

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 Insearch 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
ELT STUDENT ATTENDANCE MANAGEMENT		
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 prior to the regular class time , 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. Study Success Advisers will follow up with absent students referred to them by teachers.	Study Success Adviser

<p>Follow up consecutive absences</p>	<p>5. UTS Insearch will follow up any unapproved absences longer than 5 consecutive days as a matter of urgency.</p> <p>Student Welfare Team will attempt to contact the student via phone, SMS or email</p> <ul style="list-style-type: none"> • if successful, counsel student on the importance of notifying UTS Insearch when absent • if unsuccessful, Student Welfare Team will raise as a critical incident and notify the relevant authorities (e.g. police, the Department of Home Affairs, next of kin) 	<p>Student Welfare team</p>
<p>Track Attendance</p>	<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 $\frac{\text{Already Attended hours (Total hours - Absent hours)} + \text{Remaining future hours}}{\text{Total hours}} = \% \text{ Attended.}$</p>	<p>Study Success Adviser / ICT</p>
<p>Proactively warn and support students at risk of not maintaining satisfactory attendance</p>	<p>7. First warning: 95% or less When students' projected attendance is calculated at 95% or less, Education Compliance Officer will contact them by email to:</p> <p>remind them of the importance of maintaining satisfactory attendance</p> <p>advise them to discuss the matter with the Study Success Advisers. At the discussion, the Study Success Advisers will:</p> <ul style="list-style-type: none"> - counsel/assist the student to rectify the issue - keep all documentation/notes on the student' <p>Second warning: 87% attendance or less When students' projected attendance is calculated at 87% or less, Education Compliance Officer will contact them by email to:</p>	<p>Education Compliance Officer / Study Success Adviser</p>

	<p>warn them that they are now at risk of being reported to the Department of Home Affairs</p> <p>require them to make an appointment with the Study Success Advisers ASAP for assistance/advise</p> <p>tell them they can bring a support person (such as friend or relative) to this appointment if they wish</p> <p>At this meeting, the Study Success Adviser will:</p> <ul style="list-style-type: none"> - counsel/assist student to rectify the issue - keep all documentation/notes on student file 	
<p>Notify students when UTS Insearch intends to report students to the Department of Home Affairs for breaching the student visa attendance condition</p>	<p>8. When student's projected attendance is calculated at 80% or less, Education Compliance Officer will send them an 'Intention to Report' (ITR) letter</p> <p>The ITR letter will inform the student that:</p> <p>their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa</p> <p>UTS Insearch intends to inform the Department of Home Affairs of this breach</p> <p>they have 20 working days to appeal through UTS Insearch's complaints and appeals process, and how they can make an appeal</p> <p>they may request an interview with their Study Success Adviser if they want to discuss the matter</p>	<p>Education Compliance Officer / Study Success Adviser</p>

<p>Appeal UTS Insearch's intention to report them to the Department of Home Affairs</p>	<p>9. Students may appeal UTS Insearch's intention to report them for breach of their student visa attendance condition on the following grounds:</p> <ul style="list-style-type: none"> i UTS Insearch failed to record or calculate the student's attendance accurately ii There are compassionate or compelling circumstances for the student's low attendance, or iii UTS Insearch did not implement our policies according to the documented policies and procedures that were made available to the student <p>To make an appeal, the student must:</p> <p>write a letter to Dean of Studies 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 Education Compliance 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 found in UTS Insearch's favour</p>	<p>Student</p>
<p>Assess and determine outcome of internal appeals</p>	<p>10. Internal appeals are processed following the below procedures</p> <p>Education Compliance Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents they provided</p> <p>Once reviewed, Education Compliance Officer submits Appeal Resolution to Dean of Studies for final decisions</p> <p>Executive Assistance of Dena of Studies will notify students of the outcome via emails, and inform the students of access to eternal</p>	<p>Education Compliance Officer / Dean of Studies / Executive Assistant of DOS</p>

	<p>appeal process if internal appeal application is rejected.</p>	
<p>Exercise discretion not to report the student to the Department of Home Affairs</p>	<p>11. When a student's projected attendance is calculated at 80% or less, UTS Insearch 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"> the student's projected attendance is at least 70% of the scheduled course contact hours, and the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences <p>Education Compliance Officer will notify students of this decision.</p>	<p>Education Compliance Officer</p>
<p>Grant Approved leave to the student</p>	<p>12. UTS Insearch may grant the student Approved leave (temporary suspension of studies) in the following circumstances:</p> <p>the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences, and</p> <p>the Study Success Adviser has assessed that Approved leave is in the best interests of the student</p>	<p>Study Success Adviser</p>
<p>Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa</p>	<p>13. UTS Insearch will notify the Department of Home Affairs via PRISMS that a student has not maintained satisfactory attendance as soon as practicable after:</p> <p>the 20 working day period for making an appeal has elapsed without the student making an appeal, or</p> <p>the student withdraws from the appeals process before it is completed, or</p> <p>the appeals process is completed and the appeal is rejected</p>	<p>SSCR</p>

<p>Notify the Department of Home Affairs that a student's studies have been terminated</p>	<p>14. UTS Insearch will notify the Department of Home Affairs via PRISMS that the student's studies have been terminated as soon as possible when:</p> <p>the student stops attending a course or does not return from leave, and/or</p> <p>we have made repeated unsuccessful attempts to contact them</p> <p>In the above circumstances:</p> <p>UTS Insearch is not required to give the student access to the appeals process</p> <p>the student is not entitled to a refund unless approved by the Chief Operating Officer</p>	<p>SSCR</p>
<p>Keep accurate records of UTS Insearch's actions in relation to student attendance</p>	<p>15. UTS Insearch 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</p>	<p>ICT/Teacher/ Education Compliance Officer /Study Success Adviser/SSC R</p>

DEFINITIONS

<p>Approved leave</p>	<p>ELT students are eligible for Approved leave/Deferral only after completion of 20 weeks of continuous study. Approved leave for ELT students comprises of 5 weeks leave</p>
<p>Attendance software solution</p>	<p>System teachers use to record and monitor attendance</p>
<p>Compassionate or compelling circumstances</p>	<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"> • serious illness or injury (supported by a medical certificate that states that the student was unable to attend classes) • death of close family members, such as parents or grandparents • a major political upheaval or natural disaster in the student's home country that has required the student to return home • 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)

	<ul style="list-style-type: none"> any other circumstance considered as compassionate or compelling that prevented the student from attending class (supported by documentary evidence)
Class session	ELT classes are made up of 2 x 2-hour class sessions
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 Insearch to a student to notify them that we intend to report them to the Department of Home Affairs for failing to maintain satisfactory attendance, in breach of their student visa conditions
Level	A course of study in ELT offered at particular language levels
Medical certificate	<p>A certificate issued by a registered medical provider including doctors, dentists (emergency appointments only), psychiatrists and psychologists</p> <p>UTS Insearch 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> $\frac{\text{Already Attended hours (Total hours - Absent hours)} + \text{Remaining future hours}}{\text{Total hours}} = \% \text{ Attended}$
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
SSCR	Student Sponsorship Compliance and Reporting
Study period	5 weeks – 1 term
Support person	Friend or relative
Teaching period	ELT level

Teacher	Includes any ELT class teacher or level leader
Term	5 weeks

SUPPORTING DOCUMENTS:

- Attendance Policy ELT
- ELT 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	
Signature:	
Name: Tim Laurence, Dean of Studies Date: 15 January 2020	
Procedure Title Executive Manager	ELT Student Attendance Management Procedure Dean of Studies Associate Dean of Studies
Procedure ID Effective Date:	PROC/EDUC/03/20 15 January 2020