

CP020 International Students – Attendance Monitoring Procedure

1. Purpose

The purpose of this procedure is to document the activities and responsibilities for monitoring the attendance of international students, and evaluating whether their attendance meets the required levels.

2. Scheduled Review Date

30 October 2011

3. Scope

This procedure applies to all international students enrolled at Wodonga Institute of TAFE who have a student visa.

4. References

National Code of Practice for Registration Authorities & Providers of Education and Training to Overseas Students 2007

Education Services for Overseas Students (ESOS) Act 2000

Education Services for Overseas Students (ESOS) Regulations 2001

CP006 Student Grievance/Appeals Procedure

CF035 International Student Attendance Register Form

CF058 International Student Progress Report Form

Course Attendance - Reminder

Course Attendance – Warning

Course Attendance - Student Agreement

Course Attendance – Non-Compliance

Course Attendance - Final Notice

International Student Attendance Monitoring spreadsheet (available via StaffNet)

5. Definitions

See Wodonga TAFE glossary on StaffNet for current definitions.

For the purposes of this procedure:

Acceptable attendance level is defined in the National Code as;- “requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours”.

Compassionate or compelling circumstances:- generally those circumstances beyond the control of the student that have an impact on the student's capacity and/or ability to progress through a course. These could include but are not limited to: serious illness, death in the family, major political upheaval or natural disaster in the home country which requires the student to return home, or a traumatic incident.

DEEWR:- the Department of Education, Employment and Workplace Relations

DIAC:- the Department of Immigration and Citizenship

ELICOS:- English Language Intensive Course for Overseas Students

PRISMS:- the Provider Registration and International Student Management System which is used to process information given to the Secretary of DEEWR by registered providers.

Scheduled course contact hours:- the hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.

International Student:- a person who holds a student visa as defined in the ESOS Act 2000, but does not include students of a kind prescribed in the ESOS Regulations.

Student visa means a visa described in the *Migration Regulations 1994* as a Subclass 560, 562, 563, 570, 571, 572, 573, 574, 575 or 576 visa, whenever granted, other than a visa granted to:

- (a) a person who satisfies the secondary criteria, but not the primary criteria, under those Regulations for the grant of the visa; or
- (b) an exchange student or AusAID student within the meaning of those Regulations; or
- (c) an overseas student who has been approved by the Minister for Defence to undertake a course of study or training under a scholarship scheme or training program approved by the Minister for Defence; or
- (d) an overseas student who has been approved under another scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia."

Student:- International Student enrolled in a CRICOS registered course at Wodonga TAFE.

Study Period:- Typically defined as a "term" in the calendar year, however where a course commences other than at the start of a term the study period shall be defined as 10 weeks.

6. Responsibilities

Teaching Staff (or nominee) are responsible for monitoring the attendance levels of international students within their class groups and reporting performance when requested.

The **Manager – Learner Services** is responsible for the implementation of the procedure and for ensuring that the required reviews and reports are completed. This position is also responsible for ensuring that all Staff and Students are aware of this procedure and that institute support services are offered / provided to international students.

The **Manager – Continuous Improvement and Administration Services** is responsible for ensuring that attendance monitoring is taking place and for implementing intervention action as required.

The **Course Information Officer** is responsible for retaining documentation on the student's TRIM file and ensuring that the student information stored in PRISMS is accurate.

7. Procedure

For all VET courses, see items 1 – 14

For ELICOS course, see items 15 - 23

Item	Action/Comment	Responsibility
VET courses		
1.	Prior to the commencement of delivery of a course the delivery department will determine the scheduled course contact hours in each study period. This figure will represent 100% of hours that an international student is required to attend.	Program Area Leader/ Teacher
2.	At induction, and again at the commencement of the first scheduled class international students will be advised of the scheduled course contact hours for each study period for the duration of the course and the requirement for a minimum of 80% attendance. Students will be advised that failure to meet this requirement could result in cancellation of their student visa. Students are to be provided with Wodonga TAFE contact numbers in case they are unable to attend any classes.	Teacher
3.	A <i>CF035 International Student Attendance Register Form</i> will be issued to each international student to record their attendance activities, i.e. date, time started and time finished, for each class.	Teacher /Delivery Department Administration Officer
4.	It is the student's responsibility to complete this form and have the details verified by the Teacher delivering the unit at the completion of each class. At the end of each week the student will submit their attendance register to the Delivery Department Administration Officer and collect a new sheet for the following week.	International Student
5.	Each student's total attendance hours for the week will be entered into the "International Student Attendance" spreadsheet maintained by the delivery department. Details of any missing sheets will be given to the Program Area Leader immediately.	Delivery Department Administration Officer
6.	The Program Area Leader will liaise with the teacher and student to locate the missing sheets/records. If they can not be located a review of the previous week's delivery will be conducted to determine the Student's level of attendance, i.e. review of roll books, etc.	Program Area Leader

Item	Action/Comment	Responsibility
7.	<p>The Program Area Leader will monitor the student's attendance and report any unsatisfactory attendance patterns to the Manager – Learner Services for the following critical points:</p> <ul style="list-style-type: none"> a. Absences of five or more consecutive days b. Any accumulated absence of 10% of the scheduled hours in the study period c. Any accumulated absence of 15% of the scheduled hours in the study period d. Any accumulated absence of 20% of the scheduled hours in the study period <p>Where there are legitimate and substantiated reasons for the absence these shall be reported along with the hours of absence (<i>i.e.</i> illness, compassionate or other compelling circumstances).</p> <p>Copies of all documentary evidence will be sent to the Course Information Officer for retention on the student's file.</p>	<p>Program Area Leader</p> <p>Course Information Officer</p>
8.	<p>For absences of 5 or more consecutive working days without approval; or absences totalling 10% of course attendance; the Delivery Department Manager will notify the Manager – CIAS who will issue a <i>Course Attendance - Reminder letter</i> to the student reinforcing their attendance requirements and the possible consequences if they do not meet the requirements. A copy of the letter will be sent to the Course Information Officer for retention on the Student's file.</p> <p>Note: - Approval of absence can be in the form of a medical certificate or prior arrangement made with the Teacher/Program Area Leader.</p> <p>The student will be invited to attend a counselling session. A support person for the student will be permitted in the counselling session if the student wants one. During the counselling session the Delivery Department Manager will confirm the minimum attendance level requirements of the student. The student will be asked to explain the reasons for unacceptable attendance and whether they have any documented reasons for any absences, e.g. medical certificate.</p>	<p>Manager- CIAS</p>
9.	<p>For continued absences totalling 15% of course attendance the Delivery Department Manager will notify the Manager – CIAS who will issue a <i>Course Attendance - Warning letter</i> to the student indicating that the student is at risk of non compliance. A copy of the letter will be sent to the Course Information Officer for retention on the Student's file.</p> <p>This letter includes a request for the student to attend an interview session. A support person for the student will be permitted in the meeting if the student wants one. The student will again be asked to explain the reasons for unacceptable attendance.</p> <p>Where the Manager – CIAS determines that the student does not have sufficient reasons for their unacceptable attendance the student will be required to sign a <i>Course Attendance - Student Agreement</i> which confirms that the student understands they are "at risk" in terms of their attendance and if they do not improve their attendance their student visa is at risk of being cancelled.</p> <p>A copy of the signed agreement and records of interview will be sent to the Course Information Officer for retention on the Student's file.</p>	<p>Delivery Department Manager and Manager CIAS</p>

Item	Action/Comment	Responsibility
10.	<p>For continued absences totalling over 20% of course attendance the student will be issued a <i>Course Attendance – Non-Compliance letter</i> advising them that they cannot meet the attendance requirement of 80% and that they must contact the Manager – CIAS within 5 days to arrange an interview to explain why they believe they should not be reported to DEEWR. A copy of the letter will be sent to the Course Information Officer for retention on the Student’s file.</p> <p>The Manager – CIAS can decide not to report a student if they can show that there were compassionate or compelling reasons for not attending and they maintain above 70% attendance. A record of such a decision will be sent to the Course Information Officer for retention on the student’s file</p>	<p>Manager – CIAS</p> <p>Course Information Officer</p>
11.	<p>Students who do not meet compassionate or compelling reasons, or whose attendance falls below 70%, will be issued with a <i>Course Attendance - Final Notice</i> – Intention to report for poor attendance advising the student that they have failed to take the necessary action to improve their attendance and of Wodonga TAFE’s intention to report them to DEEWR for poor attendance.</p> <p>This notice will advise the student that they have 20 working days from receipt of the notice to appeal the decision via TAFE’s grievance procedure and outline how they can commence their appeal. Refer to <i>CP006 Student Grievance / Appeals Procedure</i>. A copy of the letter will be sent to the Course Information Officer for retention on the Student’s file.</p> <p>Note: <i>this notice is to be hand delivered to the student.</i></p>	<p>Manager – CIAS</p>
12.	<p>Where the appeal is successful the student must maintain 70% attendance. If their attendance falls below 70% they will again be sent a <i>Course Attendance - Final Notice</i>.</p>	<p>International Student</p>
13.	<p>Where the student has chosen not to appeal the decision within the 20 working day period; withdraws from the appeals process; or the process is completed and results in a decision supporting the institute, the Manager-Learner Services will arrange to notify DEEWR via PRISMS that the student is not achieving satisfactory attendance as soon as practicable.</p> <p>The student is notified of this action.</p>	<p>Manager – CIAS</p>
14.	<p>At the end of each study period supply a <i>CF058 International Student Progress Report Form</i> to all departments delivering to International Students requesting information on the current status of the student’s attendance. Where this report identifies a student at risk of not achieving satisfactory attendance contact the Program Area Leader to confirm that intervention action has commenced. A copy of the report will be sent to the Course Information Officer for retention on the student’s file.</p> <p>Note:- Where the requested report is not provided by the delivery department within a two week period notify the Manager – CIAS who will take action to address the issue.</p>	<p>Quality & International Compliance Officer</p> <p>Course Information Officer</p>
<p>ELICOS</p>		

Item	Action/Comment	Responsibility
15.	<p>At induction, and again at the commencement of the first scheduled class international students will be advised of the scheduled course contact hours for the 10 week duration of the course and the requirement for a minimum of 80% attendance. Students will be advised that failure to meet this requirement could result in cancellation of their student visa.</p> <p>Students are to be provided with Wodonga TAFE contact numbers in case they are unable to attend any classes.</p>	Program Area Leader – Learner Services / Teacher
16.	<p>A <i>CF035 International Student Attendance Register Form</i> will be issued to each international student to record their attendance activities, i.e. date, time started and time finished, for each class.</p>	Program Area Leader – Learner Services
17.	<p>It is the student’s responsibility to complete this form and have the details verified by the Teacher delivering the unit at the completion of each class. At the end of each week the student will submit their attendance register to the Program Area Leader – Learner Services and collect a new sheet for the following week.</p>	International Student
18.	<p>The Program Area Leader – Learner Services will monitor the students’ attendance. If the students’ attendance falls below 80% in any 2 week period the Program Area Leader – Learner Services will notify the Manager – CIAS.</p>	Program Area Leader – Learner Services
19.	<p>Where a students’ attendance falls below 80% in any 2 week period the Manager – CIAS who will issue a <i>Course Attendance - Reminder</i> to the student reinforcing their attendance requirements and the possible consequences if they do not meet the requirements. . A copy of the letter will be sent to the Course Information Officer for retention on the Student’s file.</p> <p>The student will be invited to attend a counselling session. A support person for the student will be permitted in the counselling session if the student wants one. During the counselling session the Manager - CIAS will confirm the minimum attendance level requirements of the student. The student will be asked to explain the reasons for unacceptable attendance and whether they have any documented reasons for any absences, e.g. medical certificate. Records of the counselling will be taken and a copy sent to the Course Information Officer for placement on the Student’s file</p>	Manager CIAS Course Information Officer
20.	<p>If the students’ attendance falls below 80% for a second time a <i>Course Attendance - Warning</i> letter will be issued to the student indicating that the student is at risk of non compliance. A copy of the letter will be sent to the Course Information Officer for retention on the Student’s file.</p> <p>This letter includes a request for the student to attend an interview session. A support person for the student will be permitted in the meeting if the student wants one. The student will again be asked to explain the reasons for unacceptable attendance.</p> <p>Where the Manager – CIAS determines that the student does not have sufficient reasons for their unacceptable attendance the student will be required to sign a <i>Course Attendance - Student Agreement</i> which confirms that the student understands they are “at risk” in terms of their attendance and if they do not improve their attendance their student visa is at risk of being cancelled. A copy of the Agreement will be sent to the Course Information Officer for retention on the student’s file.</p>	Manager – CIAS Course Information Officer

Item	Action/Comment	Responsibility
21.	<p>If the students' attendance rate falls again and they cannot achieve 80% attendance by the end of the course they will be issued with a <i>Course Attendance - Final Notice</i> – Intention to report for poor attendance advising the student that they have failed to take the necessary action to improve their attendance and of Wodonga TAFE's intention to report them to DEEWR for poor attendance. A copy of the letter will be sent to the Course Information Officer for retention on the Student's file.</p> <p>This notice will advise the student that they have 20 working days from receipt of the notice to appeal the decision via TAFE's grievance procedure and outline how they can commence their appeal. Refer to <i>CP006 Student Grievance / Appeals Procedure</i>.</p> <p>Note: this notice is to be hand delivered to the student.</p>	Manager – CIAS
22.	<p>Where the appeal is successful the student must maintain 70% attendance. If their attendance falls below 70% they will again be sent a <i>Course Attendance - Final Notice</i>. A copy of the Final Notice will be sent to the Course Information Officer for retention on the student's file.</p>	International Student Course Information Officer
23.	<p>Where the student has chosen not to appeal the decision within the 20 working day period; withdraws from the appeals process; or the process is completed and results in a decision supporting the institute, the Manager-Learner Services will arrange to notify DEEWR via PRISMS that the student is not achieving satisfactory attendance as soon as practicable.</p> <p>The student is notified of this action. A copy of this notification will be sent to the Course Information Officer for retention on the student's file.</p>	Manager – CIAS Course Information Officer

8. Record, Retention and Archiving

Record Title	Retention Requirement	Location of Storage/Archive/Other Requirements
CF035 International Student Attendance Register Form	PROS 02/01, class 11.1.2	Destroy 7 years after last entry
CF058 International Student Progress Report Form (attendance progress)	PROS 02/01, class 11.1.2	Destroy 7 years after last entry

9. Appendix

Please note the following attachments are sample letters only. If you need to send one of these letters to a student the template can be found on Engage.

Attachment 1:- Course Attendance – Reminder (version 1)

Attachment 2:- Course Attendance – Warning (version 1)

Attachment 3:- Course Attendance – Student Agreement (version 1)

Attachment 4:- Course Attendance – Non-compliance (version 1)

Attachment 5:- Course Attendance – Final Notice (version 1)

Date:

Name:

Address:

COURSE ATTENDANCE – REMINDER

Dear <student name>

One of the conditions of your student visa states that you must attend a minimum of 80% of your allocated classes and/or not miss 5 consecutive classes. This is important for you because failure to meet this condition can result in the cancellation of your visa.

This letter is to inform you that currently you are not meeting the minimum course attendance requirement.

Please contact me within 5 days of receipt of this letter by telephone on (02) 6055 6571 or by email eco@wodongatafe.edu.au to make an appointment time to discuss your attendance record. You may bring a student support person along to this meeting.

If you believe that you have been attending the allocated classes you will have an opportunity to discuss this during the meeting. You will also be able to explain the reasons for any absences and provide any documentation such as medical certificates.

Wodonga TAFE is committed to assist you with your studies. At the meeting we can discuss some of the ways Wodonga TAFE may be able to assist you and some of the things that you can do to make your study more successful.

Failure to contact me may result in Wodonga TAFE notifying the Department of Education, Employment and Workplace Relations (DEEWR) of your unsatisfactory attendance which could result in cancellation of your student visa.

If you have any questions regarding this letter please contact me on (02) 6055 6571 to discuss.

Yours Sincerely

Manager

Continuous Improvement & Administration Services

Date:

Name:

Address:

COURSE ATTENDANCE – WARNING

Dear <student name>

On <DATE> you were sent a letter advising you that your attendance was unsatisfactory.

You are again reminded that one of the conditions of your student visa states that you must attend a minimum of 80% of your allocated classes and/or not miss 5 consecutive classes. Failure to meet this condition can result in the cancellation of your visa.

This letter is to inform you that you are still failing to meet the minimum course attendance requirement.

Please contact me within 5 days of receipt of this letter by telephone on (02) 6055 6571 or by email eco@wodongatafe.edu.au to make an appointment time to discuss your attendance record. You may bring a student support person along to this meeting.

You will again be given the opportunity to explain your reasons for your unacceptable attendance record. Where Wodonga TAFE determines that you do not have sufficient reasons for your unacceptable attendance record you will be required to sign a Course Attendance – Student Agreement which will confirm that you understand you are “at risk” in terms of your attendance and as a result your student visa is at risk of being cancelled.

Failure to contact me may result in Wodonga TAFE notifying the Department of Education, Employment and Workplace Relations (DEEWR) of your unsatisfactory attendance which could result in cancellation of your student visa.

If you have any questions regarding this letter please contact me on (02) 6055 6571 to discuss.

Yours Sincerely

Manager

Continuous Improvement & Administration Services

Date:

Name:

Address:

COURSE ATTENDANCE – STUDENT AGREEMENT

I understand that it is a condition of my student visa that I attend a minimum of 80% of my allocated classes and that if I do not meet this condition my student visa may be cancelled by the Department of Immigration and Citizenship (DIAC).

I agree that:

- I have received my second attendance letter regarding my unsatisfactory attendance at Wodonga TAFE
- I attended an interview with the Manager – CIAS at <time> on <date> to discuss my unsatisfactory attendance
- my current attendance rate is <attendance>%
- if I do not improve my attendance and I cannot achieve 80% by the end of my course I will receive notification of Wodonga TAFE’s intention to report my unsatisfactory attendance to the Department of Education, Employment and Workplace Relations (DEEWR). At this stage I will be advised that I can appeal against this decision and I will be given information on the appeal process.

I understand that I am “at risk” in terms of my attendance at Wodonga TAFE and I will improve my attendance from today.

Student’s Name:

Signed: **Date:**

Manager – CIAS:

Signed: Date:

Date:

Name:

Address:

COURSE ATTENDANCE – NON-COMPLIANCE

Dear <student name>

On two occasions we have contacted you advising you that your attendance was unsatisfactory.

One of the conditions of your student visa states that you must attend a minimum of 80% of your allocated classes and/or not miss 5 consecutive classes. Failure to meet this condition can result in the cancellation of your visa.

Due to your absence from a number of class hours you now cannot meet the attendance requirement of 80%. Wodonga TAFE can decide not to report a student if they maintain above 70% attendance and the student has special consideration why they have missed the class time.

You need to contact me within 5 days of receipt of this letter by telephone on (02) 6055 6571 or by email eco@wodongatafe.edu.au to arrange an interview to explain to me why we should not report you to the Department of Education, Employment and Workplace Relations (DEEWR).

If it is found you did not have special circumstances which contributed to your failure to attend classes you will be reported to DEEWR. If it is found that you have had special circumstances your attendance will need to stay above 70%.

Failure to contact me may result in Wodonga TAFE notifying DEEWR of your unsatisfactory attendance which could result in cancellation of your student visa.

If you have any questions regarding this letter please contact me on (02) 6055 6571 to discuss.

Yours Sincerely

Manager

Continuous Improvement & Administration Services

Date:

Name:

Address:

COURSE ATTENDANCE – FINAL NOTICE

Dear <student name>

When you commenced your course with Wodonga TAFE you understood that you would have to maintain an attendance of at least 80%, as required by the Education Services for Overseas Students (ESOS) Act 2000. This letter is to inform you that you have failed to meet the minimum attendance condition of your student visa.

You have not met satisfactory course attendance and have not proved there were special circumstances which contributed to you missing classes. As a result Wodonga TAFE intends to report your unsatisfactory attendance to the Department of Education, Employment and Workplace Relations (DEEWR).

If you do not agree with this decision you have the right to appeal against it. Your appeal should be made in writing to the CEO of Wodonga TAFE within 20 working days from the <insert date>. During this time, and while your appeal is being considered, you should continue to attend your classes.

If your appeal is successful no report will be made to DEEWR. However, if you choose not to access the appeals process, withdraw from the appeals process, or the appeals process is completed and results in a decision to support Wodonga TAFE; TAFE must notify DEEWR and your visa is likely to be cancelled by the Department of Immigration and Citizenship (DIAC).

It is important to understand that Wodonga TAFE allows for student representation at all stages of this process.

If you wish to discuss this matter please contact me to make an appointment. Failure to contact me or to make an appeal within the timeline indicated above will result in Wodonga TAFE notifying DEEWR of your unsatisfactory attendance.

Yours Sincerely

Manager

Continuous Improvement & Administration Services