

Attendance Policy and Procedure

1. Rationale

This Ozford English Language Centre (Ozford) policy has been developed to meet the requirements of the National Code 2018 Standard 8 and other requirements for CRICOS registration, which requires that registered providers monitor student's compliance with visa conditions relating to attendance and are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students who have breached the attendance requirements under Section 19 of the ESOS Act.

2. Scope

This policy applies to all Ozford English Language Centre (Ozford) staff and students on a student visa.

3. Policy

3.1 International students on a student visa are required to maintain a minimum of 20 hours attendance per week for scheduled face to face hours in the classroom. Attendance is recorded for every class and students' attendance rates are calculated based on the study period.

3.2 To be successful in their studies, students are expected to attend all classes on time as scheduled on the timetable. International students on a student visa are required to attend 80% or more of their classes every study period to achieve satisfactory attendance. This minimum attendance requirement is not sufficient for a student to perform well academically. Therefore, students' absences are monitored and an attendance rate that is below 90% is addressed.

3.3 If an underage student (18 years and below) is absent, he or she must explain the reason of absence on the same day, either by an email or a phone call to the Student Services Officer. A medical certificate should be provided as soon as the student returns to Ozford, if relevant. If the student fails to provide a valid reason, a follow-up with the student's guardian or carer may be required. An adult student (18 years and above) who has been absent for three or more days consecutively will be required to meet with a Student Services Officer to explain his or her reason(s) of absences. The intention is to find out why the student has been absent and to see what support Ozford may be able to offer to the student.

3.4 Ozford implements intervention strategies when a student misses more than three consecutive days without contacting Ozford. The student will be contacted via phone to come in for an interview with the Student Services Officer. They will be counselled and be reminded of the attendance requirements. Records of all contact and counselling made with the student will be kept in Student Management Systems.

3.5 When counselling a student about his or her absences, the Student Services Officer will also remind the student of Ozford's attendance policy. The student will also be informed that maintaining satisfactory attendance is a student visa requirement. The student will be informed that if his or her attendance falls below the required level, the student will be reported, and the student's visa may be cancelled. If the student has questions about the student visa condition and the possible outcome of breaching the condition, Ozford will refer the student to Department of Home Affairs.

- 3.6** If a student's attendance rate falls below 90%, the first warning letter will be issued to the student, who will receive counselling from the International Student Coordinator. If the student is underage, his or her parents and guardian/carer will be notified.
- 3.7** When a student's attendance rate falls below 80% for the study period, the final warning letter stating our intention to report the students' unsatisfactory attendance on PRISMS and to cancel the student's enrolment will be issued. If the student is underage, his or her parents and guardian/carer will be notified.
- 3.8** Ozford may only decide not to cancel the student's enrolment and report a student for breaching the 80% attendance requirement when:
- The student produces documentary evidence that clearly demonstrates that compassionate and compelling circumstances apply, and;
 - The decision is consistent with Ozford's documented procedures; and
 - The student is attending at least 70% of the scheduled course contact hours for the course.
- 3.9** An international student will be reported via PRISMS for unsatisfactory attendance after 20 working days from the date of the final warning letter, if the student does not appeal. Student enrolment will be officially cancelled at this point (within 5 working days). If the student is underage, his or her parents and guardian/carer will be notified.

4. Definitions

'Unsatisfactory attendance' is defined as a failure by a student to achieve an 80% attendance rate for the student's course duration.

'Satisfactory attendance' is defined as a student who achieves an attendance rate that is 80% or above, over the course of his or her study duration.

A **'study period'** is defined as the duration of the student's course.

'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students

'PRISMS' is the Provider Registration and International Students Management System

5. Illness and Holidays

- 5.6** Students must have medical certificates as evidence if they are absent due to illness. A copy needs to be provided to the Student Services Officer upon their return to Ozford.
- 5.7** Students need to ring the Student Services Front Desk (Ph: 03 8663 7188) and explain reasons of lateness or absence. A record will be made on the student attendance recording system.
- 5.8** Students must be at school from the first class on the first day until the last class on the last day of each term. Leaving early and returning late from holidays is not permitted except in compelling and compassionate circumstances.

6. Detention

- 6.1** English for Secondary School Preparation students who are consistently late for class and are absent might be given detention. The detention is conducted after the last period of the day.

6.2 The International Student Coordinator will inform the student of the date and time of the detention.

6.3 The detention will be used as an opportunity for doing homework and revision.

6.4 Detentions may be recorded on the student file.

7. Procedures for Recording and Monitoring Attendance

7.1 Student attendance is recorded every period. General English (GE) and Education for Academic Purpose (EAP) students are scheduled to attend three periods of class from 8.30am to 5.00pm, from Monday to Wednesday each week. English for Secondary School Preparation (ESSP) 20 hours students are required to attend three periods of class per day from 8.30 am to 2.00pm, from Monday to Thursday each week.

7.2 Teachers mark the rolls on the attendance tracking system within the first 30 minutes of every lesson.

7.3 Rolls are marked according to the following:

- a. Present
- b. Late
- c. Absent
- d. Exempt (approved leave)
- e. Medical

7.4 Students who arrive at the college later than 8.30am are required to report to the Reception Desk upon arrival to obtain a late pass each, before entering their respective classrooms. The late pass states a student's arrival time and the reason for lateness, which will be recorded on the attendance tracking system.

7.5 Students who are not in attendance by 9:00 am will be marked as 'absent' on the attendance tracking system.

7.6 The Reception officer checks the attendance tracking system each day to identify absent students who need to be contacted.

7.7 If a student is absent for 3 consecutive days, the student will be contacted via phone to provide reasons and advised to attend classes immediately.

7.8 If a student's projected attendance drops below 90%, a warning letter will be issued and the student will be contacted and asked to attend an interview with the International Student Coordinator. The parents and the guardian/carer of an underage student will be notified and invited to the interview.

7.9 During the interview, the student will be counselled on strategies to improve attendance. The parents and guardian/carer of underage students will be invited to support the intervention strategies. All records of all contact and counselling made with students and parents are filed in the Student Management System.

7.10 The International Student Coordinator closely monitors students who have received the first warning letter and checks their attendance daily. The students will be advised that it is still possible for them to meet the attendance requirements if they continue to attend ALL classes for the rest of their enrolments.

- 7.11** Once the students' projected attendance falls below 80%, a final letter of intention to report will be issued to the students. This means that the students will not have the capacity to reach 80% actual attendance even if they continue to attend ALL classes for the rest of their enrolments. The carer/parents of underage students will be contacted and informed of the contents of the letter, in writing and by a phone call.
- 7.12** Ozford may only decide not to cancel a student's enrolment and report a student for breaching the 80% attendance requirement when:
- Documentary evidence is supplied, clearly demonstrating that compassionate and compelling circumstances apply;
 - The decision is consistent with its documented attendance policies and procedures; and
 - The student is attending at least 70% of the scheduled course contact hours for the semester.
- 7.13** Upon receiving the final warning letter, stating our intention to cancel the student's enrolment and to report the student's unsatisfactory attendance on PRISMS, the student needs to respond within 20 working days for an internal appeal using the Complaints and Appeal Policy and procedure.
- 7.14** Please refer to the Complaints and Appeals Policy and Procedure for the internal and external complaints and appeals process.
- 7.15** If the student does not contact Ozford to organise a complaint or appeal after 20 working days (plus 5 days for postage) or the student is not successful with the complaint or appeals process, the student will be reported for unsatisfactory attendance via PRISMS and the student's enrolment at Ozford will be cancelled within 5 working days.
- 7.16** For underage students, the guardian/carer and parents will be informed that Ozford will no longer approve the student's welfare and living arrangement since the student's enrolment is cancelled.
- 8. FEEDBACK**
Feedback or comments on this policy and procedure is welcomed by the Executive Management Team.

**Ozford English Language Centre
Attendance Intervention Meeting Minutes**

Student Name: _____ **Student Number:** _____

Course Dates: _____ **Current Attendance Rate:** _____

Reasons for unsatisfactory attendance:

Strategies to improve attendance:

- I am fully aware of my attendance obligations at Ozford English Language Centre;
- The International Student Coordinator (or a nominated member of staff) has counselled me regarding improving my attendance;
- I agree to the recommendations made and the intervention strategies Ozford English Language Centre has activated;
- I am aware that a record of this agreement will be placed on file and may be used to assist in all subsequent attendance related decisions; and

I understand that I have been identified as at risk of making satisfactory course progress and I need to adhere to the abovementioned strategies to improve my course progress.

Student's Signature: _____ **Date:** _____

Ozford Staff Name: _____