

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

PROCEDURE PURPOSE

This procedure explains the process and steps for managing UTS Foundation Studies / Cambridge International AS and A Levels Program student attendance at UTS College (including monitoring attendance and reporting students to the Department of Home Affairs). It should be read in conjunction with the *Attendance Policy- UTS Foundation Studies / Cambridge International AS and A Levels Program*

SCOPE

This procedure applies to:

- All overseas students on a current student visa who are enrolled in a UTS Foundation Studies / Cambridge International AS and A Levels Program course
- All staff involved in the management and reporting of UTS Foundation Studies / Cambridge International AS and A Levels Program students' attendance.

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
STUDENT ATTENDANCE MANAGEMENT PROCEDURE		
Record student attendance	1. Teachers will electronically record attendance in every class session.	Teaching staff
Notify teacher when absent	2. Students, where possible, contact their teacher every time they will be absent from class prior to the regular class time , via Canvas messages. When they are absent due to illness, students need to get a medical certificate.	Student
Submit medical certificates	3. Students need to submit their medical certificate to the UTS College 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 Advisers

Follow up consecutive absences	<p>5. Any unapproved absences longer than 5 consecutive days without approval will be followed up as a matter of urgency.</p> <p>Student Success Advisers 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 College when absent • if unsuccessful, Student Success Team will raise as a critical incident and the relevant authorities will be notified (e.g. police, the Department of Home Affairs, next of kin) 	Student Success Advisers / Student Systems Analyst
Track student 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>	Student Systems Analyst
Proactively warn and support students at risk of not maintaining satisfactory attendance	<p>7. First warning: 95% or less When students' projected attendance is calculated at 95% or less, students will receive a warning letter via email to:</p> <ul style="list-style-type: none"> • remind them of the importance of maintaining satisfactory attendance • advise them to discuss the matter with Student Success Advisers . At the discussion, the Student Success Adviser will counsel/assist students to rectify the issue and keep all documentation/notes on the students' files <p>Second warning: 87% attendance or less When students' projected attendance is calculated at 87% or less, students will receive a warning letter via email to:</p> <ul style="list-style-type: none"> • warn them that they are now at risk of being reported to the Department of Home Affairs • require them to make an appointment with Student Success Advisers as soon as possible for assistance/advice • tell them they can bring a support person (such as friend or relative) to this appointment if they wish • At this meeting, Student Success Adviser will counsel/assist students to rectify the issue and keep all documentation/notes on students' files 	Student Systems Analyst / Student Success Advisers

<p>Notify students when UTS College intends to report student to the Department of Home Affairs for breaching the student visa attendance condition</p>	<p>8. When students 'projected attendance is calculated at 80% or less, students will receive an 'Intention to Report' (ITR) letter via email.</p> <p>The ITR letter will inform students that:</p> <ul style="list-style-type: none"> • their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa • UTS College intends to inform the Department of Home Affairs of this breach • 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 Advisers if they want to discuss the matter 	<p>Student Systems Analyst /Student Success Advisers</p>
<p>Appeal UTS College's intention to report them to the Department of Home Affairs</p>	<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> <ol style="list-style-type: none"> i. UTS College failed to record or calculate the student's attendance accurately; or ii. There are compassionate or compelling circumstances for the student's low attendance; or iii. UTS College 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> <ul style="list-style-type: none"> • write a letter to Student Complaints Resolution Office stating that they are appealing the intention to report, and setting out the grounds for their appeal • if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence • submit this letter to Complaints and Appeals Office no more than 20 working days after they received the Intention to Report letter <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 College's favour.</p>	<p>Student</p>

<p>Assess and determine outcome of internal appeals</p>	<p>10. Internal appeals are processed following the below procedure</p> <ul style="list-style-type: none"> • Student Compliance Officer will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents they provided • Once reviewed, Student Compliance Officer submits Appeal Resolution to Student Services Manager for final decisions • Student Compliance Officer will notify students of the outcome via email and inform students of access to external appeal process if internal appeal application is rejected. 	<p>Student Compliance Officer/Student Services Manager</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 College may exercise our discretion 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, • or the student has provided documentary evidence that demonstrates compassionate or compelling circumstances for their absences <p>Student Compliance Officer will notify the student of this decision.</p>	<p>Compliance and Reporting Officer</p>
<p>Deferral of studies</p>	<p>12. We may grant deferral of studies for one semester to an eligible student who has failed to maintain satisfactory attendance if:</p> <ul style="list-style-type: none"> • the student has provided documentary evidence that demonstrates compassionate and compelling circumstances for their absences, • or • we consider deferral is in the best interest of the student. 	<p>Student Success Advisers</p>

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<p>Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa</p>	<p>15. Student Compliance Officer will make a recommendation to the UTS College Student Services Manager that the student be reported via PRISMS.</p> <p>If the student:</p> <ul style="list-style-type: none"> - chooses not to access the complaints or appeals processes within the 20-working day period; - withdraws from the complaints or appeals process; or - on completion of the complaints and appeals process unsatisfactory attendance is confirmed and no external appeals have been accessed. - accesses external appeal and the appeal outcome is in favour of UTS College. <p>For UTS Foundation Studies Students</p> <p>The UTS Compliance Officer will review the student's file to ensure policy and procedure have been complied with and, if satisfied that all steps have been complied with, advise the Student Compliance Officer that the student can be reported via PRISMS</p> <p>16. The UTS College Student Services Manager will review the student's file and make a recommendation to Student Compliance Officer on whether the student should be reported via PRISMS.</p>	

	<p>17. Student Compliance Officer will report the student to the Department of Education and the Department of Home Affairs via PRISMS as soon as practical.</p>	
<p>Keep accurate records of UTS College's actions in relation to student attendance</p>	<p>16. 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</p>	<p>Student Systems Analyst / Teaching staff / Student Compliance Officer / Student Success Advisers</p>

DEFINITIONS

<p>Attendance software solution</p>	<p>System teachers use to record and monitor attendance</p>
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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)
Deferral	Temporary suspension of studies for one semester for overseas students studying academic programs with the leave approved by UTS College on compassionate or compelling ground.
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 maintain satisfactory attendance, in breach of their 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, etc. 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 (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
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.
Students	In this policy, 'students' refers to overseas students on a current student visa.
Study period	One semester in a Graduate Certificate, Diploma, UTS Foundation Studies program or Cambridge International AS and A Levels Program

Support person	Friend or relative
Teacher	Includes any UTS Foundation Studies / Cambridge International AS and A Levels Program class teacher
UTS College	UTS College Limited, its representative offices and its controlled entities.

SUPPORTING DOCUMENTS:

- Attendance Policy - UTS Foundation Studies / Cambridge International AS and A Levels 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 First Warning Letter
- Second Warning Letter
- Intention to Report letter

ADMIN USE ONLY

APPROVAL		
Procedure Title	Attendance Management Procedure UTS Foundation Studies / Cambridge International AS and A Levels Program	
Procedure ID	PROC/EDUC/11/24	
Procedure Category	Academic	
Procedure Audience	Staff, Students, Affiliates and Third Parties	
Procedure Owner	Student Services Manager	
Approval Authority	Academic Board	
Endorsed by	ASC	Date: 23 March 2024
Approved by	Academic Board	Date: 16 May 2024
Next Review Date	15 May 2027	

APPROVAL		
Position title:	Dean	Date: 6 May 2024
Procedure Title	Attendance Management Procedure - UTS Foundation Studies / Cambridge International AS and A Levels Program	
Executive	Dean	
Manager	Student Services Manager	
Procedure ID	PROC/EDUC/11/24	
Effective Date	6 May 2024	

VERSION HISTORY

No.	Author	Description of change/purpose	Date
1.0	Student Success Team Lead	Updated to reflect changes of roles and responsibilities for Student Success Adviser	June 2022
1.1	Student Services Manager	Updated to include Cambridge International AS and A levels	April 2024
1.2	Student Services and Administration Manager	Renamed Student Complaints Resolution Office (SCRO) to Complaints and Appeals Office Added new mailbox complaints.appeals@utscollege.edu.au .	October 2025