

STUDENT ATTENDANCE FOR ACCREDITED COURSES POLICY AND PROCEDURE

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1. PURPOSE

- 1.1 The purpose of this procedure is to outline the system used for ensuring students meet the attendance requirements for all accredited courses delivered by Della International College (DIC).

2. SCOPE

- 2.1 This policy applies to all international students enrolled or intending to enrol at Della International College.

3. RESPONSIBILITY

- 3.1 The Compliance Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and implement its requirements.

4. DEFINITIONS

- 4.1 **Study Period:** Study period means one term of study.

5. POLICY STATEMENT

- 5.1 Della International College has implemented the Department of Education- DHA Approved Course Progress Policy and Procedures for its VET courses, however for the purpose of its accredited courses DIC will record attendance and require a minimum attendance of 80 per cent.

- 5.1.1 Della International College may choose not to report a student enrolled in an accredited course for attending less than 80 per cent where:

- 5.1.1.1 The student can demonstrate compassionate or compelling reasons;
 5.1.1.2 The decision not to report is consistent with the provider's documented attendance policies and procedures; and
 5.1.1.3 The student is attending at least 70 per cent of the scheduled course contact hours.

- 5.1.2 Students undertaking studies in an accredited course are required to attend a minimum of 20 scheduled course contact hours per week face to face classes of English language instructions for the course.

- 5.1.3 Students are required to adhere to DIC's student attendance requirements applicable to their course at all times and in line with their student visa conditions.

- 5.1.4 An ELICOS provider can calculate the 80 per cent attendance point by:

- 5.1.4.1 Making it 80 per cent of the period of the CoE or
 5.1.4.2 Dividing the course into discrete study periods and monitoring compliance against 80% attendance of weeks/days/hours in each study period.

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6. PROCEDURE

- 6.1 Trainers must use the student daily attendance record to record student attendance at each scheduled class and note early departures and late arrivals.
- 6.2 Trainers will record the attendance into a spreadsheet to collate and review each student's attendance on a fortnightly basis.
- 6.3 Trainers **must** report, to the Student Support Officer, the details of any student who has missed **5 consecutive days** so that contact may be made to determine the reason for the absence or counsel the students who are at risk of not attending for at least 80 per cent of the scheduled course contact hours. This must be documented in the Student Support File notes.
 - 6.3.1 If the rationale is not determined to support 3.1 of this policy then an attendance warning letter is to be issued.
 - 6.3.2 If a student is able to present evidence to support 3.1 (e.g. a medical certificate) Trainers will record the absence on the spreadsheet as absence with medical certificate (amc), count it as an absence and copy the medical certificate into the students file.
- 6.4 If student's projected attendance has been calculated on the spreadsheet at 90% or below at the end of term, then a **1st warning letter** must be issued.
- 6.5 If the student's projected attendance continues to decrease and has been calculated on the spreadsheet as 80% or below at the end of term then a **2nd warning letter** must be issued.
- 6.6 If student attendance is below 80% on the projected hours at the end of term, DIC may decide not to report the student for breaching the 80% attendance requirement if **ALL** of the following circumstances apply:
 - 6.6.1 The student produces documentary evidence which clearly demonstrates compassionate or compelling circumstances, for example circumstances beyond the students control, such as serious illness or death of a close family member (independent documentary evidence of the exceptional circumstances is required); and
 - 6.6.2 The decision is consistent with DIC's documented attendance policies and procedures; and
 - 6.6.3 DIC confirms that the student is above 70% on the projected hours at the end of term. This requirement can be checked by reference to the records on the attendance sheet which is updated fortnightly.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. DIC will use their professional judgement and assess each case on its individual merits. When determining whether compassionate or compelling circumstances exists, DIC will consider documentary evidence provided to support the claim, and retain copies of these documents in the student's file.

- 6.7 If the student is below 70% on the projected hours at the end of the study period **and** course progress is unsatisfactory, DIC will notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notification will inform the student that s/he is able to access the internal and external complaints and appeals process as per Standard 8 and that the student has 20 working days in which to do so.
- 6.8 If the student does not appeal against an intention to report notification issued by DIC within 20 working days, or the student withdraws from the appeal process, DIC must report the student to the Department of Education through PRISMS.
- 6.9 Copies of all warning letters, notes from counselling sessions, medical certificates and any other relevant documents must be placed on the student's file.
- 6.10 For VET courses, attendance is used as a means of determining non-attendance for 6 consecutive classes in a study period for the purpose of item 4 of the Course Progress and Intervention Strategy Policy and records are maintained for a period of 4 weeks.

Records Management

- 6.11 Staff members must maintain all records relevant to administering this policy and procedure in the college recordkeeping system.

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7. RELEVANT LEGISLATION AND DOCUMENTS

Documents

Class Attendance Sheets
 Student Record of Results
 Individual Student Support Plan Form
 Individual Student Support Plan Register
 Academic Warning Letters 1, 2 and 3
 Student Complaints and Appeals Form
 Student Complaints and Appeals Outcome Letter

Legislation

According to Standard 8 of National Code 2018:

- 8.1 The registered provider must monitor overseas students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
- 8.2 The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
- 8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
- 8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
- 8.5 The registered provider must clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

8. FEEDBACK

- 8.1 College staff and students may provide feedback about this document by emailing: compliance@dellainternational.edu.au

9. APPROVAL DETAILS

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Administrator	Compliance Manager
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