


**Austech Institute for Further Education**

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**Attendance Policy and Procedure**

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 <p><b>aife</b> Austech Institute for Further Education</p>	<b>Title</b>
	<b>Attendance Policy and Procedure</b>
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AIFE systematically monitors students' compliance with student visa conditions in relation to attendance according to Standard 11 of the National Code. AIFE is proactive in notifying and counselling students who are at risk of not meeting attendance requirements. AIFE reports students who are found to have breached these attendance requirements in accordance with Section 19 of the ESOS Act.

## Attendance Policy

1. AIFE maintains records of attendance for each student. The students must meet satisfactory attendance requirements for the scheduled course contact hours of each CRICOS registered course in which they are enrolled. If the students wish to lodge an appeal concerning their attendance they may submit either an internal or external appeal to the college by following the steps detailed in AIFE's Complaints and Appeals Policy and Procedure.
2. AIFE assesses the attendance of students on a daily basis to facilitate early identification of any students potentially at risk of not meeting attendance requirements for that given term.
  - a) The 'Daily Attendance Assessment' system enables AIFE to promptly identify:
    - i) Any student who may be at risk of not meeting attending requirements for a given term and,
    - ii) Any student who is absent for 5 consecutive days without prior approval.

In either case, the student identified will be issued with a "Warning Letter" which states the risk and requests that they attend a counseling session with an AIFE Compliance Officer.

- b) The 'Daily Attendance Assessment' system enables AIFE to determine whether any student falls below the required attendance level for the term and will be unable to meet these requirements by the end of term. In this case, the student will be issued with an "Intention to

Report Letter” which states AIFE’s intention to report them via PRISMS for not maintaining satisfactory attendance; the letter also informs the student that he/she is able to follow AIFE’s internal and/or external complaints and appeals process within 20 working days. (Please see Complaints and Appeals Policy and Procedure)

3. AIFE will notify the Secretary of DEEWR through PRISMS according to the following steps:
  - a) AIFE uses PRISMS to report the student.
  - b) PRISMS generates a Section 20 Breach Notice which is sent to the student by AIFE. A copy is also kept by in the student’s file.

When:

- a) The student has chosen not to utilise the internal complaints and appeals process within the 20 working day period;
  - b) The student has withdrawn their appeal;
  - c) The appeals process has been completed and the resultant decision is in favour of AIFE, or;
  - d) The student chooses to lodge an external appeal, after completion of the internal appeal process, and the outcome is in support of AIFE.
4. If a student’s attendance is less than 80 percent, AIFE may choose not to report a breach in the following cases:

**Case 1:**

- a) The student’s attendance is at least 70 percent;
- b) The student is maintaining satisfactory academic performance;

**Case 2:**

The student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply

Compassionate or compelling circumstances may include [but is not limited to] consideration of the following:

- Pregnancy or childbirth

- Inability to commence or resume studies due to visa processing delays
  - Traumatic experiences, such as involvement in or witnessing of a serious accident or crime
  - Serious illness or bereavement of close family members such as parents or grandparents;
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies
  - Traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident;
    - Witnessing or being the victim of a serious crime when this has impacted on the student.
- (These cases should be supported by police or psychologists' reports)
- Where the registered provider was unable to offer a pre-requisite unit; or
  - Inability to begin studying on the course commencement date due to delay in receiving a student visa.

For the purposes of this direction the following would not be considered compelling or compassionate circumstances or a critical incident:

- difficulties in adjusting to living in Australia or academic life
- relationship problems
- financial difficulties
- generally feeling “depressed” about circumstances i.e. where the depression is not clinically diagnosed by a qualified professional (if diagnosed it would have been considered by the education provider under compelling or compassionate circumstances) or
- inability to begin studying on the course commencement date due to not organising travel in sufficient time.

### Notes:

- At AIFE, each year is divided into 4 terms:
  - Term 1: 12 Weeks
  - Term 2: 8 Weeks
  - Term 3: 12 Weeks
  - Term 4: 8 Weeks
- All communication records between AIFE and students will be recorded and filed in the students' file as evidence.
- All staff and students at AIFE have been provided with attendance policies and procedures.

## Attendance Procedure

The customised online attendance recording system, FirstClass Suite, is used for all of AIFE's attendance monitoring purposes. Each trainer has their own secure login user name and password. With the login, trainers are able to access to their own class and record attendance accordingly. Hardcopies of the attendance sheets are also prepared and forwarded to all trainers on a weekly basis as a backup.

1. Student attendance is recorded in class by the trainer on an hourly basis (within 10 minutes of every hour) through the FirstClass web interface.
2. On a daily basis, all attendance records from the previous day will be generated from FirstClass by a designated Compliance Officer. This Compliance Officer will then check the records. If any trainer has failed to submit their attendance records, they will then be asked to provide them within three (3) hours.
3. When all entry of attendance records has been completed, student attendance will then be calculated accordingly. Student attendance records will be imported into CRM after the calculation; student can log in SharePoint which is linked to CRM to check their attendance records.
4. Students' attendance records will be updated daily through student SharePoint web portal. Students can log in to this system to check their attendance records.
5. Student attendance will be monitored by a designated Compliance Officer on a daily basis, (calculated according to "Max.-Possible-Average-Attendance" for each term) will be used:
  - a) If a students' attendance falls below 90% but remains above 80% - or if a student has 5 consecutive absences without prior approval - they will then be issued with Warning Letter to inform them that they may be at risk of breaching their visa conditions, and requesting they attend a counseling session with a Compliance Officer.

- b) In the case that a students' attendance falls below 80% but remains above 70%, it will be addressed on a case-by-case basis. They will either be issued with a Warning Letter, or Intention to Report letter, both of which include information on lodging a complaint or appeal.
  - c) If a student's attendance falls below 70%, they will be then be issued with an Intention to Report Letter which includes information on lodging a complaint or appeal.
6. After receiving an "Intention to Report Letter", the student has 20 working days to lodge an internal appeal with AIFE. If the internal appeal is rejected by AIFE, the student then has 10 working days to lodge their own external appeal, or 5 working days to have AIFE lodge an external appeal on their behalf.
7. When the internal or external appeal period has expired, a designated Compliance Officer will then pass the name list to the ACEO for review and approval. Once the list has been approved, the Compliance Officer will then report the students on the list who are in breach of their visa conditions via PRISMS and generate a letter to the student from PRISMS (Section 20 Breach Notices).
8. A designated Compliance Officer will send the student the Section 20 Breach Notice, and file this notice in the students' file.