

Attendance Management Procedure - UTS Foundation Studies / Cambridge International AS and A Levels Program / English Language Program

1. PURPOSE

This procedure outlines the processes and steps for managing student attendance at UTS College across the UTS Foundation Studies, Cambridge International AS and A Levels, and English Language Program (ELP). It includes the monitoring of attendance and the reporting of students to the Department of Home Affairs.

This procedure should be read in conjunction with the Attendance Policy- UTS Foundation Studies / Cambridge International AS and A Levels Program / English Language Program.

2. SCOPE

This procedure applies to:

- All overseas students on a current student visa enrolled in:
 - UTS Foundation Studies
 - Cambridge International AS & A Levels Program
 - English Language Program
- All UTS College staff involved in teaching, monitoring, managing or reporting student attendance

This procedure does **not** apply to:

- Domestic students
- Overseas students studying on non-student visas (e.g. visitor or working holiday visas)

This policy applies to all teaching modes (on-campus, online, blended) and the UTS College Sydney campus.

3. PROCEDURES

3.1. Recording Attendance

- 1) Teachers will electronically record attendance in every class session.
- 2) Record the attendance of students who are U18 within 15 minutes of class starting.

- 3) Students should, where possible, contact their teacher before the regular class time whenever they will be absent.
- 4) For UTS Foundation Studies and Cambridge International AS and A Levels Program students, notification should be made via Canvas messages.
- 5) For English Language Program students, notification may be made by email, phone or SMS.
- 6) Where absence is due to illness, students must obtain a medical certificate.
- 7) Students must submit their medical certificate to the UTS College Student Centre on the first day they return to class after the absence. The absent hours will then be recognised as approved absences.

3.2 Following up absences

- 1) Student Success Advisers will follow up with absent students referred by teachers.
- 2) Teachers use the alert system to flag students who are U18 who fail to attend class within the first 15 minutes.
- 3) Any unapproved absence longer than 5 consecutive days must be followed up as a matter of urgency.
- 4) Student Success Advisers will attempt to contact the student by phone, SMS or email.
- 5) If contact is successful, the student will be counselled on the importance of notifying UTS College when absent.
- 6) If contact is unsuccessful, the Student Success Team will treat the matter as a critical incident and notify relevant authorities where required, such as the police, the Department of Home Affairs, or the student's next of kin.

3.3 Tracking projected attendance

- 1) A student's projected attendance is recorded and calculated daily.
- 2) A student is given 100% attendance at the beginning of the study period.

- 3) Projected attendance is calculated as follows:

Already Attended hours (Total hours - Absent hours) + Remaining future hours / Total hours = % Attended

3.4 Warning and support process

- 1) When projected attendance is 95% or less, the student will receive a first warning by email.
- 2) The first warning will remind the student of the importance of maintaining satisfactory attendance and advise them to discuss the matter with a Student Success Adviser.
- 3) At that discussion, the Student Success Adviser will counsel and assist the student to rectify the issue and keep notes and documentation on the student file.
- 4) When projected attendance is 87% or less, the student will receive a second warning by email.
- 5) The second warning will advise that the student is at risk of being reported to the Department of Home Affairs, require the student to make an appointment with a Student Success Adviser as soon as possible, and advise that the student may bring a support person such as a friend or relative.
- 6) At that meeting, the Student Success Adviser will counsel and assist the student to rectify the issue and keep notes and documentation on the student file.

3.5 Intention to report

- 1) When projected attendance is 80% or less, the student will receive an Intention to Report letter by email.
- 2) The Intention to Report letter will advise the student that:
 - a) their projected attendance has fallen to 80% or less and they have therefore breached the attendance condition of their student visa
 - b) UTS College intends to inform the Department of Home Affairs of the breach
 - c) the student has 20 working days from the day of notice to appeal through UTS College's complaints and appeals process, including information on how to make an appeal

d) the student may request an interview with a Student Success Adviser to discuss the matter.

3.6 Internal appeals

- 1) A student may appeal UTS College's intention to report them for breach of their student visa attendance condition on one or more of the following grounds:
 - a) UTS College failed to record or calculate the student's attendance accurately
 - b) there are compassionate or compelling circumstances for the student's low attendance
 - c) UTS College did not implement its policies and procedures in accordance with those made available to the student.
- 2) To make an appeal, the student must:
 - a) write to the Complaints and Appeals Office stating that they are appealing the intention to report and setting out the grounds for appeal
 - b) provide supporting documentary evidence where the appeal is based on compassionate or compelling circumstances
 - c) submit the appeal no more than 20 working days after receiving the Intention to Report letter.
- 3) During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being unsuccessful.
- 4) Internal appeals are processed as follows:
 - a) the Student Compliance Officer will prepare the student's appeal resolution, including the internal appeal letter and supporting documents provided by the student
 - b) once reviewed, the Student Compliance Officer will submit the appeal resolution to the Student Support Manager for a final decision
 - c) the Student Compliance Officer will notify the student of the outcome by email and advise the student of access to the external appeal process if the internal appeal is unsuccessful.

3.7 Discretion not to report

- 1) When a student's projected attendance is 80% or less, UTS College may decide not to report the student to the Department of Home Affairs, regardless of any appeal process or

outcome, only if:

- a) the student's projected attendance is at least 70% of the scheduled course contact hours, or
- b) the student has provided documentary evidence demonstrating compassionate or compelling circumstances for the absences.

- 2) The Student Compliance Officer or Compliance and Reporting Officer, as applicable, will notify the student of this decision.

3.8 Deferral or approved leave

UTS College may grant a deferral of studies or approved leave for one study period to an eligible student who has failed to maintain satisfactory attendance where:

- a) the student has provided documentary evidence demonstrating compassionate or compelling circumstances for the absences, or
- b) UTS College considers deferral to be in the best interests of the student.

3.9 Reporting to the Department of Home Affairs

- 1) A student may be reported via PRISMS where the student:
 - a) does not access the complaints or appeals process within the 20 working day period
 - b) withdraws from the complaints or appeals process
 - c) completes the complaints and appeals process and the attendance breach is confirmed and no external appeal is accessed
 - d) accesses an external appeal and the outcome is in favour of UTS College.
- 2) The UTS College Student Support Manager will review the student file and make a recommendation on whether the student should be reported via PRISMS.
- 3) For UTS Foundation Studies students, the UTS Compliance Officer will review the student file to confirm that the policy and procedure have been complied with before the recommendation to report is actioned.
- 4) The Student Compliance Officer will report the student to the Department of Education and the Department of Home Affairs via PRISMS as soon as practicable.

3.10 Record keeping

UTS College will retain on the student file notes and evidence of all actions taken to monitor and manage attendance, including advice and counselling provided to the student.

4. RESPONSIBILITIES

4.1 Teaching staff

- Teaching staff are responsible for electronically recording attendance in every class session and referring student absences for follow up where required.

4.2 Students

- Students are responsible for managing their attendance, notifying their teacher of absences where possible, obtaining and submitting medical certificates where relevant, lodging any appeal within the required timeframe, and continuing to attend scheduled classes during any appeal process.

4.3 Student Success Advisers

- Student Success Advisers are responsible for following up absences, counselling and supporting students at risk, maintaining notes on student files, and discussing attendance concerns and support options with students.

4.4 Student Systems Analyst / ITDS

- The Student Systems Analyst or ITDS, as applicable, is responsible for tracking and calculating projected attendance and supporting the attendance warning process.

4.5 Compliance Reporting Officer

- The Compliance Reporting Officer is responsible for issuing or coordinating Intention to Report communications, assessing appeal documentation, notifying students of appeal outcomes or discretionary decisions, and reporting students via PRISMS where required.

4.6 Student Support Manager

- The Student Support Manager is responsible for reviewing appeal outcomes and reporting recommendations and making final decisions where this procedure assigns that responsibility.

5. RELATED DOCUMENTS

UTS College Policies and Procedures

- Attendance Policy - UTS Foundation Studies / Cambridge International AS and A Levels Program / English Language Program
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Deferral, Leave of Absence and Withdrawal Policy
- Deferral, Leave of Absence and Withdrawal Procedure
- UTS College Student Handbook
- First Warning Letter
- Second Warning Letter
- Intention to Report Letter.

Legislation

- Education Services for Overseas Students (ESOS) Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students (National Code) 2018.

DEFINITIONS

Term	Definition
Approved leave	For English Language Program students, temporary suspension of studies approved by UTS College where compassionate or compelling circumstances are established and approved leave is assessed to be in the student's best interests.

Compassionate or compelling circumstances	<p>Circumstances beyond the control of the student that affected their course attendance 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) • any other circumstance considered as compassionate or compelling that prevented the student from attending class (supported by documentary evidence).
Confirmation of Enrolment (CoE)	A document we provide electronically to intending overseas students that must accompany their application for a student visa. The CoE confirms the overseas student's eligibility to enrol in a particular course at UTS College.
Deferral	Temporary suspension of studies for one semester for overseas students studying academic programs with the deferral, approved by UTS College on compassionate or compelling grounds.
Intention to Report (ITR) letter	A letter from UTS College to a student to notify them that UTS College intends to report them to the Department of Home Affairs for failing to maintain satisfactory attendance in breach of student visa conditions.
Medical certificate	A certificate issued by a registered medical provider including doctors, dentists (Emergency appointments only), psychiatrists and psychologists. UTS College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics, and so forth. The medical certificate must be original and must state the provider number. Medical certificates bought online are not acceptable.
PRISMS	Provider Registration and International Student Management System.
Projected attendance	A student is given 100% attendance at the beginning of the study period. Attendance will then be calculated as: $\text{Already Attended hours} / (\text{Total hours} - \text{Absent hours}) + \text{Remaining future hours} / \text{Total hours} = \% \text{ Attended}$.
Satisfactory attendance	Attendance of at least 80% of scheduled class hours for the study period.
Scheduled class hours	Timetabled classes for a study period.

Staff	People employed to work on an ongoing, fixed term, sessional or casual basis under the terms and conditions of an employment agreement issued by UTS College.
Student	In this procedure, a student means an overseas student on a current student visa enrolled in UTS Foundation Studies, Cambridge International AS and A Levels Program, or English Language Program.
Study period	4 weeks- summer semester (Cambridge International AS and A Levels Program) 13 weeks - one semester (UTS Foundation Studies, Cambridge International AS and A Levels Program) 10 weeks-one term/block (English Language Program)
Student Success Adviser	Student Success Advisers are responsible for liaising with teaching staff to identify students at risk, offering learning support and other relevant support to students.
Support person	Friend or relative.
Teacher	Includes any UTS Foundation Studies / Cambridge International AS and A Levels Program and English Language Program class teacher, academic coordinator and academic English coordinator.
UTS College	UTS College Limited, its representative offices and its controlled entities.

APPROVAL		
Procedure Title	Attendance Management Procedure - UTS Foundation Studies / Cambridge International AS and A Levels Program / English Language Program	
Procedure ID	PROC/EDUC/02/26	
Procedure Category	Academic	
Procedure Audience	Staff, Students	
Procedure Custodian	Student Support Manager	
Approval Authority	Academic Board	
Endorsed by	ASC	Date: 30 April 2026
Approved by	Academic Board	Date: 21 May 2026
Next Review Date	20 May 2029	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0	Student Support Manager	New consolidated procedure combining UTS Foundation Studies, Cambridge International AS and A Levels Program, and English Language Program attendance management requirements, with the new procedure template.	April 2026