



Attendance Policy and Procedure

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1. PURPOSE

- 1.1. This document specifies Laneway International College's (the College) learner attendance policy. It sets out, to staff and learners, the process in which international learner attendance is monitored to ensure the College adheres to its statutory obligations under the Vocational Education and Training (VET) Quality Framework and the Education Services for Overseas Students (ESOS) framework.

2. SCOPE

- 2.1. This document applies to all staff and international learners in the College.

3. DEFINITIONS

- 3.1. *Course progress*: is the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
- 3.2. *DIBP* is the Department of Immigration and Border Protection.
- 3.3. *Scheduled course contact hours*: the hours for which learners enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.
- 3.4. *Study period*: is a discrete period of study within a course. All courses offered by the College contain 10-week long study periods.
- 3.5. *Compassionate or compelling circumstances*: are generally those circumstances beyond the control of the learner and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:
 - a) serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time;
 - b) bereavement of close family members such as parents or grandparents;
 - c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies;or
 - d) a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime.and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports)

4. ATTENDANCE REQUIREMENTS

- 4.1. Learners must attend at least 80 per cent of the scheduled course contact hours for each CRICOS registered course in which they are enrolled.

5. ATTENDANCE POLICY

- 5.1. The College monitors learner attendance, and reports learners for unsatisfactory attendance, in line with its obligations under both:
 - a) the *Education Services for Overseas Students Act 2000 (ESOS Act)*, including section 19, and
 - b) the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2017* (the National Code).

- 5.2. The College does not implement the Department of Education—DIBP approved course progress policy and procedures.
- 5.3. In accordance with their student visa conditions, learners must maintain satisfactory attendance *and* course progress.
- 5.4. If a learner's attendance is less than 80 per cent, the College may choose to not report a breach if:
 - a) the learner's attendance is at least 70 per cent
 - b) the learner is maintaining satisfactory academic performance; and
 - c) this is consistent with the College's documented attendance policies and procedures.
- 5.5. The College is proactive in notifying and counseling learners who are at risk of failing to meet attendance requirements.
- 5.6. Where a learner has been assessed as not achieving satisfactory attendance, the College notifies the learner of its intention to report them. The written notice informs the learner that he or she is able to access the College's complaints and appeals process and that the learner has 20 working days in which to do so.
- 5.7. If the learner accesses the College's complaints and appeals process and the process results in a decision that supports the College, the College will report through PRISMS that the learner is not achieving satisfactory attendance as soon as practicable. The College will not report the learner until the process is completed and the outcome supports the College, or the learner has not accessed the College's complaints and appeals process within 20 working days of being notified of the College's intention to report.

6. ATTENDANCE MONITORING AND REPORTING PROCEDURE

MONITORING

- 6.1. Trainers and assessors record learner attendance in class rolls at the beginning *and* end of each class.
- 6.2. Trainers and assessors record learners that leave class prior to the scheduled class end time.
- 6.3. Trainers and assessors submit class rolls to the College administration team at the end of each class for the attendance data to be entered into the learner management system.
- 6.4. At the end of each week, the College administration team runs an attendance report for each cohort of learners.
- 6.5. Learner attendance is calculated as if they were to attend 100 per cent of the remaining classes within a single study period taking into account the absences within that study period at the date of the report.
- 6.6. The College administration team use the attendance report to identify any learners:
 - a) who have been absent for more than five consecutive days without approval; or
 - b) who are *at risk* of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (before the learner's attendance drops below 80 per cent).

LEARNERS AT RISK OF UNSATISFACTORY ATTENDANCE

- 6.7. For any learner identified through 6.6 a) or b) above, the College administration team contacts the learner (firstly by telephone, and secondly by email if telephone contact is unsuccessful) to determine the reason for the attendance issue. The College administration team notifies the College CEO of any instances of this occurring.
- 6.8. If the reason for the attendance issue is identified as a medical reason, the learner is required to provide the College with a medical certificate that stipulates the period of absence due to that medical reason.
- 6.9. If the reason for the attendance issue is identified as homesickness or social issues, the College will attempt to resolve the issue by providing the learner with the opportunity to access appropriate support services.
- 6.10. If the reason for the attendance issue *is* considered by the College to be a compassionate or compelling reason, the College may temporarily suspend the enrolment of the learner while the issue is resolved.

6.11. If the reason for the attendance issue *is not* considered by the College to be a compassionate or compelling reason, the College will remind the learner of its attendance policies, and that maintaining satisfactory attendance is a student visa requirement. The learner will also be informed that if his or her attendance falls below the required level they will be reported and their student visa may be cancelled. If the learner has questions about the student visa condition and the possible outcome of breaching the condition, the College will refer the learner to DIBP.

LEARNERS WHO BREACH ATTENDANCE REQUIREMENTS

6.12. The College administration team also uses the attendance report to identify learners whose attendance *has* dropped below 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled. The College administration team notifies the College CEO of any instances of this occurring.

6.13. In the event that this occurs, the College will notify the learner in writing of its intention to report the learner for not achieving satisfactory attendance. The written notice will inform the learner that he or she is able to access the College's complaints and appeals process and that they have 20 working days in which to do so. Note: The College may decide not to report a learner for breaching the 80 per cent attendance requirement where:

- a) the learner records clearly indicate that the learner is maintaining satisfactory course progress, and
- b) the College confirms that the learner is attending *at least* 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

6.14. Where the learner chooses *not to* access the College's complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College administration team report the learner through PRISMS for not achieving satisfactory attendance as soon as practicable.

6.15. Where the learner *does* choose to access the College's complaints and appeals processes within the 20 working day period, the College's normal complaints and appeals process is applied. The learner's enrolment is unaffected until the process is completed. A learner may appeal on the following grounds:

- a) The College's failure to record or calculate a learner's attendance accurately; or
- b) Compassionate or compelling circumstances; or
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies; or
- d) A traumatic experience which could include:
 - inability to begin studying on the course commencement date due to delay in receiving a student visa; or
 - inability to study for a portion of a study period due to cultural reasons e.g. Arranged marriage, or
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime and this has impacted on the learner (these cases should be supported by police or psychologists' reports).

6.16. Where the learner's internal appeal is unsuccessful, they are informed in writing that they have the right to apply for an external appeal. The learner has 20 working days to provide evidence that they have lodged an external appeal with the Overseas Student Ombudsman.

7. RESPONSIBILITIES

7.1. The Chief Executive Officer is responsible for the implementation of this policy and procedure and to ensure that staff and learners are aware of its content.

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Revision History			
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