

EMBASSY ENGLISH ATTENDANCE POLICY

Standard 11 of the National Code of Practice requires all providers to have and implement appropriate documented policies and procedures for monitoring student attendance. Where a student has been assessed as not achieving satisfactory attendance, the provider must notify the student of its intention to report the student.

Attendance calculations

Overall attendance	For the purposes of this policy document, Embassy English calculates students' attendance as a percentage of the period of their CoE. This is referred to in the policy as 'overall attendance'.
Current attendance	Where a centre has decided to use its own discretion in issuing verbal warning/s and/or warning letters which are <i>additional to</i> the requirements of this policy those additional warnings may be calculated as a percentage of a student's attendance to date. The outcome of this calculation will be referred to as 'current attendance' and must be specified as such in any communications with students.

1. Student advice

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| 1.1 | At the time of orientation, students are advised of this requirement as part of their written agreement with Embassy English. They are also advised of the consequences of poor attendance. |
| 1.2 | <p>Information on attendance is included in the Student Handbook. It includes:</p> <ul style="list-style-type: none"> - The 80% minimum overall attendance requirement - Satisfactory overall attendance defined as being more than 80% - The consequences of not maintaining satisfactory attendance - The requirement to notify Embassy English if sick - The information that a student may be marked absent if more than 15 minutes late to a class |

2. Attendance monitoring and reporting processes

	<p>2.1 <i>First Warning</i> If overall attendance falls below 90%, or the student has been absent for 5 consecutive days, students will receive a warning. For students under 18, the student's parents will also be notified.</p> <p>2.2 <i>Formal Written Warning</i> If overall attendance falls to 85%, or the student has been absent for 5 consecutive days students will be sent a <i>Formal Written Warning</i>, reminding the student of the condition that of attendance of at least 80% of all scheduled contact hours for the duration of the course and asking him/her to meet with a nominated staff member. For students under 18 years of age, a copy of the letter is sent to the student's parents.</p> <p>The student will be required to sign a Probationary Agreement, which sets out the conditions in relation to attendance for a specified period. One of the conditions will be that the student maintains at least overall 80% attendance.</p> <p>2.3 <i>Notice of Intention to Report</i> If the conditions of the <i>Probationary Agreement</i> are not met, the College will notify the student in writing of its intention to report the student for not maintaining satisfactory attendance. The written notice of the College's decision will inform the student that he/she is able to lodge an appeal through the College's Complaints and Appeals process, and has 20 working days from the nominated date in which to do so. For students under 18 years of age, a copy of the Notice of Intention to Report is sent to the student's parents.</p> <p>A copy of the written notification will be placed on the student's file along with records of all contact with and counselling given in relation to attendance.</p>
3	Reporting of International Students
	<p>If an international student who has not met the mandatory attendance condition, and accesses the Embassy English Complaints and Appeals Process within the required 20 working days (from nominal date of receipt of letter + 3 days), and the process results in a decision that supports the College, the College must report to the <i>Department of Immigration and Border Protection (DIBP)</i> as soon as possible that the student is not achieving satisfactory attendance</p> <p>Where an international student who has not met the mandatory attendance condition chooses not to access the Complaints and Appeals Process within the required time (20 working days from nominal date of receipt of letter + 3 days), the College must report to DIBP as soon as possible that the student is not achieving satisfactory attendance.</p>
4	Special Consideration
	<p>The College appreciates that from time to time, a student may not be able to attend classes due to circumstances beyond his/her control. Where this occurs, special consideration will be given if the circumstances are compassionate or compelling, and sufficient valid evidence is provided by the student to justify this consideration. In such cases, the College may agree to continue the enrolment of a student whose overall attendance has fallen below 80 percent if:</p>

i)	there is documentary evidence demonstrating that compassionate or compelling circumstances apply;
ii)	the student is maintaining satisfactory course progress; previously maintaining
iii)	the student attended at least 70 percent of the scheduled course contact hours.
4.1 Absence Due to Illness	
<p>It is advisable for a student who is ill to obtain a medical certificate. This certificate is to be produced for the College to record in diary notes and in the student's file, and then retained by the student. A medical certificate does not cancel an absence; it only provides an explanation.</p> <p>A student who is too ill to immediately continue his/her studies may apply to have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances, according to the Colleges Deferring, suspending or cancelling a students' enrolment policy and procedure.</p>	
Compassionate or Compelling Circumstances	
Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. In relation to attendance, these could include, but are not limited to:	
i)	serious illness or injury, where a medical certificate states that the student was unable to attend classes;
ii)	bereavement of a close family member such as a parent or grandparent (where possible a death certificate should be provided);
iii)	major political upheaval or natural disaster in the student's region of origin requiring emergency travel and this has impacted on the student's studies; or
iv)	a traumatic experience which could include:
	<ul style="list-style-type: none"> • involvement in, or witnessing of a serious accident, or • witnessing or being the victim of a serious crime,
	and this has impacted on the student (these cases should be supported by police or psychologists' reports).
The Centre Director will use his/her professional judgement to assess each case on its individual merits.	

5	Appeal via External Review – International Ombudsman
	<p>In the event of the complainant remaining dissatisfied with the result or conduct of the College’s internal procedures for handling of the complaint, the complainant has the right to access an external appeals process.</p> <p>The College recommends the student contact the International Ombudsman who provides an External Students Appeals Service. This service is free of charge .</p> <p>The form is available from the website: http://www.oso.gov.au/making-a-complaint/</p>
6.	Appeals against cancellation of enrolment
	<p>The College will not report the student until the external case review process is complete, and findings have supported the College’s decision.</p>

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