

ATTENDANCE POLICY AND PROCEDURES

Approving authority	Executive Management Team
Purpose	This policy and procedure has been developed to meet the requirements of the National Code 2018 Standard 8, Section 19 of the ESOS Act and VRQA's Guidelines to the Minimum Standards
Responsible Officer	Head of Student Services
Associated documents	<ul style="list-style-type: none"> • Student Support and Services Policy and Procedures • Complaints and Appeals Policy and Procedures

1. RATIONALE

This policy has been developed to meet the requirements of the National Code 2018 Standard 8 and other requirements for school 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.

Provision must be made at a school to:

- Monitor daily attendance
- Identify absences from school or class
- Follow up unexplained absences
- Notify any parent or care-giver/guardian (for under 18 students) about unsatisfactory attendance
- Record unsatisfactory attendance information on student files.

See also Complaints and Appeals Policy

2. SCOPE

This policy applies to all Ozford College students.

3. POLICY

- 3.1 Ozford keep a record of student attendance for every class. The attendance record is used by Ozford to monitor daily attendance, identify and follow up with absences, and calculate students' attendance rates.
- 3.2 Students are expected to attend all classes on time as scheduled on the timetable. 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.
- 3.3 To achieve satisfactory attendance, students are required to attend 80% or more of their classes every subject/unit in every study period (semester). It is also a visa requirements for international students to satisfy the requirements of course enrolment, course level, course progress and course attendance.
- 3.4 "Unsatisfactory attendance" is defined as failure by a student to achieve more than 80% attendance for any semester.
- 3.5 All students (or parents/guardian if students are under 18 years of age) are required to inform Ozford on the same day, either by email or phone call, if they are late/unable to attend any classes. Documentary evidence must be provided to Ozford as soon as practicable to verify the reasons of absence. If the student fails to provide valid documentary evidence, a follow-up meeting with students (parents/guardian for under 18) may be required.
- 3.6 Ozford implements intervention strategies when a student misses more than five consecutive days without contacting Ozford. The student will be contacted via phone to come in for an interview with the Student Services Officer. Students will be counselled and be reminded of the attendance requirements. Support will be offered for students to improve attendance. Records of all contact and counselling made with the student will be kept in Student Management Systems.

- 3.7 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 HS Coordinator and the Student Welfare Officer. If the student is underage, his or her parents and guardian/carer will be notified.
- 3.8 When a student's attendance rate falls below 80% for the study period, a student is deemed failed to meet satisfactory attendance requirement. A final warning letter stating Ozford's intention to report the students' unsatisfactory attendance on PRISMS and to cancel the student's enrolment will be issued. The letter will also inform student that he or she is able to access Ozford's Complaints and Appeals Policy and Procedures and that the student has 20 working days in which to do so. If the student is underage, his or her parents and guardian/carer will be notified.
- 3.9 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.
- 3.10 Where the students does not access the complaints and appeal process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Ozford, Ozford will notify the Secretary of Department of Education and report through Provider Registration and International Students Management Systems (PRISMS) that the student is not achieving satisfactory attendance within 5 working days. Student enrolment will be officially cancelled at this point. If the student is underage, his or her parents and guardian/carer will be notified.

4. PROCEDURES

Recording and Monitoring Attendance

- 4.1 Student's attendance are recorded every lesson. Teachers mark the rolls on the attendance tracking system within the first 30 minutes of every lesson.
- 4.2 Students who arrive at the college later than class scheduled start time are required to report to Student Services Front 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.
- 4.3 The Student Services officer checks the attendance tracking system each day to identify absent students. If a student is absent for 5 consecutive days, the student will be contacted via phone to organise a meeting. During the meeting/interview with the Student Services Officer, students will be asked to explain reasons of absence. Reasons of absence and documentary evidence will be analysed to ascertain if students provide acceptable reasons/evidences for absences. Students will be counselled on strategies to improve attendance and be reminded of the attendance requirements.
- 4.4 Records of all contact and counselling made with the student will be kept in Student Management Systems.
- 4.5 For younger students, all documentary evidence for absences will be collected. If students or parents /guardian is unable to provide evidence to support student absence, a meeting will be organised to meet with student/ parents/ guardian to ensure they fully understand the requirement to provide evidence to support absences.
- 4.6 Student attendance rates are calculated automatically by the student management system. 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 Student Services Officer. The parents and the guardian/carer of an underage student will be notified and invited to the interview.
- 4.7 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 kept in the Student Management System.

- 4.8 The Student Services Officer closely monitors students who have received the first warning letter and checks their attendance weekly. 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.
- 4.9 Once the students' projected attendance falls below 80% for a semester, students and parents will be notified. A final letter of intention to report will be issued to the students by email and in person if practical. 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 the semester. The carer/parents of underage students will be contacted and informed of the contents of the letter, in writing and by a phone call.
- 4.10 Upon receiving the final warning letter, the student needs to respond within 20 working days for an internal appeal using the Complaints and Appeal Policy.
- 4.11 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; AND
 - The decision is consistent with this documented attendance policies and procedures; and
 - The student is attending at least 70% of the scheduled course contact hours for the semester.
- 4.12 If the students does not access the complaints and appeal process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting Ozford, Ozford will notify the Secretary of Department of Education and report through Provider Registration and International Students Management Systems (PRISMS) that the student is not achieving satisfactory attendance within 5 working days. Student enrolment will be officially cancelled at this point.
- 4.13 For underage students, the guardian/carer and parents will be informed that Ozford will no longer approve the student's welfare and living arrangement and they are to make other arrangement since the student's enrolment is cancelled.

5. Feedback

Feedback or comments on this policy and procedure is welcomed by the listed responsible officer.