

# International Student Attendance Requirements Procedure

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## Purpose

To ensure that all University on shore international students enrolled in the University's accredited or non-award ELICOS and Higher Education Foundation programs meet the attendance requirements of Standard 8 of the Education Services for Overseas Students (ESOS) Act, National Code 2018.

The ESOS Act includes specific requirements for monitoring student's compliance with student visa conditions relating to attendance.

This procedure describes how the University meets these requirements.

## Scope

This procedure applies to:

- University's CRICOS registered accredited or non-award ELICOS programs.
- University's CRICOS registered Higher Education Foundation programs.

## Definitions

<b>Term</b>	<b>Definitions</b>
<b>Actual Attendance:</b>	This is physical attendance in class. If the student is absent FOR ANY REASON they are marked as absent.
<b>Attendance Tracking System:</b>	Attendance Tracking System used by the University to track the student's actual attendance against 100% attendance for total hours of program.
<b>Campus Coordinator</b>	Coordinator at the location of program delivery.
<b>CoE</b>	Confirmation of Enrolment
<b>Compassionate or Compelling Circumstances:</b>	Circumstance beyond the control of the student and which have an impact upon the student's program progress or wellbeing.
<b>CRICOS:</b>	Commonwealth Register of Institutions and Courses for Overseas Students.
<b>Critical Incident Team:</b>	The group of University Executive Officers responsible for the strategic management of critical incidents.
<b>CUP:</b>	Centre for University Partnerships
<b>ELICOS:</b>	English Language Intensive Courses for Overseas Students. Includes the University's English and Academic Preparation programs.
<b>ESOS:</b>	Education Services for Overseas Students Act.
<b>Immigration</b>	Department of Home Affairs
<b>International Student:</b>	A person who holds an Australian Student Visa, and is an 'overseas student' as defined by the ESOS Act.
<b>PRISMS:</b>	Provider Registration and International Students Management System
<b>Projected Attendance:</b>	Projected attendance is what the attendance will be at the end of the semester or program (for programs less than a semester) assuming that the student attends each and every class from that time onwards.
<b>School</b>	School of Education
<b>Satisfactory Attendance</b>	International students who will not be able to achieve 80% attendance of scheduled contact hours per semester or program if less than a semester.
<b>Teaching Location:</b>	Where University programs are delivered.
<b>Unsatisfactory Attendance:</b>	International students who will not be able to achieve 80% attendance per semester or program if less than a semester.

## Actions

	<b>STEPS</b>	<b>WHO IS RESPONSIBLE?</b>	<b>COMMENTS</b>
1.	Identify international students on class lists.	Campus Coordinator	Students not on a student visa are not required to

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
			have their attendance monitored under ESOS requirements.
2.	Students are advised at Program Orientation of the attendance requirement for their program and how correspondence will be sent to students in regard to their attendance records.	Campus Coordinator/ Student Support	Students to be advised of satisfactory attendance requirements (80% of contact hours)  Communication will be sent to the student's university email address.
3.	Maintain attendance records using the School's Attendance Tracking System.  Assess weekly for students at risk of not meeting class attendance requirements.	Class Teacher/Campus Coordinator	Actual attendance is assessed by the marking of the Attendance Record Sheet for <b>each class</b> of the program or directly into the School's Attendance Tracking System. If a student provides a medical certificate they must still be marked absent in the Attendance Tracking System. Absences due to illness are included in the allowable 20% absence.
4.	Calculate weekly, the student's actual attendance against 100% attendance in his/her program using the School's Attendance Tracking System for the semester or length of program if less than a semester.	Campus Coordinator	
5.	If a student has been absent for 5 consecutive days without approval in all classes in his/her program or is not attending classes consistently, the Campus Coordinator is to advise the International Student Support officer at the student's teaching location. Student must be contacted and counselled by Campus Coordinator and International Student Support officer in regard to attendance requirements.	Campus Coordinator/ International Student Support Officer	Evidence of counselling and remedial action to be placed on student's file.  If student who has been missing for 5 days without approval cannot be contacted and there is evidence the student is missing the International Student Support Officer is to be notified. If required the International Student Support Officer will notify the Critical Incident Team.
6.	If student has missed 10% of his/her projected hours for the semester or length of program if less than a semester, the Campus Coordinator should send first warning letter to the student.	Campus Coordinator	First warning letter will be sent to the student's student email address. A

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
			<p>copy of letter is to be placed on student's file.</p> <p>Evidence of counselling and remedial action to be placed on student's file.</p>
7.	If student has missed 15% of his/her projected hours for the semester or length of program if less than a semester, the Campus Coordinator sends a second warning letter.	Campus Coordinator	<p>Second warning letter will be sent to student's student email address. A copy of letter is to be placed on student's file.</p> <p>Evidence of counselling and remedial action to be placed on student's file.</p>
8.	If a student's attendance is assessed as not achieving 80% for the semester or program if less than a semester, (even if it is assumed student will attend every class from then on) the Campus Coordinator must advise Manager, International and Strategic Compliance, CUP using the International Student Attendance Assessment Form.	Campus Coordinator	School to provide the Manager, International and Strategic Compliance, CUP with copies of first and second warning letters when lodging the International Student Attendance Assessment Form.
9.	<p>CUP will contact the student via student email advising impending reporting to Immigration for breach of attendance and ask for any relevant compassionate or compelling circumstances documentation to be submitted to CUP within 5 working days.</p> <p><b>ELICOS Students:</b></p> <p>If valid compassionate or compelling circumstances documentation accounts for the absence and brings the student's attendance above 70% the student and School will be notified that breach of attendance will not be reported in this instance.</p> <p><b>Foundation Students:</b></p> <p>If valid compassionate or compelling circumstances documentation accounts for the absence and brings the student's attendance above 70% the student and School will be notified that breach of attendance will not be reported in this instance</p>	Manager, International and Strategic Compliance, CUP	
10.	Students who do not lodge a compassionate or compelling circumstances documentation or are not making satisfactory academic progress, will	Manager, International and Strategic Compliance, CUP	Final notice letter will advise Student of right to appeal the decision.

	STEPS	WHO IS RESPONSIBLE?	COMMENTS
	be sent Final Notification of Intention to Report student to Immigration for Unsatisfactory Attendance letter.		
11.	<p>A student is entitled to appeal the decision to report their unsatisfactory attendance to Immigration to the Enabling Pathways Coordinator, where they believe one or more of the following grounds apply:</p> <ul style="list-style-type: none"> <li>• their attendance hours were incorrectly recorded</li> <li>• compassionate or compelling circumstances were not taken into account</li> <li>• student has new evidence not previously available at the time Final Notification of Intention to Report student to Immigration for Unsatisfactory Attendance letter was sent.</li> </ul>	Student	<p>Appeals must be lodged in writing to the Enabling Pathways Coordinator within 20 working days of date advised in Final Notification of Intention to Report student to Immigration for Unsatisfactory Attendance letter.</p> <p>Allow extra days for Australia Post delivery. e.g. 3 working days.</p>
12.	<p>The Enabling Pathways Coordinator will within 5 working days of the date of appeal, review the appeal submission against the grounds of appeal and will consult where necessary with the Campus Coordinator and CUP.</p> <p>The Enabling Pathways Coordinator will advise the student in a letter the outcome of the appeal.</p>	Enabling Pathways Coordinator	<p>A student whose appeal is dismissed will be advised in the letter sent by the Enabling Pathways Coordinator that they may appeal the decision to the Ombudsman Victoria and also provided with Immigration contact details.</p> <p>Letter to be sent to student via FedUni student email address.</p>
13.	Students who choose to appeal to the Ombudsman Victoria must do so with 10 working days of the date of letter and must notify CUP their lodgement reference number in order not to be reported to Immigration.	Student	Students must remain enrolled throughout the internal & external appeal processes.
14.	Where the student has chosen not access the appeals process within 20 working days, withdraws from the process, or the process is completed and results in decision supporting the University, CUP will notify Immigration through PRISMS as soon a practicable that the student has not achieved satisfactory attendance	CUP	Student is advised by email to University student email account that he/she has been reported to Immigration and will be advised to contact Immigration.

## Responsibilities

Specific responsibilities are listed under Actions

- Campus Coordinator
- Enabling Pathways Coordinator

- International Student Support Officer
- Manager, International and Strategic Compliance, Centre for University Partnerships

## Policy Base

- [The ESOS Act 2000](#).
- [The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018](#).

## Associated Documents

- School's Attendance Record Sheet.

## Forms/Record Keeping

Title	Location	Responsible Officer	Minimum Retention Period
School Attendance Record Sheet	School	Campus Coordinator	2 years after last entry
International Student Attendance Assessment Form	Student's file	Campus Coordinator	7 years
First Warning Letter	Student's file	Campus Coordinator	7 years
Second Warning Letter	Student's file	Campus Coordinator	7 years
Final Notification to Student	Student's file	Campus Coordinator	7 years

## Implementation

The [International Student Attendance Requirements Procedure](#) will be implemented throughout the University via:

1. An Announcement Notice under the FedNews website; and
2. Inclusion in the University's online Policy Library