

## ELT Student Attendance Management Procedure

### PROCEDURE PURPOSE

This procedure provides more detailed information related to the Attendance Policy, *English Language Teaching*. It outlines the steps that UTS College will take to manage student attendance in accordance with the policy, and the steps that students should take in managing their own attendance.

### SCOPE

This procedure applies to:

- All overseas students on a current student visa who are enrolled in an English Language Teaching (ELT) course
- All staff involved in managing and reporting these students' attendance

It **does not** apply to domestic students, or overseas students on another type of visa (such as a tourist or working holiday visa).

**DEFINITIONS** are set out at the end of this procedure.

### PROCEDURE STEPS

Activity	Description	Responsible
<b>ELT Student Attendance Management</b>		
Record student attendance	1. Teachers will electronically record attendance in every class session.	ELT teaching staff
Notify teacher when they will be absent	2. Student, where possible, contact their teacher every time they will be absent from class <b>prior to the regular class time</b> , via email, phone or SMS. When they are absent due to illness, students need to get a medical certificate	Student
Submit medical certificates	3. Student needs to submit their medical certificate to the Student Centre on the first day they attend a class after an absence. As a result, the absent hours will be recognised as medical hours.	Student
Follow up student absences	4. Student Success Advisers will follow up with absent students referred to them by teachers.	Student Success Adviser

Follow up consecutive absences	<p>5. UTS College will follow up any unapproved absences <b>longer than 5 consecutive days</b> as a matter of urgency.</p> <p><b>Student Success Adviser/Student Success Coordinator</b> will attempt to contact the student via phone, SMS or email</p> <ul style="list-style-type: none"> <li>• if successful, counsel student on the importance of notifying UTS College when absent</li> <li>• if unsuccessful, Student Success Team will raise as a critical incident and notify the relevant authorities (e.g. police, the Department of Home Affairs, next of kin)</li> </ul>	Student Success Adviser/Student Success Coordinator
Track Attendance	<p>6. Student's projected attendance is recorded and calculated on a daily basis.</p> <p>A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using:</p> <p>Already Attended hours (Total hours – Absent hours) + Remaining future hours / Total hours = % Attended.</p>	ITDS
Proactively warn and support students at risk of not maintaining satisfactory attendance	<p>7. <b>First warning: 95% or less</b> When students' projected attendance is calculated at 95% or less, Compliance and Reporting Officer will contact them by email to:</p> <ul style="list-style-type: none"> <li>• remind them of the importance of maintaining satisfactory attendance</li> <li>• advise them to discuss the matter with the Student Success Advisers.</li> </ul> <p>at the discussion, the Student Success Advisers will:</p> <ul style="list-style-type: none"> <li>○ counsel/assist the student to rectify the issue</li> <li>○ keep all documentation/notes on the student</li> </ul> <p><b>Second warning: 87% attendance or less</b> When students' projected attendance is calculated at 87% or less, Compliance and Reporting Officer will contact them by email to:</p> <ul style="list-style-type: none"> <li>• warn them that they are now at risk of being reported to the Department of Home Affairs</li> <li>• require them to make an appointment with the Student Success Advisers ASAP for assistance/advise</li> <li>• tell them they can bring a support person (such as friend or relative) to this appointment if they wish.</li> </ul> <p>at this meeting, the Student Success Adviser will:</p> <ul style="list-style-type: none"> <li>○ counsel/assist student to rectify the issue</li> </ul>	Compliance and Reporting Officer/Student Success Adviser

	<ul style="list-style-type: none"> <li>○ keep all documentation/notes on student file</li> </ul>	
Notify students when UTS College intends to report students to the Department of Home Affairs for breaching the student visa attendance condition	<p>8. When student's projected attendance is calculated at 80% or less, Compliance and Reporting Officer will send them an 'Intention to Report' (ITR) letter</p> <p>The ITR letter will inform the student that:</p> <ul style="list-style-type: none"> <li>• their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa</li> <li>• UTS College intends to inform the Department of Home Affairs of this breach</li> <li>• they have 20 working days to appeal through UTS College's complaints and appeals process, and how they can make an appeal. They may request an interview with their Student Success Adviser if they want to discuss the matter</li> </ul>	Compliance and Reporting Office /Student Success Adviser
Appeal UTS College's intention to report them to the Department of Home Affairs	<p>9. Students may appeal UTS College's intention to report them for breach of their student visa attendance condition on the following grounds:</p> <ul style="list-style-type: none"> <li>i UTS College failed to record or calculate the student's attendance accurately</li> <li>ii There are compassionate or compelling circumstances for the student's low attendance, or</li> <li>iii UTS College did not implement our policies according to the documented policies and procedures that were made available to the student</li> </ul> <p>To make an appeal, the student must write a letter to the Student Compliance Team stating that they are appealing the intention to report, and setting out the grounds for their appeal</p> <p>if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence submit this letter to Compliance and Reporting Officer no more than 20 working days after they received the Intention to Report letter.</p> <p>During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being rejected.</p>	Student

Assess and determine outcome of internal appeals	<p>10. Internal appeals are processed following the below procedures</p> <ul style="list-style-type: none"> <li>• Compliance and Reporting Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents they provided</li> <li>• Once reviewed, Compliance and Reporting Officer submits Appeal Resolution to Student Compliance Team for final decisions</li> <li>• Compliance and Reporting Officer will notify students of the outcome via email and inform the students of access to external appeal process if internal appeal application is rejected.</li> </ul>	Compliance and Reporting Officer/Student Compliance Team
Exercise discretion <b>not</b> to report the student to the Department of Home Affairs	<p>11. When a student's projected attendance is calculated at 80% or less, UTS College may choose not to report them to the Department of Home Affairs (regardless of any appeal process or outcome) in the following circumstances only if:</p> <ul style="list-style-type: none"> <li>• the student's projected attendance is <b>at least 70%</b> of the scheduled course contact hours, <b>and</b></li> <li>• the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences</li> </ul> <p>Compliance and Reporting Officer will notify students of this decision.</p>	Compliance and Reporting Officer
Grant Approved leave to the student	<p>12. UTS College may grant the student Approved leave (temporary suspension of studies) in the following circumstances:</p> <ul style="list-style-type: none"> <li>• the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences, <b>and</b></li> <li>• the Student Success Adviser has assessed that Approved leave is in the best interests of the student</li> </ul>	Student Success Adviser
Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa	<p>13. UTS College will notify the Department of Home Affairs via PRISMS that a student has not maintained satisfactory attendance as soon as practicable after:</p> <ul style="list-style-type: none"> <li>• the 20-working day period for making an appeal has elapsed without the student making an appeal, <b>or</b></li> <li>• the student withdraws from the appeals process before it is completed, <b>or</b></li> <li>• the appeal process is completed and the appeal is rejected</li> </ul>	Compliance and Reporting Officer

<p>Notify the Department of Home Affairs that a student's studies have been terminated</p>	<p>14. For any deferral, suspension or cancellation of enrolment initiated by UTS College, the overseas student must be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process before UTS College notifies the Department of Home Affairs via PRISMS that the student's studies have been terminated. This applies even if an overseas student's misbehaviour is grounds for immediate expulsion, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk (as outlined below).</p> <p>15. Generally, UTS College may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed – for example, in cases of misbehaviour and non-payment.</p> <p>16. The only time UTS College needs to wait for both the internal and external complaints handling and appeals processes to be completed is for course progress and/or attendance breaches.</p> <p>17. The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The registered provider must keep evidence to support this.</p> <p>This may include, but is not limited to when the overseas student:</p> <ul style="list-style-type: none"> <li>• refuses to maintain approved care arrangements, if they are under 18 years of age;</li> <li>• is missing;</li> <li>• has medical concerns, severe depression or psychological issues which lead the provider to             <ul style="list-style-type: none"> <li>○ fear for the overseas student's wellbeing;</li> <li>○ has engaged or threatens to engage in behaviour that is reasonably believed to endanger                 <ul style="list-style-type: none"> <li>○ the overseas student or others; or</li> <li>○ is at risk of committing a criminal offence.</li> </ul> </li> </ul> </li> </ul>	<p>Compliance and Reporting Officer</p>
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Keep accurate records of UTS College's actions in relation to student attendance	18. UTS College will retain, in the student's file, notes and evidence of all actions we take to monitor and manage their attendance, including providing advice and counselling	ITDS/Teacher/Compliance and Reporting Officer /Student Success Adviser
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## DEFINITIONS

Affiliates	UTS College Board members, honorary appointees, contractors, labour hire personnel, volunteers, agency staff and any other person appointed or engaged by UTS College to perform work or functions for UTS College.
Approved leave	ELT students are eligible to apply for leave/Deferral only after completion of 20 weeks of continuous study. Approved leave for ELT students comprises of 10 weeks leave and may require the student to return overseas during this period.
Attendance software solution	System teachers use this to record and monitor attendance
Block	A period of 10 weeks of ELT
Class session	ELT classes are made up of 2 x 2-hour class sessions
Compassionate or compelling circumstances	<p>Circumstances beyond the control of the student that affected their course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury (supported by a medical certificate that states that the student was unable to attend classes)</li> <li>• death of close family members, such as parents or grandparents</li> <li>• a major political upheaval or natural disaster in the student's home country that has required the student to return home</li> <li>• a traumatic experience (such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime) that has affected the student's ability to attend classes (supported by police or psychologist reports)</li> <li>• any other circumstance considered as compassionate or compelling that prevented the student from attending class (supported by documentary evidence)</li> </ul>
Course	The sequence of ELT levels. Used throughout this document to refer to ELT levels

ELT	English Language Teaching program
Intention to Report (ITR) letter	A letter from UTS College to a student to notify them that we intend to report them to the Department of Home Affairs for failing to satisfy student visa conditions
Level	A course of study in ELT offered in a block and undertaken by students with a similar language proficiency
Medical certificate	<p>A certificate issued by a registered medical provider including doctors, dentists (emergency appointments only), psychiatrists and psychologists</p> <p>UTS College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics, etc</p> <p>The medical certificate must be original and must state the provider number. Medical Certificates bought on-line are not acceptable</p>
PRISMS	Provider Registration and International Student Management System (PRISMS)
Projected attendance	<p>A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using</p> $\text{Already Attended hours (Total hours – Absent hours) + Remaining future hours} / \text{Total hours} = \% \text{ Attended}$
Satisfactory attendance	Attendance of at least 80% of scheduled class hours for the study period
Scheduled class hours	Timetabled classes for a study period with 4 hours per day
Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement (contract) issued by UTS College.
Study period	10 weeks – 1 block
Support person	Friend or relative
Teacher	Includes any ELT class teacher or English program coordinator

Teaching period	ELT level
UTS College	UTS College Limited, its representative offices and its controlled entities.

### SUPPORTING DOCUMENTS:

- Attendance Policy ELT
- UTS College Student Handbook
- The National Code 2018
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- First Warning Letter
- Second Warning Letter
- Intention to Report Letter

### ADMIN USE ONLY

APPROVAL	
Position title:	<b>Dean of Studies</b> <span style="float: right;">Date: 8 June 2022</span>
Procedure Title	ELT Student Attendance Management Procedure
Executive	Dean of Studies
Manager	Associate Dean of Studies
Procedure ID	PROC/EDUC/03/22
Effective Date	8 June 2022

### VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0		June 2022	