

Kelly Colleges

QMS Online

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National Code Part D - Standard 11. Monitoring attendance

11.1 The registered provider must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is:

- an accredited vocational and technical education course (unless Standard 11.2 applies)
- an accredited school course
- an accredited or non-award ELICOS course, or another non-award course.

(For the purposes of the National Code, non-award courses do not include higher education courses or units, including Study Abroad courses)

11.2 Where the registered provider implements the DEEWR and DIAC approved course progress policy and procedures for its vocational and technical education courses, Standard 11 does not apply.

11.3 For the courses identified in 11.1, the registered provider must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:

- requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
- manner in which attendance and absences are recorded and calculated
- process for assessing satisfactory attendance
- process for determining the point at which the student has failed to meet satisfactory attendance
- procedure for notifying students that they have failed to meet satisfactory attendance requirements.

11.4 For the courses identified in 11.1, the registered provider's attendance policies and procedures must identify the process for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (i.e. before the student's attendance drops below 80 per cent).

11.5 For the courses identified in 11.1, the registered provider must regularly assess the attendance of the student in accordance with the registered provider's attendance policies and procedures.

11.6 Where the registered provider has assessed the student as not achieving satisfactory attendance for the courses identified in 11.1, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

11.7 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

11.8 For the vocational and technical education and non-award courses identified in 11.1.a and 11.1.d, the registered provider may only decide not to report the student for breaching the 80 per cent attendance requirement where:

- that decision is consistent with its documented attendance policies and procedures, and
- the student records clearly indicate that the student is maintaining satisfactory course progress, and
- the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

11.9 For the ELICOS and school courses identified in 11.1, the registered provider may only decide not to report a student for breaching the 80 per cent attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
- that decision is consistent with its documented attendance policies and procedures, and
- the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Attendance policy/procedure

Attendance Requirements

Student visa holders are required to attend at least 80% of regular contact hours in the course in which they are enrolled at Kelly Colleges. Kelly Colleges records attendance through class rolls in the following way:

- Students who are absent will be marked 'a'
- Students who are present will be marked "p"
- Students who are late will have the exact amount of minutes missed recorded on the class roll "15 mins late".

Process

1. On Mondays, attendance data from the previous week is entered into the student database and automatically calculated. Calculations are based on the number of hours the student attended compared to the number of registered class hours and the course duration.

Example: Registered class hours are 20 hours per week. The student's course is 12 weeks in duration and so far the student has missed 5 hours of class.

12 weeks x 20 hours/week = 240 total study hours
235 hours attended /240 maximum hours = 97.9% attendance so far.

2. Kelly Colleges identifies students at-risk of not meeting satisfactory attendance when a student has reached or fallen below 87%.

3. This weekly attendance report is sent to the Admissions Manager and the Director of Studies (ELICOS) highlighting the at-risk students.

4. On Wednesdays a note goes into class rolls for student to see reception about their attendance. Students come to reception to sign that they have received the written notification from the college that their attendance is falling below expected levels. At this point, the student is informed that they are at risk of not meeting attendance requirements and are counselled. Students who do not come to reception are phoned and the letter is sent via post.

5. The signed copy of the attendance warning is kept in student file and notes of counselling recorded in the student database.

Note: If a student has been absent for more than three consecutive days without approval, *regardless of their attendance rate*, they will be contacted to ascertain the reasons for the absence. If contact cannot be made with the student directly, the student's agent will be contacted and made aware of the situation.

6. If a student's attendance continues to drop and falls below 80%, they will be issued with a written notice of intention to report for not achieving satisfactory attendance. The written notice informs the student that they are able to access the internal complaints and appeals process and that they have 20 working days in

which to make an appeal.

7. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Kelly Colleges, the Secretary of DEEWR will be notified through PRISMS within 5 days that the student is not achieving satisfactory attendance.

Kelly Colleges may decide not to report the student for breaching the 80 per cent attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes) apply, and
- the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

If a student falls below 70%, they must be reported regardless of explanations.

Medical Certificates attendance calculations

An absence supported by a medical certificate is counted towards the student's total absences when calculating attendance.