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## **Attendance Procedure**

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### **Procedure**

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#### **Pre-arrival & ongoing**

1. Greenwich English College Pty Ltd includes in pre enrolment materials, such as the enrolment application, and in pre arrival materials, such as the Letter of Offer, clear indication of the obligations on Student Visa Holder students and Greenwich English College Pty Ltd with respect to minimum attendance levels.
2. Greenwich English College Pty Ltd makes clear to students in their Day One Orientation all obligations and requirements on Student Visa Holder students and Greenwich English College Pty Ltd with respect to minimum attendance levels. At this stage the general processes for communication of attendance related concerns and warnings are also made clear, both verbally and in writing.
3. Greenwich English College Pty Ltd includes in the student and staff handbooks clear guidance on all obligations and requirements on Student Visa Holder students and Greenwich English College Pty Ltd with respect to minimum attendance levels. This includes the various steps in communication to students and the various actions that Greenwich English College Pty Ltd will take and that students are able and required to take. This information is also displayed in each classroom.
4. Greenwich English College Pty Ltd teachers/trainers will regularly, informally remind students of their student visa attendance obligations. Where individual students miss individual lessons or days, teachers/trainers will speak to them informally on their return to classes to again remind them of their attendance obligations.

#### **Post arrival and ongoing**

1. It is the responsibility of the teachers to record and monitor the attendance levels of their students and report low attendance to the Assistant Director of Studies (ADOS) or Director of Studies (DOS).
2. Attendance is recorded daily on a roll and any student arriving more than 15 minutes late for a session, is recorded as being absent for that session.
3. These records are entered into the student management system, STARS, each week and reviewed by the ADOS.

4. Where a student's current attendance is low, but their Overall Attendance is still high, i.e. the student has missed numerous lessons early in a long course, or when a student visa holder is absent for 3 or more consecutive days within a week, the teacher will immediately, after class, alert the ADOS or DOS.
5. The ADOS or DOS will contact the student to discuss reasons for the absences and provide support for a return to class.
6. Where contact cannot be made, the ADOS or DOS will try other contact options. These could include: student's agent, student's emergency contact, friendship networks or police if necessary.
7. Whenever a student is counselled or is issued a written notice with respect to their attendance a record of this is to be added to the student's record in the student data management system.
8. Whenever a student makes a claim against compassionate or compelling circumstances as the cause and explanation of any absence, the ADOS or DOS will require the student to produce written evidence of this claim, for example - a certificate from a medical professional. The evidence will be recorded in the student management system, but the student will be notified that their attendance level will not be altered.

### Formal Warning Procedures

Where the ADOS finds, in their review of attendance by Student Visa holders, that a student's overall attendance has fallen below 90%, the following sequence of communications and warnings is followed:

1. Where overall attendance is between 90% and 85%, the student is issued with a **1<sup>st</sup> letter of warning** and is approached by their teacher or the ADOS or DOS to discuss the matter.
2. If the student's projected maximum attendance falls to between 85% and 80%, a **2<sup>nd</sup> letter of warning** is issued to the student who is required to meet with the ADOS or DOS to discuss concerns and implement strategies to improve attendance. The ADOS or DOS will continue to actively monitor such students' attendance to ensure sustained improvement is achieved.
3. If a student's Overall Attendance falls below 80%, the student will be issued with a written **Letter of Intention to Report**.
4. The **Letter of Intention to Report** outlines intervention strategies that have been implemented prior to this reporting stage and explains procedures for the student to follow on receipt of the intention to report letter.
5. The **Letter of Intention to Report** will be delivered physically to the student by the ADOS or DOS where ever possible, and via email along with an SMS notification where ever

not possible. Where and as appropriate the student's representative agent is also notified of the issuance of the **Letter of Intention to Report**.

6. The student is advised that they have 20 working days to access the Greenwich English College Pty Ltd Complaints and Appeals Procedure and an appointment is made for the student with the Director of Studies. The student is advised that they are able to bring a support person of their choice to that meeting.
7. Where the student is unable to attend that meeting, the ADOS or DOS are available to discuss any aspects of the procedure on request within the 20 day period.
8. Failure on the student's part to attend this appointment within the 20 day period will lead to an automatic decision that the student has not made a successful appeal and Greenwich English College Pty Ltd will proceed to the next stage of the process.
9. Where the student does attend an appeal meeting, the ADOS or DOS will provide the student with the records of their absences and allow the student to explain why they feel they should not be reported for their attendance or why they feel the attendance records are not correct.
10. Where the student does attend the meeting, it is at the discretion of the DOS not to report a student whose Overall Attendance is below 80% provided both of the following are true:
  - a. there is documentary evidence demonstrating that compassionate or compelling circumstances apply
  - b. the student is attending at least 70 per cent of the course contact hours for which he or she is enrolled
11. In cases where the student's Overall Attendance is demonstrated to be below 70%, the student is informed that Greenwich English College Pty Ltd is obliged to report their failure to meet attendance requirements in PRISMS, regardless of any compelling and/or compassionate circumstances.
12. In all cases, students will be notified in writing, and in person where possible, of the outcome of their appeal, regardless of whether they actually attended an appeal meeting during the 20 working day period.
13. Where the appeal is decided against the student, the student will be notified of their right to external appeal. Contact details for the Overseas Students Ombudsman will be provided. Five working days will be allowed for the student to make use of this option.
14. After five days, should Greenwich English College Pty Ltd not have been contacted by an external appeal agency, the General Manager will give approval an amendment will be made in PRISMS to notify that the student has failed to meet their attendance obligations.
15. During this time and after the amendment is made in PRISMS, Greenwich English College Pty Ltd will maintain the student's enrolment and will continue to provide all services and support to them, until such time as they are directed to do otherwise by the Australia Department of Immigration and Border Protection.

## 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

**'Current Attendance'** is the attendance rate within a particular period of time e.g. 1 week

**'Total Attendance'** is the attendance rate referring to the overall enrolment duration

## FURTHER INFORMATION

Advice on the ESOS Act 2000 and the National Code 2018 contact the ESOS Helpline on: 02 6240 5069 or by email at: [esosmailbox@DET.gov.au](mailto:esosmailbox@DET.gov.au).

Comprehensive information on the ESOS Act 2000 and the National Code 2018 is at: [aei.DET.gov.au/ESOS](http://aei.DET.gov.au/ESOS).

Advice on visa matters at the DIBP website: [www.immi.gov.au](http://www.immi.gov.au) or contact DIBP on 131 881 for the cost of a local call anywhere in Australia.

Advice on PRISMS contact the PRISMS helpline at DET on: 02 6240 7647 or by email at: [prisms@DET.gov.au](mailto:prisms@DET.gov.au)

Authorising Officer: \_\_\_\_\_ Date: \_\_\_\_\_ Review Date: \_\_\_\_\_ T  
his policy is to be reviewed twelve (12) months from this date.