



Attendance Monitoring Policy and Procedure

Category	Overseas Student Visa Requirements
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Policy Base	<ul style="list-style-type: none">• ESOS Act 2000• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standard 8• ELICOS Standard P1
Related Documents	<ol style="list-style-type: none">1. Attendance Sheet2. Notice of Intention to Report3. Attendance Warning Letter4. Complaints and Appeals Policy and Procedure



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Purpose

These policies and procedures are in place to ensure the attendance monitoring for overseas students at ME English (“MEE”) comply with the ESOS Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and ELICOS Standards 2018.

Scope

This document applies to all staff involved in the overseas student attendance monitoring at MEE.

Definitions

- **Unsatisfactory attendance** refers to the failure of a student to achieve more than 80% attendance for any study period/course duration.
- **Satisfactory attendance** refers to a student who achieves more than 80% for any study period/course duration.
- **The course and the study period** both refer to any period of study covered by a single CoE.
- **CoE** refers to as an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course.
- **PRISMS** refers to Provider Registration and International Students Management System.
- **CRICOS** refers to the Commonwealth Register of Institutions and Courses for Overseas Students.
- **ELICOS** refers to English Language Intensive Course for Overseas Students
- **International students** refer to Overseas students holding a student visa issued by the Australian Department of Home Affairs
- **Compassionate or compelling circumstances** refers to those situations beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing.
- **Scheduled contact hours** refer to face-to-face study mode made up of a minimum of 20 hours a week.

- **A class** refers to a 90 minute lesson, which consists of two 45 minutes lessons with no breaks in between.
- **Late for class** refers to being late for a lesson, 15 minutes or more.
- **Absent** refers to non-attendance or being late for 15 minutes or more and as a result, marked as absent for the whole 45 minute lesson.
- **Overall attendance** refers to the final attendance result.
- **Current attendance** refers to the attendance result calculated up until and including the date the student has been informed of their rate of attendance.

Policy

1. Overview

MEE will monitor and record the attendance of all overseas students enrolled in an English Language CRICOS course. Students must maintain a minimum of 80% attendance for the length of their CoE and not be absent without approval for more than 5 consecutive days. Students are made aware of the attendance requirements in the Student Handbook and during the Orientation Program. Attendance is recorded daily and is entered weekly in the Student Management System. A list of students at risk of not meeting their attendance requirements is generated.

- a. MEE will monitor overseas students' attendance for each course in which the overseas student is enrolled.
- b. MEE will not issue a CoE to overseas students that exceeds the CRICOS registered course duration.
- c. MEE's *Attendance Monitoring Policy and Procedure* is in place to identify, notify and assist an overseas student at risk of not meeting attendance requirements.
- d. MEE will clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period. This information will be provided to overseas students in the Student Handbook and during the Orientation Program (prior to the commencement of studies).
- e. The minimum attendance requirement for MEE overseas students is 80%.

2. The Method for Working Out Minimum Attendance

- a. There will be a minimum of 20 hours of face-to-face class attendance required for all ELICOS programs offered at MEE.
- b. Attendance will be marked, and is based on a minimum of 20 hours of face-to-face delivery.
- c. Teachers will mark attendance for every lesson, daily.
- d. No attendance will be marked for '*Optional*' classes.
- e. When a student is more than 15 minutes late for a lesson, the student will be recorded and the time deducted from your total attendance percentage (please refer to our Monitoring Attendance policy for more details)

- f. If you are studying on a student visa and are absent for more than 5 consecutive days without prior approval, you will be contacted in relation to your absence to discuss the reasons preventing you from attending.
- g. Overseas students will be informed of their current attendance rate.
- h. An overseas student will receive a warning letter when the student's current attendance falls below 85%.
- i. The *Warning Letter* will be provided to the student in person by the Team Leader Student Services. On receipt of the letter, the student will:
 - i. have a face-to-face meeting with the *Team Leader Student Services*
 - ii. have an opportunity to explain their current situation
 - iii. be informed of their overall attendance
 - iv. be informed of their current attendance
 - v. be informed of the consequences of not meeting the attendance requirement
 - vi. be informed of the consequences and implications of not meeting their visa requirements.
- j. The *Notice of Intention to Report* will be provided to an overseas student when the student's current and overall attendance falls below 80%.
- k. The *Daily Attendance Monitoring Calculation* in the table below is based for example on an overseas student who is 15 minutes late to the first lesson, 10 minutes late for the third lesson and absent for the last lesson. This example illustrates how daily attendance is recorded and how absenteeism contributes to the current and overall student's attendance rate. The method for working out minimum attendance for a course duration is reflected in Table 2 and Table 3.

Table 1: Daily Attendance Monitoring Calculation			
Class Time	Status	Marked As	Attendance in Minutes
Morning Class			
8:30 ~ 9:30	15 minutes late	Marked as absent	0
9:30 ~ 10:30	Fully attended	Marked as fully attended	1 hour
Morning Break			
11:00 ~ 12:00	10 minutes late	Marked as fully attended	1 hour
12:00 ~ 1:00	Absent	Marked as absent	0
Total Attendance			2 hours

- l. Attendance calculation will be based on the course duration as stated in the CoE. The potential impact of attendance for a student with a course duration of 5 weeks is greater than for a student with a course duration of 10 weeks. The example is reflected in the Table 2 and Table 3

Table 2: The Course Attendance Calculation – 10 Weeks Course				
Week	Current Attendance %	Weekly Attendance %	Attended	Intervention Strategy
1	90	0	0 hours	MEE contacts the student – absent for 5 consecutive days
2	90	100	20 hours	

3	85	50	10 hours	
4	85	100	20 hours	
5	82.50	75	15 hours	A warning letter + Consultation given
6	80	75	15 hours	
7	77.5	75	15 hours	Notice of Intention to Report
8				
9				
10				
Overall Attendance in %		77.5		

Table 3: The Course Attendance Calculation – 5 Weeks Course				
Week	Current Attendance %	Weekly Attendance %	Attended	Intervention Strategy
1	90	50	10 hours	MEE contacts the student – absent for 5 consecutive days
2	90	100	20 hours	
3	80	50	10 hours	A warning letter + Consultation given
4	80	100	20 hours	
5	75	75	15 hours	Notice of Intention to Report
Overall Attendance in %		75		

3. Reporting Overseas Student Visa Holders

- a. As a CRICOS provider, under the National Code, MEE is obliged to report an overseas student via PRISMS if the student does not meet attendance requirements and has unsatisfactory attendance, as soon as practical.
- b. If an overseas student receives a *Notice of Intention to Report*, the student will have 20 working days in which to make an appeal. Refer to the *Complaints and Appeals Policy and Procedure*.
- c. The *Notice of Intention to Report* will inform the overseas student:
 - i. of the reasons for the intention to report;
 - ii. that the student has unsatisfactory course attendance; and
 - iii. of the overseas student's right to access MEE's *Complaints and Appeals* process, in line with the National Code Standard 10 within 20 working days.
- d. MEE will choose not to report an overseas student with unsatisfactory attendance when an overseas student's:
 - i. attendance is at least 70% overall; and they have
 - ii. provided genuine evidence of compassionate or compelling circumstances.
- e. MEE will only report the student on the basis of unsatisfactory attendance in PRISMS if:

- i. the internal and external complaints process is completed and the decision to report the student on the basis of attendance default is upheld by MEE;
- ii. an overseas student has decided not to access the internal *Complaints and Appeals* process within the 20 working days;
- iii. the overseas student has chosen not to access the external Complaints and Appeals process; or
- iv. the overseas student withdraws from the internal or external appeals process by notifying MEE in writing.

4. Confirmation of Report

As a CRICOS provider, under the National Code, MEE is obliged to report an overseas student via PRISMS if the student does not meet attendance requirements and has unsatisfactory attendance, as soon as practical. When the final decision is made to report as per the Complaints and Appeals Policy and Procedure, and the report has been made to PRISMS, MEE will provide a Confirmation of Report Letter to the student with an attachment of cancelled CoE. The Confirmation of Report letter along with the cancelled CoE will be kept in the student file for records. A sample *Confirmation of Report Letter* is available in this document *Annexure C*.

Procedure

Recording Attendance, Intervention Strategy and Reporting

STEPS	PROCEDURE	RESPONSIBILITY
1	<ul style="list-style-type: none"> • Mark attendance during the week as per the <i>Daily Attendance Sheet</i> with Monitoring Calculation provided. • Submits the completed attendance sheet to reception every Friday. 	Teachers
2	<ul style="list-style-type: none"> • Enters the attendance data into the <i>Student Management System</i>. • The <i>Student Management System</i> generates a list of students at risk of not meeting their attendance. 	Student Services
Attendance Intervention Strategy		
3	Contacts an overseas student who is absent for more than 5 consecutive days.	Student Services
4	<ul style="list-style-type: none"> • Issues a warning letter to an overseas student whose current attendance falls between 85 ~ 82%. • Discusses with the student their attendance based on the <i>Attendance Policy</i>. 	Student Services
5	Informs the Academic Director and student's teacher that the student has received a warning letter.	Student Services
6	Keeps the signed copy of the warning letter in the student's file, on the <i>Student Management System</i> .	Student Services
The Point at Which the Overseas Student has Failed to Meet Satisfactory Course Attendance		

7	Issues the <i>Notice of Intention to Report</i> to an overseas student whose current and overall attendance falls below 80%.	Student Services
8	Informs the Academic Director and the student's teacher that the student has received a <i>Notice of Intention to Report</i> .	Student Services
9	Keeps the signed copy of the warning letter in the student's file, on the <i>Student Management System</i> .	Student Services
10	Makes an appeal within 20 working days from receiving the <i>Notice of Intention to Report</i> as in line with MEE's <i>Complaints and Appeals Policy and Procedure</i> .	Student
The Appeals Process		
11	Internal Appeal Rejected: Disputes the decision and accesses the external appeals process.	Student
12A	Internal Appeal Rejected: Reports the student via PRISMS if the student withdraws or does not access the internal and external appeals process.	Administrator
12B	Internal Appeal Accepted: Student presents compassionate and compelling reasons for his/her absence with supporting evidence. Evidence provided is acceptable to MEE. MEE allows the student to continue his or her studies until the course enrolment is completed.	Student and Administrator
Reporting		
13A	External Appeal Rejected: Reports the student via PRISMS.	Administrator
13B	External Appeal Accepted: The student is not reported via PRISMS. Makes changes to MEE's attendance monitoring policy and procedure if any amendment is required as a result of the external appeals process. Informs the student of the changes and results in writing within 5 working days.	Administrator



Document Control

The policies and procedures, and the form included in this document are approved and implemented by MEE. This document will be electronically available to MEE staff in protected format (PDF file) in the designated folder. Any ongoing changes made to this document will be documented as per below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
<i>Version 1</i>	<i>CEO</i>	<i>Created the Monitoring Attendance Policy and Procedure</i>	<i>09 July 2019</i>	<i>09 July 2019</i>