

MONITORING STUDENT ATTENDANCE POLICY AND PROCEDURES 2023

1 Name of policy

This is the Monitoring Student Attendance Policy and Procedures 2023.

2 Commencement

This policy commences the day after the day on which it is registered.

3 Policy is binding

Except to the extent that a contrary intention is expressed, this policy binds Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College), staff, students and affiliates.

4 Overview

This policy (and its procedures) requires attendance monitoring of all students enrolled in an AEP course, including compliance with the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code).

5 Application

This policy (and its procedures) applies to students enrolled in an English Language Intensive Courses for Overseas Students (ELICOS) course delivered by Navitas Australia Pty Limited (formerly named Study Group Australia) (CRICOS Provider Code: 01682E) trading as Taylors College Sydney (the College) and to staff and affiliates of the College.

6 Definitions

Academic English Preparation (AEP)

means the non-award ELICOS program offered by Navitas Australia trading as Taylors College Sydney.

Affiliates

means consultants and contractors to the College, members of the College Committees; and any other persons appointed or engaged by the College.

Appeal	means the request by a student for a review of a decision made by the College: <ul style="list-style-type: none">• about an outcome of a complaint by a student or about a student• to cancel an enrolment• in response to a Notice of Intention to Report (NIR)• in response to a request by a student to suspend their enrolment• on a grade outcome• in response to a student's application for special consideration• as a result of a misconduct finding and/or penalty.
Attendance mode or attendance pattern	means the attendance pattern for a course is full-time or external, depending on the student attendance requirements and the student load.
The College	means Taylors College Sydney, including its staff, affiliates and contractors.
College Director	means the most senior staff member for the College (or their delegate).
Compassionate or compelling circumstances	means circumstances generally beyond a student's control which have a significant impact upon a student's course progress or wellbeing.
Course	means a sequence of academic subjects to achieve stated learning outcomes. An ELICOS course must have a minimum of 20 hours face-to-face scheduled course contact per week.
CRICOS	means Commonwealth Register of Institutions and Courses for Overseas Students.
Current attendance	means the current attendance percentage. The current attendance percentage is calculated by the total number of lessons to date minus the total number of lessons missed to date, including approved absences; divided by the total number of lessons to date; multiplied by 100.
Delegate	means a person who has been authorised to perform a specific responsibility.
Department of Home Affairs (DHA)	means the Australian Government department responsible for issuance of student visa and provision of student visa services (www.homeaffairs.gov.au).
eCoE	means an electronic Confirmation of Enrolment (eCoE) issued by an education provider to verify a student's enrolment in a course.
Enrolment	means confirmed acceptance into a course where a student is progressing towards the completion of the course requirements

Full Time	Minimum of 20 hours face-to-face scheduled course contact hours per week for the course
International student/overseas student	means a person (whether physically located within or outside Australia) who holds or needs a visa with rights to study in Australia, and who has the right to enrol at the College.
(The) National Code	means the National Code of Practice for Providers of Education and Training to Overseas Students 2018 made under subsection 33(1) of the Education Services for Overseas Students (ESOS) Act 2000 (Cth) . It outlines nationally consistent standards for the conduct of registered providers and the registration of their programs.
Notice of Enrolment Cancellation (NEC)	means the notification from the College to a student, stating the College's intention to cancel the student's enrolment for one of the following reasons: <ul style="list-style-type: none">• unsatisfactory attendance• unsatisfactory course progress• misconduct (academic or non-academic)• non-payment of AEP course fees.
Notice of Intention to Report (NIR)	means the notification from the College to a student, stating the College's intention to report the student to the DHA for not meeting enrolment conditions associated with their student visa.
Predicted Attendance	means the maximum percentage attendance reached by a student if the student attends all classes for the rest of the study period.
Student	means a person who is currently an enrolled student in an AEP course (This does not include former students and/or student graduates).
Student Management System (SMS)	means the system used to record student personal information and grades.
Study period	means a discrete period of study within a course, namely a 10-week term short course of similar or lesser duration, or as otherwise defined by the College.

7 General principles

- (1) The College will systematically monitor students' compliance with the student visa conditions relating to attendance over the length of each study period. It will be proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements of at least eighty per cent of the scheduled full time course contact hours.
- (2) This notification and counselling will commence before the student's attendance falls below the 80% level for the designated study period. The student will be

informed that if his or her attendance falls below the required level and compassionate or compelling circumstances do not apply, the student will be reported to DHA as a result of breaching visa conditions. If the student has questions about the student visa condition and the possible consequence of breaching the condition, the College will refer the student to DHA.

- (3) Attendance is monitored and reported by the College to DHA according to the requirements set out in Standard 8 of the National Code. The College will monitor attendance and will action intervention strategies where a student's attendance is at risk of falling below the minimum of 80% attendance.
- (4) The College regards a high level of attendance by each student as crucial to effective and active engagement in learning.

8 Records Management

Records in association with this policy will be kept in accordance with the Records Management Policy and Procedures. Confidential documents related to the implementation of the policy will be maintained according to relevant privacy requirements.

9 Attendance procedures

- (1) Teachers mark the class roll during or immediately after each lesson or excursion. Teachers on excursions mark attendance on hard copy rolls. The teacher in charge of an excursion is responsible for reporting absences of under 18-year-old students to Student Support Services at both the start and end of an excursion.
- (2) Every Monday of term starting from the second week of term, the College generates a Student Attendance list for each program and intake. The weekly report shows the current and predicted attendance for the purpose of monitoring of student attendance.
- (3) Students absent for more than five consecutive days, and parent/legal guardian if the student is under 18, are contacted by the College by various means.
- (4) Students with predicted attendance below 80%, or students absent for more than five consecutive days without approval of the College, will receive a Notice of Enrolment Cancellation for unsatisfactory attendance.
- (5) The student has the right to make an internal appeal (Phase 3) against the cancellation of enrolment decision, within 20 working days of receipt. Refer to the Complaints and Appeals Policy and Procedures for further information.
- (6) The student is expected to attend classes during the appeal process.
- (7) Students with a successful internal appeal will continue with an intervention plan for the next 10-week term or as required and their enrolment may be subject to additional conditions.
- (8) Students whose internal appeal is unsuccessful, and those who do not lodge an internal appeal within 20 working days of receipt of a Notice of Enrolment Cancellation, will have their enrolment cancelled. Student visa holders who have appealed internally will receive an NIR within 10 working days of enrolment cancellation and have the option to lodge an external appeal (Phase 4) within 10 working days of receipt of the NIR. Student visa holders who notify the College in writing that they are withdrawing from the appeal process will be reported to DHA. Non-student visa holders will receive a final notice confirming cancellation of their enrolment.

- (9) If an internal appeal process is unsuccessful, a student visa holder may be entitled to access a relevant external appeal process with the NSW Ombudsman or Overseas Students Ombudsman. Whilst an external appeal process is underway, the College will maintain the eCoE but is not compelled to continue teaching a student.
- (10) Student visa holders whose external appeal is unsuccessful, or who do not provide evidence to the College that they have submitted or intend to submit an external appeal within 10 working days of receiving their NIR, or who have withdrawn from the external appeal process, will have their eCoE cancelled and will be sent a final notice of cancellation of eCoE.
- (11) If a student's external appeal is successful, the College will decide whether or not to reinstate enrolment. If the student's enrolment is not reinstated, their eCoE will be cancelled and they will be sent a final notice of cancellation of eCoE.
- (12) Where applicable, student visa holders reported to DHA with a cancellation of their eCoE will break their subsequent package of study with their Foundation and/or their pathway degree course. The subsequent course provider/s will be advised accordingly and will take any necessary action in respect of an eCoE for their subsequent course/s.
- (13) All actions are noted in the College's SMS.
- (14) Former students may apply for readmission after at least one year, and with approval of the College Director or delegate. The former student would need to provide evidence of their enhanced ability to successfully complete the AEP course. Readmission will be at the discretion of the College Director or delegate.

10 Rescissions and replacements

This document replaces the following, which are rescinded as from the date of commencement of this document:

Nil

NOTES

Monitoring Student Attendance Policy and Procedures 2023

Date adopted:	06 September 2023
Date registered:	06 September 2023
Date commenced:	18 September 2023
Administrator:	Principal Executive Officer
Review date:	At least once every 5 years from the date of commencement.
Rescinded documents:	Not applicable

Related documents:

- (1) Competition and Consumer Act 2010 (Cth)
- (2) Education Services for Overseas Students (ESOS) Act 2000
- (3) Education Services for Overseas Students Regulations 2019
- (4) ELICOS Standards 2018
- (5) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code)
- (6) Privacy Act 1988 (Cth)
- (7) Enrolment Cancellation Appeal Form (Phase 3)
- (8) Student Formal Complaint Form (Phase 2)
- (9) Cancellation and Refund Policy and Procedures
- (10) Deferment, Suspension, Withdrawal or Cancellation of Enrolment Policy and Procedures
- (11) Monitoring Course Progress Policy and Procedures
- (12) Records Management Policy and Procedures
- (13) Student Complaints and Appeals Policy and Procedures
- (14) Student Enrolment Terms and Conditions
- (15) Student Privacy Policy
- (16) Student Progression, Exclusion and Completion Policy and Procedures