

ATTENDANCE MONITORING PROCEDURE

1 PREAMBLE

The Institute is required to ensure that student course progress is in line with the requirements of the course of study. This includes both academic progress and attendance. Students at risk of not making appropriate course progress will be the subject of an Intervention and a subsequent Study Plan.

2 PURPOSE

The purpose of this policy and procedure is to provide a framework for staff dealing with international students to ensure students are monitored for course progress and attendance so that a suitable and timely Intervention Strategy is applied to support and monitor students to ensure compliance with the course progress requirements.

3 SCOPE

This policy applies to all students accepted by SMEI.

4 POLICY AND PROCEDURE GOAL

The goals of this policy and procedure are to:

- Ensure students are supported to attend class and attempt their courses with the maximum potential for success through appropriate levels of engagement, attendance and learning.
- Ensure compliance with National Code 2018.
- Ensure students understand their attendance obligations before enrolment, during induction, and during the course. Also, ensure that students are counselled at the right time and before their attendance becomes critical.
- Ensure clarity for students and staff with regard to when the student is likely to breach or has breached their attendance conditions and the process of informing students of the centre's intent to report them for breaching attendance requirements.

5 ATTENDANCE MONITORING REGISTER AND MEANS OF ATTENDANCE CAPTURE

- Student attendance rolls are issued to each academic teaching a class by one (1) working day prior to the start of the class. Attendance rolls may be updated with new enrolments and corrections or adjustments made to them based on final class enrolments. Still, the teacher delivering the class must, in all cases, have access to the roll no later than the one (1) working day timeline.
- The class roll is provided in electronic format or in paper format to the academic.
- Class attendance will be by way of call roll call. That is, the academic will call the class roll and take attendance by entering an absent or a present indicator for each student.

6 ATTENDANCE FOR LATE STUDENTS

The class roll closes fifteen (15) minutes after the class starts. Students arriving after that time will be marked as Absent Late (AL), whereas students who do not attend the class are marked as Absent (A). AL students will have the time of entry into the class recorded against the name so as to distinguish them from absent students.

The table below identifies the difference between an Absent Late (AL) and an Absent (A) student with respect to attendance monitoring:

Table 1. Difference between Absent Late (AL) and Absent (A) student in the recording of attendance.

Criterion	Recording	Absenteeism Status
Present	Student attends class on time and up to 15 minutes late.	Present
Absent (A)	Student does not attend class at all. Student attends class after 50% of the class time has ran-out	Absent and recorded as such
Absent Late (AL)	Student attends class more than 15 minutes late to class, but less than 50% of the class start time late	Absent Late Absent Late x 2 = Absent for purposes of calculating attendance

7 ATTENDANCE MONITORING REGISTER (AMR)

The Institute maintains an Attendance Monitoring Register (AMR) using its online Student Management System (SMS). The SMS contains the student file that lists their attendance for all classes. This is referred to as the AMR. The AMR also contains notes from the academic teaching the student and details of all communications with the student regarding their attendance.

A section in the AMR includes a check list, to be completed by the Student Services Officer that confirms the student was informed of the attendance obligations prior to enrolment. This includes the date and time, name of the Student Services Officer and the format (written, verbal, phone, other) in which the student was informed of their attendance obligations.

The AMR is more than just a class roll. It is a repository of all communications with the student and records of the student with regard to attendance.

The AMR provides automated flagging of students in the following attendance categories, with each being counselled in a specific way, shown later in this policy.

AMR Trigger Categories (generating an automated email to the academic and the Student Academic Support Officer.

- Students at 90% attendance
- Students at 85% attendance
- Students at 80% attendance
- Students at lower than 80% attendance

8 PRE-ENROLMENT STAGE: INFORMING STUDENTS OF ATTENDANCE OBLIGATIONS

Prior to enrolment, and at the stage of providing the intending student with information about a course, the Student Services Officer must inform the student of the specific requirements relating to attendance at the Institute. Specifically, the student must be informed during the enquiry stage of the items shown in the table below.

Table 2. Attendance requirements, thresholds and triggers for Institute intervention.

Attendance Level as a Percentage of the Total Class Attendance Requirement	Action to be Taken	Person Taking the Action and Timing
100%	No action required on attendance	Regular student support continues to be provided for academic and personal matters
90% attendance	The academic teaching the student in class verbally contacts the student to ensure their overall well-being and to reminds them of the 80% attendance requirement	The academic will enter the details of the student into the Attendance Monitoring Register (AMR) detailing the date and time of contact with the student and the student response
85% attendance	An email will be sent to the student, copied to the academic, reminding the student of the need to maintain 80% attendance. The email also lists: The dates of missed class/es The number of hours of absence remaining that would bring the student to the 80% attendance threshold The contact details of the Student Counsellor, Student Academic Support Officer and the	Academic teaching the subject with a copy to the Student Academic Support Officer and the Registrar

	<p>Academic for the student to contact in the event of a need for support.</p> <p>A list of the confidential and support services the Institute offers students.</p> <p>A list of dates, times and locations that the Student Academic Support Officer is available to book an appointment to see the student in case they need specific support.</p> <p>The right of appeal and a link to the appeals policy and procedure will also be provided in the communication to the student.</p>	
80% attendance	<p>Intervention Strategy</p> <p>A formal email is sent to the student informing them they are currently on the threshold of the 80% attendance requirement and that any further absence will render them in violation of their conditions of enrolment.</p> <p>The email will contain:</p> <p>The date of the first email sent to the student when they reached 85% attendance.</p> <p>The dates of the additional missed class/es</p> <p>The number of hours of absence remaining that would bring the student to less than the 80% attendance threshold</p> <p>The contact details of the Student Counsellor, Student Academic Support Officer and the Academic for the student to contact in the event of a need for support.</p> <p>A list of the confidential and support services the Institute offers students.</p> <p>A list of dates, times and locations that the Student Academic Support Officer is available to book an appointment to see the student in case they need specific support.</p> <p>The right of appeal and a link to the appeals policy and procedure will also be provided in the communication to the student.</p> <p>A statement that further absence will trigger an Intent to Report Letter to the student.</p> <p>A request to meet with the student by the Academic Manager or the Registrar to verify the reasons for the absence.</p> <p><u>Intervention Strategy activated</u></p> <p>The student Intervention Strategy is issued by the Registrar</p> <p>The Strategy contains specific actions that must be taken by the student to avoid reporting and expulsion.</p>	<p>The Registrar or the Academic Manager are responsible for ensuring the correspondence is issued to the student.</p> <p>A meeting must take place between the student and the Registrar or the Academic Manager no later than five (5) working days after the correspondence is issued. It is preferred that this be a face to face meeting, but could also occur via phone if circumstances do not allow for a face to face meeting.</p> <p>In this meeting, the Registrar or Academic Manager will:</p> <p>Remind the student of the 80% attendance requirement.</p> <p>Ask the student about the reasons for the absence.</p> <p>Refer the student to the Student Academic Support Officer or Student Counsellor if required.</p> <p>Inform the student that an Intervention Strategy will be activated for them and that they will breach their enrolment conditions if they are absent again.</p> <p>Read out, explain and answer questions regarding the email communication sent to the student particularly with regard to student support.</p> <p>Remind the student, in plain English, of the appeals process and the principles of natural justice that are un-affected by the students attendance.</p>

	<p>An Individual Study Plan (ISP) for the student that ensures the student has a path to continue to comply with the 80% attendance requirement.</p> <p>The student must also meet on a weekly basis (compulsory as part of the Intervention Strategy) with the Student Counsellor or the Student Academic Support Officer.</p> <p>The academic teaching the student must update the Attendance Monitoring Register (AMR) with Absent Late (AL) and Absent (A) entries and inform the Registrar of this event on the same day that it occurs.</p>	
79% attendance or less	<p>The student is notified in writing of the Institute's intent to report.</p> <p>The student is provided an opportunity to meet with the Registrar and explain the circumstances behind their absence.</p> <p>All the student support, counselling and appeals rights listed in the previous communications with the student will be re-stated to ensure the student understands, in as clear and accessible way as possible, their rights.</p> <p>Student rights extend to internal and external appeals. The student is to be reminded of this right in writing and verbally when in meeting.</p>	<p>If the Institute has assessed that the student is not meeting attendance requirements in accordance with this policy, the Registrar will give the student a written notice of its intention to report.</p> <p>The Registrar also needs to advise the student of their right to access the Institute's internal complaints and appeals process within twenty (20) working days.</p> <p>The Registrar must maintain in the Attendance Monitoring Record (AMR) the student's enrolment by only reporting a breach of course progress or attendance in the Provider Registration and International Student Management System (PRISMS) if:</p> <p>The internal and external complaints processes have been completed and the breach has been upheld</p> <p>The student has chosen not to access the internal complaints and appeals process within the twenty (20) working day period</p> <p>The student has chosen not to access the external complaints and appeals process;</p> <p>Or</p> <p>The student withdraws from the internal or external appeals process by notifying the Institute in writing.</p>
5 consecutive days of absence	<p>The student is notified in writing of the Institute's intent to report.</p> <p>The student is provided an opportunity to meet with the Registrar and explain the circumstances behind their absence.</p>	<p>If the Institute has assessed that the student is not meeting attendance requirements in accordance with this policy, the Registrar will give the student a</p>

	<p>Tell the student support, counselling and appeals rights listed in the previous communications with the student will be re-stated to ensure the student understands, in as clear and accessible way as possible, their rights.</p> <p>Student rights extend to internal and external appeals. The student is to be reminded of this right in writing and verbally when in meeting.</p>	<p>written notice of its intention to report.</p> <p>The Registrar also needs to advise the student of their right to access the Institute’s internal complaints and appeals process within twenty (20) working days.</p> <p>The Registrar must maintain in the Attendance Monitoring Record (AMR) the student’s enrolment by only reporting a breach of course, progress or attendance in the Provider Registration and International Student Management System (PRISMS) if:</p> <p>The internal and external complaints processes have been completed and the breach has been upheld</p> <p>The student has chosen not to access the internal complaints and appeals process within the twenty (20) working day period</p> <p>The student has chosen not to access the external complaints and appeals process;</p> <p>Or</p> <p>The student withdraws from the internal or external appeals process by notifying the Institute in writing.</p>
<p>70% attendance, but with a verifiable compassionate or compelling reason as determined by the Registrar and the Academic Manager (both)</p>	<p>Where the Registrar and the Academic Manager agree that the student has a compelling or compassionate reason for their absence, they can refer the matter to the Principal Executive Officer (PEO) for a final decision on whether the continue the enrolment of the student under an Intervention Strategy and an Individual Study Plan or to report the student for breach of conditions.</p> <p>The student must be reminded in any written communication or meeting, in plain language, of their right of appeal and other rights.</p> <p>The student must continue to be provided counselling support and academic support and be able to access classes for as long as they are enrolled.</p>	<p>The Principal Executive Officer in consultation with the Registrar and the Academic Manager, determines whether there is a compelling or compassionate reason for the student’s absence, following Institute policy.</p> <p>In the event that compelling or compassionate reasons are confirmed, an Intervention Strategy and an Individual Study Plan will be issued to the student.</p> <p>The student must also meet on a weekly basis (compulsory as part of the Intervention Strategy) with the Student Counsellor or the Student Academic Support Officer.</p> <p>The academic teaching the student must update the Attendance Monitoring Register (AMR) with Absent Late (AL) and Absent (A) entries <u>and</u> inform the Registrar of</p>

		this event on the same day that it occurs.
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9 PRISMS NOTIFICATIONS

The Institute will report any non-compliances or breaches of student visa conditions via PRISMS.

All correspondence, attendance, intervention strategies and other documentation associated with the student shall be maintained in the student file and stored electronically.

Individual Study Plans

Students who do not abide by the terms of an Intervention Strategy, Study Plan and/or other course progress requirements may be sent a letter informing them of the Institute's intent to report a lack of course progress to the Department of Home Affairs. This may subsequently lead to the Institute contacting the Department to report the student.

Student Support

Students who do not show satisfactory attendance will be contacted on the first instance by the academic staff member delivering the unit. If progress is not achieved, the academic staff member will refer the student to the Student Academic Support Officer. As a result of that meeting, the student may have to attend compulsory classes or undertake homework or other activities to enable them to return to acceptable course progress levels. This may also include completing a declaration regarding course attendance.

Some of the ways in which the Institute may support the student when undertaking an Intervention Strategy are:

- Counselling
- Attending extra tutorials
- Attending one on one sessions with an academic
- Appointment of a student mentor
- Agreeing to specific Individual Study Plans
- Agreeing to specific study and attendance achievement milestones
- Other academic measures as deemed necessary by the Institute

The steps the Institute takes when undertaking the Intervention Strategy include:

- Contacting the student to ascertain the reasons for the lack of course progress
- Discussing the course, its learning outcomes, its future subjects and being candid about the direction of the course versus the student's own goals and if they have changed
- In most cases, a Study Plan will be agreed upon with the student and signed by both the student and the Student Academic Support Officer or the authorised

Institute officer. This step is taken if it is ascertained that the course goals, direction and future units continue to be aligned with the student's goals and future direction.

- The Study Plan will outline specific steps to be taken by the student and those that the Institute will do to improve student performance and re-align it to the course progress requirements.
- The Study Plan will be implemented and monitored for progress. This may lead to weekly meetings or more regular meetings with the Student Academic Support Officer or other authorised Institute officers.

10 INTENT TO REPORT NOTICE

Should the student not make satisfactory course progress after the Intervention Strategy is implemented, the Institute will send the student a written notice of intention to report the student to the Department of Home Affairs (DHA) for failure to maintain satisfactory attendance. The letter to the student will contain information on accessing the appeals process. If the student believes that they have been treated unfairly, they may make an appeal through the Complaints and Grievances system at SMEI.