

Institution	Universal English
Policy Name	Attendance Monitoring
Version No.	4.0

1 PURPOSE

Universal English establishes this policy and procedure to:

- Comply with the requirements of the National Code 2018 Standard 8 relating to attendance for students on a student visa.
- Enable UE to proactively notify, counsel, and assist students who are at risk of failing to meet attendance requirements.

2 SCOPE

This policy and procedure applies to all UE students on a student visa.

3 POLICY

It is the policy of UE to monitor the attendance of students to identify students-at-risk and provide timely and appropriate intervention thus enabling them to complete their qualification and comply with their visa conditions.

3 RESPONSIBILITY

- UE 's CEO, through the Academic Manager and Student Services Officer, is responsible for the implementation of this strategy, and also ensuring that staff members and students are aware of and following this policy.
- The Academic Manager is responsible for liaising with Student Services Officer in development review and continuous improvement of assessment materials, marking guides and supplementary resources
- The procedure below also outlines the administrative responsibilities of the Academic Manager, Student Services Officer and the Teacher.

4 PROCEDURE

The following outlines the steps undertaken for attendance monitoring:

STEPS	PERSONS/UNITS RESPONSIBLE	REMARKS
<p>1. At Orientation, students are informed of the conditions of their visa that pertain to attendance and the various actions that will be initiated when a student is identified to be at-risk and for unsatisfactory course attendance.</p>	<ul style="list-style-type: none"> Academic Manager Student Services Officer (SSO) 	<ul style="list-style-type: none"> Students complete a mini-test at the end of orientation confirming that they have understood the minimum 80% attendance requirement
<p>2. Student attendance is marked daily, at the end of each session.</p> <p>If a student is absent for part of the session (arriving late or leaving early), the appropriate minutes is deducted from their days attendance in 15 minute increments</p>	<ul style="list-style-type: none"> Teacher 	<ul style="list-style-type: none"> Students are requested to present valid and current medical certificates for absences due to illness to reception (medical certificates do not count towards attendance). Reception staff will scan the medical certificate. The original copy is handed back to student while a soft copy is kept in the student file.
<p>3. Maintain the daily attendance on TEAMS.</p>	<ul style="list-style-type: none"> Teacher 	<ul style="list-style-type: none"> Teacher ensures that the attendance data is correctly input into TEAMS
<p>4. Attendance is monitored twice a week</p>	<ul style="list-style-type: none"> Student Services Officer (SSO) 	<ul style="list-style-type: none"> Every Tuesday/Thursday an

STEPS	PERSONS/UNITS RESPONSIBLE	REMARKS
		attendance report is compiled
5. Attendance is monitored weekly to see if a student has been absent for a consecutive four (4) days without approval	<ul style="list-style-type: none"> Student Services Officer (SSO) 	<ul style="list-style-type: none"> Teacher informs the Academic Manager (via email) who advises the SSO to contact the student Student is contacted and counselled by SSO SSO adds "contact log entry" on TEAMS
6. Student attendance reports are run twice a week in TEAMS. Referring to the percentage attendance data in the "overall attendance at completion" report, the associated action below is taken:	<ul style="list-style-type: none"> Student Services Officer (SSO) 	<ul style="list-style-type: none"> Record of Attendance meetings is entered into TEAMS

The following table outlines steps for reporting:

Reporting Scenarios	Actions
Overall Attendance has fallen below 90%	<ul style="list-style-type: none"> First warning letter is sent to the student's: <ul style="list-style-type: none"> Email address Student is asked to attend counselling session with SSO or Academic Manager Results of counselling (and phone calls if any) to student are entered into the students "contact log" on TEAMS
Overall Attendance has fallen below 85%	<ul style="list-style-type: none"> Second warning letter is sent to the student's: <ul style="list-style-type: none"> Email address Student is asked to attend counselling session with SSO or Academic Manager Results of counselling (and phone calls if any) to student are entered into the students "contact log" on TEAMS

<p>Overall Attendance has fallen below 80%</p>	<ul style="list-style-type: none"> ▪ Notice of Intention to Report (NIR) to Department of Home Affairs is sent to the student's: <ul style="list-style-type: none"> ○ Email address ▪ The NIR advises the students of the potential breach of visa condition due to unsatisfactory attendance and their right to appeal within 20 working days ▪ Students are advised to provide evidence of compassionate and compelling circumstances (if any) ▪ If the review of compelling and compassionate circumstances is accepted, the student is given an "outcome letter" advising they will not be reported for Unsatisfactory Attendance ▪ However, if no compelling or compassionate circumstances documentation is provided and accepted, then the student will be reported for Unsatisfactory Attendance on PRISMS ▪ If a student has submitted an appeal which is deemed unsuccessful by UE, student is advised that their appeal is unsuccessful and they have 10 days to externally appeal and provide evidence to UE, otherwise UE will report student for low attendance. ▪ If a student is to be reported, the Academic Manager will inform the Administration Manager to report the student for low attendance. ▪ All documents are stored in electronic form in the student file.
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5 RECORDKEEPING

All attendance records, student communication related to attendance will be stored appropriately.

6 RELATED POLICIES

- Complaints and Appeals policy

7 RELATED FORMS AND LETTER TEMPLATES

- First Warning Letter
- Second Warning Letter
- Notice of Intention to Report (NIR)
- Student Complaints and Appeals Forms