

## ATTENDANCE PROCEDURE ELT

### Procedure Statement

This procedure explains the handling of ELT student attendance (including monitoring attendance and reporting students to DIBP) at INSEARCH and should be read in conjunction with the *Attendance Policy ELT*.

### SCOPE

This procedure applies to all ELT students on current student visas and all staff involved in the management and reporting of ELT students' attendance.

This procedure does not apply to INSEARCH domestic students, or students on other types of visa (i.e. tourist or working holiday visas).

### DEFINITIONS

Approved leave	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.
Attendance software solution	System by which tutors monitor attendance
Compassionate or compelling circumstances	<p>'Compassionate or compelling circumstances' are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>• bereavement of close family members such as parents or grandparents</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• a traumatic experience which could include: <ul style="list-style-type: none"> <li>involvement in, or witnessing of a serious accident;</li> <li>and</li> <li>witnessing or being the victim of a serious crime.</li> </ul> </li> </ul> <p>and this has impacted on the student (these cases should be supported by police or psychologists' reports) Any other circumstance would require evidence to be considered as compassionate or compelling.</p>
Class session	ELT classes are made up of 2x2 hour class sessions
Course	<p>The sequence of ELT levels.</p> <p>The term "course" is used throughout this document to refer to <u>ELT levels</u>.</p>

DIBP	Department of Immigration and Border Protection
DoE	Australian Government Department of Education
ELT	English Language Teaching program
Excluded/ Exclusion	Students who are excluded are not permitted to re-enrol in a course at INSEARCH
Intention to Report (ITR)	In the context of this policy the notice of INSEARCH's Intention to Report an international student to DIBP (Department of Immigration & Border Protection) for not achieving satisfactory attendance, which is in breach of student visa conditions
Level	A course of study in ELT offered at particular language levels.
Medical certificate	A certificate issued by a registered medical provider such as hospitals, doctors, dentists (Emergency appointments only), psychiatrists and psychologists. Insearch 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.
Non genuine / non bona fide student	A student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.
Prisms	Provider Registration and International Students Management System (PRISMS).
Satisfactory course attendance	Attendance of at least 80% of scheduled course contact hours for the study period.
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

## STEPS

Action	Description	Responsible
Record attendance	Record attendance every class session using the attendance software solution	Teacher
When absent	Notify INSEARCH Academic Advisers of absences and give reason for absences Please note: All absences due to illness should be supported by a medical certificate	Student
Submit medical certificates	Medical certificates must be submitted to the INSEARCH Student Centre on the first day back to INSEARCH after absence	Student
Follow up	Follow up on student absences and any pending medical certificates	Academic Adviser

Action	Description	Responsible
Consecutive absences	<p>Any absences <b>longer than 5 consecutive days</b> without approval will be investigated as a matter of urgency</p> <ul style="list-style-type: none"> <li>Academic Adviser will attempt to contact the student via phone, sms or email</li> <li>If student is not able to be contacted their agent will be contacted.</li> <li>Academic Adviser will counsel student on the importance of notifying INSEARCH when absent.</li> <li>If contact cannot be made, INSEARCH will raise as a critical incident and the relevant authorities will be notified (eg police, DIBP, next of kin)</li> </ul>	Academic Adviser / Student admissions
Warning/ Preventative action provided to students	<p><b>90% Attendance or less warning in week two</b></p> <ul style="list-style-type: none"> <li>Letter/email and/or SMS sent to alert student their attendance is at risk.</li> <li>Students will be advised to discuss the matter with the Academic Adviser.</li> <li>Academic Adviser will counsel/assist student to rectify the issue.</li> <li>All documentation/notes to be kept on student file</li> </ul> <p><b>80% Attendance or less warning in week 3</b></p> <ul style="list-style-type: none"> <li>Students whose attendance falls to <b>80% or below</b> in week 3 will be contacted by letter/email and/or SMS warning them that they are now at risk of being reported to DIBP and they <b>must</b> make an appointment with the Academic Adviser ASAP for assistance/advice.</li> <li>Academic Adviser will counsel/assist student to rectify the issue.</li> <li>All documentation/notes to be kept on student file</li> </ul>	Academic Adviser
Intention to report to DIBP	<p><b>Intention to Report (80% Attendance)</b></p> <ul style="list-style-type: none"> <li>At the end of the study period when a student has not achieve 80% attendance, the Academic Adviser will send the student an 'Intention to Report letter' which shall inform the student that they have <b>20 working days</b> in which to access INSEARCH's <b>complaints and appeals process</b>. The student will be given information about how to appeal in the Intention to Report Letter.</li> <li>Students may wish to request an interview with the Academic Adviser.</li> </ul>	Academic Adviser

Action	Description	Responsible
Grounds for appeal	A student may appeal on the following grounds: <ol style="list-style-type: none"> <li>i. INSEARCH's failure to record or calculate the student's attendance accurately,</li> <li>ii. compassionate or compelling circumstances, or</li> <li>iii. INSEARCH has not implemented its policies according to its documented policies and procedures that have been made available to the student.</li> </ol>	Student
Appeal process	If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of INSEARCH, INSEARCH will notify DIBP and the Secretary of DoE via PRISMS that the student is not achieving satisfactory attendance <b>as soon as practicable, (within 5 working days)</b> .	Academic Adviser
Reporting to DIBP	Student is reported via PRISMS should the appeal not be substantiated (found in favour of INSEARCH).	Student admissions team leader (compliance)
Reporting to DIBP	INSEARCH <i>may</i> decide not to report a student for 80% attendance where INSEARCH feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours <i>and is</i> maintaining satisfactory academic performance. However, INSEARCH will issue a warning letter with counselling and support as outlined at 80%. In this instance once the student's attendance has fallen below 70 per cent, INSEARCH <b>must issue a notice of intention to report</b> the student for unsatisfactory attendance, informing the student of his/her right to appeal.	Academic Adviser
Instances of Compassionate or compelling circumstances	Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the Academic Adviser will assess whether a 'suspension of studies' (Approved leave) is in the best interest of the student. Refer to <i>Deferring or Cancelling Student Enrolment policy</i> which includes Approved leave for ELT students	Academic Adviser
Record keeping	All evidence including action taken eg counselling/advising student, <b>MUST</b> be retained on the student file.	Academic Adviser

Action	Description	Responsible
Compliance	<b><i>National Code Standard 11 must be adhered to at all times.</i></b>	Students and all INSEARCH staff

#### SUPPORTING DOCUMENTS

- *Attendance Policy ELT*
- *ELT Handbook*
- *National Code 2007 (Standard 11)*
- *Warning Letter 1*
- *Warning Letter 2*
- *Notice of Intention to Report*

#### ADMIN USE ONLY

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Approval	
Signature:	
Name:	<b>Tim Laurence, Dean of Studies</b> <span style="float: right;">Date:23-Sept-2014</span>
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Procedure Owner	Associate Dean of Studies
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