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## Attendance Policy

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### PURPOSE

The purpose of this policy is to clarify how Greenwich English College Pty Ltd complies with all legislative and regulatory requirements with respect to student course attendance.

This policy particularly refers to students enrolled in a CRICOS registered course on a Student Visa. This includes students in Vocational Education and Training (VET) courses and English Language Intensive Courses for Overseas Students (ELICOS) courses.

This policy will govern the accompanying procedure and will reflect both full compliance and best practices with all aspects of the legislative and regulatory requirements of a CRICOS registered provider of education services to international students.

### DEFINITIONS

**'Unsatisfactory attendance'** is defined as failure by a student to achieve more than 80% attendance for any study period.

**'Satisfactory attendance'** is defined as a student who achieves more than 80% for any study period.

**'Course'** is defined as any period of study covered by a single eCoE.

**'eCoE'** is defined as an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course

**'PRISMS'** is the Provider Registration and International Students Management System

**'CRICOS'** is the Commonwealth Register of Institutions and Courses for Overseas Students

### POLICY

Greenwich English College Pty Ltd will systematically monitor, record, assess and report on students' attendance of their courses and their compliance with their visa conditions relating to course attendance.

Specifically this policy relates to each holder of a Student Visa in an ELICOS course. All Greenwich English College Pty Ltd VET courses and students enrolled in VET courses, are

managed under the Course Progress Policy as per the allowance of the 2018 National Code Part D, Standard 11.

Student Visa holders are required to attend 20 hours per week for all CRICOS registered courses in which they are enrolled. All courses offered by Greenwich English College Pty Ltd ensure that 20 hours or more are available to students as per advertised timetables. Students are expected to attempt to attend 100% of their classes. The minimum acceptable attendance rate of 80% is made clear to all students prior to their enrolment, prior to their arrival, during their Day one induction, consistently through their enrolment, and via individual electronic and personal communications should their attendance drop to or below the threshold levels of 90%, 85%, and 80%.

Greenwich English College Pty Ltd will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. These records will be reviewed weekly ensuring students are meeting their ongoing obligations regarding attendance and assessing where they are either at risk of, or have in fact fallen below, acceptable levels of attendance.

Greenwich English College Pty Ltd ensures that all students are made aware of their obligations regarding attendance both before and during their enrolment and that all staff are aware of both the students' and the college's obligations regarding attendance. This includes ensuring students are aware of the relevance of explanations for any lack of attendance and the concepts of compelling and compassionate circumstances.

Greenwich English College Pty Ltd will provide, to staff, a policy and procedure that specifies the:

- a. 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;
- b. manner in which attendance and absences are recorded and calculated;
- c. processes for assessing satisfactory attendance;
- d. processes for formal and informal communications with students regarding any attendance concerns prior to their falling below minimum required levels;
- e. procedures for addressing students' claims of compelling and/or compassionate circumstances, including where such appeals do not remove the obligation of Greenwich English College Pty Ltd to report the student;
- f. processes for determining the point at which the student has failed to meet satisfactory attendance;
- g. procedures for notifying students that they have failed to meet satisfactory attendance requirements
- h. procedures of internal and external appeal and reporting where students have failed to meet minimum attendance requirements.

Greenwich English College Pty Ltd will follow a procedure that is transparent to all stakeholders. Communications will be prompt and clear and appropriate to the particular needs of its students, particularly with respect to English language concerns. When and as appropriate communications are also forwarded to a student's representative agent. To best support students, they are encouraged to bring a support person of their choice to any face to face meetings related to attendance and to also seek external assistance, such as that of their education agent, should they wish.

All procedures will be designed in a spirit of care and integrity and to best support students of Greenwich English College Pty Ltd in understanding and complying with their attendance obligations. This includes, but is not limited to, the recognition of compelling and compassionate circumstances.

In all cases of appeal or of claim upon the grounds of compelling and/or compassionate circumstances impacting on a student's attendance, Greenwich English College Pty Ltd will require formal evidence be provided. This may include requirement of official documentation, such as Doctors' Certificates. In such cases, students will again be made aware of the obligation on Greenwich English College Pty Ltd to report should attendance fall below 70% of core course hours, regardless of any circumstances or appeal.

Greenwich English College Pty Ltd will actively pursue up to date information on legislative and regulatory requirements and best practices with respect to this policy and its accompanying procedure.

**Related Code**

National Code 2018 Part D Standard 11

National ELICOS 2018 Standard P1

**Authorising Officer:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Review Date:** \_\_\_\_\_

This policy is to be reviewed twelve (12) months from this date.