PR_AC_023 Attendance Monitoring (ELICOS students)

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Scope
These procedures apply to all Torrens University Language Centre (TULC) students.

Attendance
According to section 7 of the Academic Progression Policy, Torrens University Australia students are informed of attendance and participation requirements at the time of enrolment, and further information is published on the Learning Portal. For ELICOS Students, important information on attendance monitoring procedures is explained during their Orientation presentation. It is also published in the Student Handbook which all students receive on Day One. From commencement of their course all ELICOS students are counselled to maintain satisfactory attendance and advised that if they are unable to attend the University for medical reasons that they should provide medical certificates to substantiate their absences.

Attendance monitoring
Under the Academic Progression Policy, ELICOS students are considered to have achieved satisfactory attendance if they have attended 80% or above of scheduled contact hours within the study period. When a student’s attendance falls below 90%, the University will closely monitor the student’s attendance and undertake regular interventions.

- Initial action will be taken when an ELICOS student’s overall attendance falls below 90%.

  Students are advised of their falling attendance rate and issued with the first formal warning notification. The student will be asked to provide medical certificates and encouraged to meet with their teacher or the Academic Manager at their campus to discuss the reasons for their absences and the importance of maintaining satisfactory attendance. All correspondence is recorded in the Student Records Management System.

- Further action will be taken as soon as an ELICOS student’s overall attendance falls by an additional 5% or below 85%.

  A second warning notification is issued to the student if their overall attendance falls by an additional 5%, indicating that a further fall in attendance may lead to the student being reported to the Department of Home Affairs (DHA)/Department of Education for breach of their student visa. They will be asked to meet with a staff member to discuss their attendance. The student will be required to provide medical certificates and meet with a staff member at their campus to discuss the reasons for...
their absences and the importance of maintaining satisfactory attendance. In cases of illness, the student will be encouraged to seek medical advice and for personal issues, to see the student counsellor.

- If an ELICOS student is unable to achieve at least 80% attendance, the student will be issued with a Notice of Intention to Report (ITR) to DHA.
  - The notice will outline the student’s right of appeal, as per the Student Complaints Policy. If the student:
    - has not lodged a review request (internal appeal) within 20 working days from the date the ITR was issued, the University will cancel their enrolment and report them to DHA;
    - has chosen not to access the external review process, the University will cancel their enrolment and report them to DHA;
    - has chosen to withdraw from the internal appeal and external review process by notifying the University in writing, the University will cancel their enrolment and report them to DHA;
    - has lodged a review (internal appeal) request but the outcome has upheld the University’s intention to report decision, the student will be informed of their right to access an External Review Process within 10 working days. The Overseas Students Ombudsman (OSO) will be the most appropriate external agency to review cases against the University’s decision to report students for failure to meet the minimum attendance requirement. If the University does not receive advice confirming that an external review has been lodged within the prescribed period, the student will be reported for unsatisfactory attendance.

In addition, students must not be absent for more than five consecutive days without approval from their Program Director (or delegated nominee). If students fail to secure an approval and they miss classes for more than five consecutive days, they will be contacted to make an appointment with the University to discuss their attendance. In the event that a student is absent for five consecutive days, the following process will apply:

1. The teacher will notify the TULC Academic Manager on campus about the student’s absence
2. The TULC Academic Manager will:
   2.1 call and email the student, and if the student is under 18, the Campus Director will contact the student’s guardian,
   2.2 log the communications in the Student Records Management System, and
   2.3 contact the student’s Educational Agent who may be able to contact the student.
3. If the student cannot be reached or located, the University will make reasonable efforts to locate the student, including notifying the police and any other relevant Commonwealth, state or territory agencies as soon as practicable.

If there is concern regarding the welfare of an under 18 international student, the University will apply the process outlined in the Critical Incident Management Procedure.

**Process**

- Learning Facilitators use class attendance rolls to record student attendance at each scheduled class. The learning facilitator records attendance in every session of the scheduled class. Students are marked present or absent for every 1 hour of face to face teaching, up to a total of 20 hours per week.
• The University records and updates students’ attendance weekly in the Student Records Management System.
• The University provides welfare and academic support to all students: Student Support.
• Students who are 15 minutes late to a session are marked absent for that session. This information is explained to the students during their Orientation presentation and is outlined in the Student Handbook. The learning facilitator returns the roll to Student Services at the end of each session.
• If a student was unable to present a medical certificate immediately following their absence, they may present this during the appeal process and the record of absence can be rectified during the internal review (appeal) process. A copy of the medical certificate is uploaded to the student’s file in the Student Records Management System.
• The student who has received an ITR must meet with the TULC Academic Manager on campus to discuss the ITR, what evidence can be submitted as part of their internal appeal, and the implications of the decision.
• In all cases, the internal appeal outcome is to be decided by the TULC Program Director. Refer to the Internal Review (Appeal) below for further information.

Record keeping and confidentiality
Records of all attendance handled under the relevant section of the Academic Progression Policy, and this procedure shall be maintained for at least five years in the Student Records Management System for auditing purposes by the government and relevant accrediting bodies.

Internal review (appeal)
Students who wish to appeal an action taken against them under the relevant policy and this procedure may do so under the Student Complaints Policy. When appealing an Intention to Report for failing to meet the University’s attendance requirements, complete and submit the TULC Internal Review (Appeal) Form and supporting documentation. For further information, refer to Internal Review (Appeal) Procedure. Once the form has been submitted, Student Administration will raise the relevant academic process for approval by the TULC Program Director.

External review
A student who is not satisfied with the outcome of their appeal may request an external review of the decision. The student must notify the University of their intention to lodge an external appeal within 10 working days from receipt of the internal appeal outcome. For information, please refer to the External Review Procedure.