

<b>Institution</b>	Universal English
<b>Policy Name</b>	Attendance Monitoring Policy and Procedure

### 1. Scope

This Policy and Procedure apply to all UE students on a student visa and the staff who are involved in monitoring and reporting student attendance.

### 2. Purpose

Universal English establishes this Policy and Procedure to enable UE to proactively notify, counsel, and assist students who are at risk of failing to meet attendance requirements.

### 3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 200
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 8 relating to attendance for students on a student visa
- ELICOS National Standards 2018: Standard P3 Teaching ELICOS

### 4. Policy

- 4.1 It is the policy of UE to monitor the attendance of students in order to identify students who are at risk and provide timely and appropriate intervention, thus enabling students to complete their course and comply with their visa conditions.
- 4.2 To maintain satisfactory attendance, an international student enrolled in an ELICOS course must attend at least 80% of the total scheduled contact hours. This attendance percentage reflects the student's actual class attendance.
- 4.3 UE will inform students of the policy before their enrolment, on orientation and in the International Student Handbook.
- 4.4 UE ensures that all attendance records and communication with students will be documented in the student files and in the Student Management System.
- 4.5 UE ensures that unsatisfactory student attendance will be reported to the Department of Home Affairs (DoHA) via PRISMS.

### 5. 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 of unsatisfactory attendance.</p>	<ul style="list-style-type: none"> <li>Academic Manager</li> <li>Student Services Officer</li> </ul>	<ul style="list-style-type: none"> <li>Students complete a mini test at the end of orientation confirming that they have understood the minimum 80% attendance requirement</li> </ul>
<p>2. Student attendance is marked daily, at the beginning of each session.</p> <p>Attendance is recorded per session; if a student is more than 30 minutes late for the first session, the entire session is marked absent, while any early departure within 30 minutes is recorded on a per-minute basis.</p>	<ul style="list-style-type: none"> <li>Teacher</li> </ul>	<ul style="list-style-type: none"> <li>Students are requested to present valid and current medical certificates for absences due to illness to reception (medical certificates do not count towards attendance).</li> <li>Reception staff scan the medical certificate, sign and date it as original sighted. The original copy is handed back to the student while a soft copy is kept in the student file. If the medical certificate is sent by email, it is saved in the student file.</li> </ul>
<p>3. Maintain the daily attendance on RTO Teams.</p>	<ul style="list-style-type: none"> <li>Teacher</li> </ul>	<ul style="list-style-type: none"> <li>Teacher ensures that the attendance data is correctly input into RTO TEAMS</li> </ul>
<p>4. Attendance is monitored twice a week.</p>	<ul style="list-style-type: none"> <li>Student Services Officer (SSO)</li> </ul>	<ul style="list-style-type: none"> <li>Every Wednesday and Friday, an attendance report is produced</li> </ul>

<p>5. Attendance is monitored weekly to see if a student has been absent for a consecutive four (4) days without approval.</p>	<ul style="list-style-type: none"> <li>• Student Services Officer (SSO)</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher informs the reception (via email)</li> <li>• Student is contacted by email and SMS and counselled by SSO</li> <li>• SSO adds “contact log entry” on TEAMS</li> <li>• Record of Attendance meetings is entered into TEAMS</li> </ul>
<p>6. Student attendance reports are generated twice a week in RTO TEAMS. Referring to the percentage attendance data in the “overall attendance”, the associated action below is taken:</p>	<ul style="list-style-type: none"> <li>• Student Services Officer</li> </ul>	

**The following table outlines the steps for reporting:**

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

<p>Overall Attendance has fallen below 80%</p>	<ul style="list-style-type: none"> <li>• Notice of Intention to Report (NIR) to Department of Home Affairs is sent to the student's:           <ul style="list-style-type: none"> <li>o Email address</li> </ul> </li> <li>• The NIR advises the student of the potential breach of visa condition due to unsatisfactory attendance and their right to appeal within 20 working days. Student is advised to provide evidence of compassionate and compelling circumstances (if any)</li> </ul>
	<ul style="list-style-type: none"> <li>• UE may decide not to report the overseas 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;</li> <li>• the overseas student has provided genuine evidence demonstrating that compassionate or compelling circumstances apply;</li> <li>• However, if no compelling or compassionate circumstances documentation is provided or the student fails to provide an appeal within 20 working days, then the student will be reported for Unsatisfactory Attendance on PRISMS.</li> <li>• 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.</li> <li>• If a student has submitted an appeal which is deemed unsuccessful by UE, the student is advised that their appeal is unsuccessful and they have 10 days to externally appeal and inform UE, otherwise UE will report student for low attendance.</li> <li>• If a student is to be reported, the Academic Manager will inform the SSO/ Admissions</li> </ul>

	<p>Officer to report the student for low attendance.</p> <ul style="list-style-type: none"> <li>All documents are stored in electronic form in the student file.</li> </ul>
Overall Attendance has fallen below the percentage at the time the appeal is accepted	<ul style="list-style-type: none"> <li>A second Notice of Intention to Report (NIR) to Department of Home Affairs may be sent to the student's:           <ul style="list-style-type: none"> <li>Email address</li> </ul> </li> <li>The NIR advises the student of the potential breach of visa condition due to unsatisfactory attendance and their right to appeal within 20 working days.</li> <li>The student is advised to provide evidence of compassionate and compelling circumstances (if any)</li> </ul>

**Version History**

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Managing Director		
<b>Implementation Officers</b>	Academic Manager, Student Support Officer, Teachers		
<b>Review Date</b>	3 April 2028		
<b>Approved by</b>			
Managing Director			
<b>Associated Documents</b>			
Complaints and Appeals Policy and Procedure Course Progress Policy and Procedure First Warning Letter Notice of Intention to Report (NIR) Notice of outcome of appeal Records Management Policy Second Notice of Intention to Report Second Warning Letter Student Attendance Record Student Complaints and Appeals Forms			
<b>Version</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>

5.1	<ul style="list-style-type: none"> <li>• Included policy principles Sections 3.2, 3.3, 3.4 &amp; 3.5</li> <li>• Added a Version History Table</li> </ul>	19 July 2024	19 July 2024
5.2	<ul style="list-style-type: none"> <li>• Changed student attendance marking method from ‘if a student is absent for part of the session (arriving late or leaving early), the appropriate minutes are deducted from their day’s attendance in 15 minute increments’ to the current method described in Step 2 of Section 5.</li> </ul>	3 April 2025	3 April 2025