in which to provide a medical certificate to Cadet International College. Failure to provide such certificate within the specified period of time will result in a letter being issued to the student advising that will be “at risk” of not meeting satisfactory attendance for the term of study.

- 5.2 Where a student has been identified under 5.1 and 5.2 and is at Level 1 of the Reporting Procedures under this policy, the International Student Registrar will issue a letter to the student advising they are “at risk” of not meeting satisfactory attendance.
- 5.3 The student is required to make an appointment to meet with the Student Support Officer and/or International Student Registrar within twenty (20) days
- 5.4 If the student makes an appointment with the Student Support Officer within twenty (20) days, the Student Support Officer will sit down with the student and discuss attendance requirements. A warning will be given and an action plan will be agreed upon and signed by both parties on an Unsatisfactory Attendance Form. A copy of the signed form will be given to the student as evidence of receiving a warning and attending an interview with the Student Support Officer. A copy of the signed form will be kept on the student’s file. The International Student Registrar will be advised of the outcome of such meeting.
- 5.5 At this point, it is noted that Cadet can temporarily suspend a student’s enrolment for compassionate or compelling reasons (refer to Standard 13 National Code – Deferral, Suspension or Cancellation Policy and Procedure). If the student wishes to apply for temporary suspension of their enrolment, they will be referred to the relevant policy.
- 5.6 If the student makes no effort or fails to make contact or an appointment with the Student Support Officer within twenty (20) days from the issue of the “At risk of not meeting satisfactory attendance letter”, Cadet International College will proceed to send a “Notice of Intention to report” to the student advising they have twenty (20) days within which to lodge an appeal through the complaints and appeals process.
- 5.7 If the student chooses not to access the complaints or appeals processes within the twenty (20) working days, withdraws from the process, or the process is completed and results in a decision supporting Cadet International College, Cadet International College must notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- 5.8 Where a student has met with the Student Support Officer/Registrar to discuss attendance requirements and an action plan has been agreed upon by the student, and a commitment has been made by the student to maintain the requirement of 80% attendance per term, however through the fortnightly monitoring process following that meeting, the problem is repeated, the student shall immediately receive a Notice of Intention to Report for Unsatisfactory Attendance. Please refer to Level 2 of the Reporting Procedures under this Policy.
- 5.9 At all times documentary evidence will be requested (e.g. medical certificates) and copies kept on the student file located at the International College. An Unsatisfactory Attendance Form will be completed and a signed copy given to the student and a signed copy kept on the student file.
- 5.10 All absences whether explained or not explained will be calculated and reported. Explained absences will be recorded and noted on the attendance list and in student file notes.

6 Students unable to achieve satisfactory attendance:

- 6.1 Where it is evident that a student is unable to achieve 80% attendance for the term, despite counselling, support and action plans implemented by Cadet International College to assist the student, will be given written notice of the Intention to Report for Unsatisfactory Attendance to DEEWR through PRISMS.

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- 6.2 The student will be advised that they will be given twenty (20) working days to make an appeal through Cadet International College's appeals process and warned that attendance will continue to be monitored during that period. *Refer to the Complaints and Appeals process.*
- 6.3 If the student's appeal is unsuccessful, he/she is reported to DEEWR through PRISMS. PRISMS will generate a Section 20 Breach Notice, which will be sent to the student. A copy of the Notice will be kept on the student's file located at the International College.
- 6.4 All students who falls below 80% attendance and have no supporting reasons shall be reported via PRISMS to DIAC for a breach of their visa condition.

7 "Compassionate or compelling circumstances" – not to report a student:

- 7.1 Where a student is "at risk" of falling below 80% and compassionate or compelling circumstances apply, the student can make application to suspend their studies for a period of two (2) weeks. If a longer period of time is required due to compassionate or compelling circumstances, the student must make application and negotiate with the International Student Registrar or College Manager. If the end date is changed as a result of any suspension period granted, a new CoE is required to be issued.
- 7.2 Cadet International College considers the following circumstances as reasons wherein they may decide not to report a student for breaching the 80% attendance requirement:
- The student is maintaining satisfactory course progress
 - The student's attendance is at least 70%
 - The decision is consistent with this policy and procedure
 - The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply

7.3 Compassionate or compelling circumstances must:

- Be beyond the control of the student; and
- Occur subsequently to the student accepting an offer to study at Cadet International College; and
- Have an impact on the student's general well being or their capacity and/or ability to progress through their course.

Compassionate or compelling circumstances may include, but not be limited to:

- Serious injury or illness, where a medical certificate states that the student was unable to attend class or classes.
- Bereavement – close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in their home country requiring emergency travel and this may have impacted on the student's studies.
- A traumatic experience which could include, but not be limited to:
 - involvement in or witnessing of an accident or crime
 - a crime committed against the student

and these experiences have impacted on the student (cases should be supported by evidence of police or psychologist's reports).

- Inability to begin studying on the course commencement date due to delay in receiving a student visa.
- Other clearly compassionate and compelling circumstances at the discretion of the International Student Registrar.

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- 7.4 When considering whether or not to report a student for breaching the 80 percent attendance requirement, Cadet may at its discretion, in line with the terms of this policy, reduce the rate of attendance to 70% depending on individual cases in line with Section 11.8(c) of the National Code of Practice 2007.
- 7.5 When considering a claim for compassionate and compelling circumstances, the International Student Registrar is required to:
- a. Use their professional judgement and to assess each case on its individual merits in line with the National Code of Practice 2007, ESOS Act 2000 and relevant documented policies and procedures;
 - b. Interview the student involved;
 - c. Consider all documentary evidence provided to support the claim; and
 - d. Keep copies of these documents, together with a record of the decision outcome, why the decision was made and all follow up procedures taken, in the student's file located at the International College.