

Attendance Monitoring Policy & Procedure (ELICOS)

1. Purpose

The policy details procedures to ensure the attendance of all ELICOS International students **holding a valid Student Visa**, is recorded and are monitored.

As implemented, this procedure allows for early detection of a student's attendance that does not meet the minimum specified level of 80%. RGIT provides the student an opportunity to rectify their situation before being reported for breaching attendance requirements.

All ELICOS International students, holding a valid Student Visa, must attend a minimum of 80% of their course duration of total scheduled contact hours).

All staff who actively use this policy, are made aware of the policy and procedure and related attendance requirements through the RGIT Staff Induction process, management oversight by Department Coordinators and The Training Manager and through ongoing professional development activities.

Students are made aware of attendance requirements through:

- Pre-enrolment information provided to students,
- Student Orientation program undertaken on commencement held one week prior to each teaching term,
- Constant communication from the assigned teacher to their student class,
- Email communications delivered through RGIT's Student Management System, RTO Manager.

2. Responsibility

The Student Service Manager will be responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures. The Student Services Manager is supported in this role by Department Coordinators and The Training Manager.

3. Scope

This policy applies to all international students (ELICOS only) who hold a valid Student Visa enrolled at RGIT Australia.

4. Procedure

Recording Student Attendance

Student attendance is monitored every session of scheduled class time using the 'Class Attendance Record Sheet'. Each teacher will be provided a Class Attendance Record Sheet that includes the names of all students currently enrolled in each class.

This Class Attendance Record Sheet is populated by Student Administration at the beginning of each week. Each teacher is also responsible for monitoring the sheet and ensures it is accurate at all times.

The Class Attendance Record Sheet is divided into AM and PM sessions (morning and afternoon). Attendance is recorded at the start of the session and at the end of the session. A symbol is placed in the box beside each student's name to indicate their attendance. A student who arrives late or

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misses part of a session shall have their hours of attendance recorded on the 'Class Attendance Record Sheet'.

The following symbols are to be used in recording a student's attendance:

| Symbol (to be recorded) | Definition |
|-------------------------|---|
| P | Present, meaning full Attendance Achieved |
| A | Absent |

The Teacher is required to sign the attendance record at the end of each session and confirm the accuracy of each student's attendance.

The Student Attendance Record Sheet is to be submitted to Student Administration at the end of each day. Student Administration will ensure these Class Attendance Record Sheets are maintained securely and collated.

All attendance shall be recorded in the Student Data Management System which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration & Teachers) are informed of this process and the importance for accuracy when entering and collating student attendance through the Staff Induction program and through regular monitoring by the Department Coordinator and Training Manager.

Monitoring Student Attendance

The Student Services team monitors student attendance across the Institute.

The projected attendance is monitored weekly.

All 'Student Class Attendance Record Sheet's' are to be submitted to Student Administration who enter all data into RTO Manager. It is the responsibility of Student Administration to ensure all attendance records are up to date and are accurate.

Once a week, the Student Services team will record the attendance percentage of all students and monitor the individual attendance of each student.

Student Attendance and RGIT Response

Where an individual student attendance falls into the any of the following categories the associated action shall be taken:

| Student Attendance Status | RGIT Action |
|---|---|
| Absent 5 consecutive days of classes without prior approval | The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected |

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| | <p>attendance if they do not attend. If contact by phone is unsuccessful the ELICOS Coordinator is to be informed and shall attempt to identify the student's current contact details.</p> <p>If a student does not comply and does not attend classes after being contacted, the ELICOS Coordinator is to be notified and the student is to be sent a warning letter advising of the consequences of not achieving 80% attendance.</p> |
| Student's projected attendance falls below 90% | The student is sent a 'Student Attendance 1st Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80% by the end of the course. |
| Student's projected attendance falls below 85% | <p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter'. This communication will indicate the student is required to organise an appointment with the ELICOS Coordinator to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days Student Administration will attempt to contact the student and action the student enrolment status as required.</p> |
| Student's projected attendance falls below 80% | <p>The student shall be sent an Intention to Report letter indicating the student has breached the attendance requirements notifying the student of the Institute's intention to report the student. The student will be informed that they can access RGIT's Complaints and Appeals Process and that they have 20 working days to lodge an appeal with the Institute.</p> <p>If the student does not appeal, withdraws</p> |

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| | <p>from the appeal process, or the appeal results in a decision supporting the Institute, RGIT will report the student. Reporting is through PRISMS.</p> <p>If the student does appeal externally, RGIT will await for the outcome of the Ombudsman and action accordingly.</p> |
| Reporting 'Breach of Student Attendance' | <p>As identified above, when a student falls below a projected attendance of 80%, and has no compassionate and compelling reasons, or loses their internal and external appeals, the student must be reported to the Department of Home Affairs teacher via PRISMS for a breach of their Visa condition.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p> |

Exemptions

Students whose attendance falls below 80% are not reported in the following circumstances:

- When the student produces verifiable evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g. medical certificate, Statutory Declarations); **and**
- RGIT confirms the student is attending at least 70% of scheduled course contact hours

Reporting 'Breach of Student Attendance'

Where a student accesses the Appeals Process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and provides evidence of compassionate or compelling circumstances, and they have an attendance record of at least 70%, they will not be reported.

Where a student's appeal is not successful they are notified in writing of the outcome and informed that the breach of attendance requirements will be reported.

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the affected student file.