

# Student Attendance Policy and Procedure

## 1. Introduction

This document outlines CCEB's policy and method for monitoring students' course attendance and identifying, managing, and reporting those students who fail to meet attendance requirements.

## 2. Policy

- 2.1 Students must achieve satisfactory course attendance throughout their enrolment at CCEB.
- 2.2 Overseas students studying an ELICOS course must maintain satisfactory attendance for each course they have a CoE for as per their Student Visa conditions.
- 2.3 CCEB must report overseas students who do not meet attendance requirements.
- 2.4 Course requirements must be defined and made clear to students before they begin a course.
- 2.5 CCEB Pre-Departure Student Handbook highlights the requirements of maintaining satisfactory course attendance. This is available to all students before they enrol via the CCEB website.
- 2.6 All students are required to attend an induction session for their course. The induction includes the attendance requirements.
- 2.7 The minimum requirement for attendance is 80% of the scheduled contact hours for each ELICOS course in which a student is enrolled. Where a student has more than 1 ELICOS enrolment, they must have an attendance of 80% or more in each enrolment.
- 2.8 CCEB will monitor, record, and assess the attendance of each student for each course in which they are currently enrolled.
- 2.9 Students must arrive no later than 10 minutes to each lesson to be recorded as present. Students arriving later than 10 minutes after the scheduled start time of the lesson may be refused entry to that session.
- 2.10 CCEB will contact any student who is absent for more than 5 consecutive study days without approval. CCEB will contact the student to find out why they have been absent and to see if any support is required.
- 2.11 CCEB will keep records of all contact and counselling made with students who have been absent for more than 5 consecutive study days without approval or students at risk of not attending at least 80% of the course contact hours. A record will be kept in the student management system.
- 2.12 CCEB will identify and offer support to those at risk of not meeting attendance requirements.
- 2.13 Students enrolled in an ELICOS course will be issued with an Attendance Warning Letter once their attendance falls below 90%. The letter notifies the student of their current overall attendance percentage for that enrolment and reminds them of their obligations regarding their enrolment.
- 2.14 Overseas students enrolled in an ELICOS course will be required to meet with the Principal Administrator when their attendance reaches 82%.
- 2.15 If a student fails to meet the course progress requirements, CCEB can make the decision to cancel the enrolment of the student.
- 2.16 For those students on a Student Visa, if CCEB has assessed that the overseas student is not meeting course attendance requirements in accordance with CCEB policies, CCEB must give the student a written notice of its intention to report. CCEB will also advise the overseas student of their rights to access CCEB's internal complaints and appeals process within 20 days of the intention to report being issued.
- 2.17 CCEB must maintain the overseas student's enrolment by only reporting a breach of course attendance in PRISMS if:

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- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

2.18 CCEB may decide not to report an overseas ELICOS student for falling below 80% attendance if the student is still attending at least 70% of the scheduled contact hours and has provided genuine evidence of compassionate or compelling circumstances.

2.19 CCEB Deferment, Suspension and Cancellation Policy and Procedure should be used in conjunction with this policy.

2.20 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

### 3. Procedures

3.1 For every lesson, the teacher/ trainer will record the attendance of each student. Student must arrive no later than 10 minutes to each lesson to be recorded as present.

3.2 VET attendance registers are kept with the VET student records.

3.3 At the end of each week as a minimum, ELICOS attendance records are entered into the student management system for each student.

3.4 If any student is absent for more than 5 consecutive study days without approval, the appropriate administration staff member should be notified and should contact the student (and/or agent if required). Notes regarding the contact will be made in the student management system.

3.5 When an ELICOS student is identified as having an attendance of 90% (or fallen below 90%), CCEB will issue the student with an 'Attendance Warning Letter 1'. The student needs to read, sign, and return the slip at the bottom of the letter confirming they understood the nature of the letter.

3.6 When an ELICOS student continues to miss lessons and is identified as having an attendance of 82% (or fallen below 82%), CCEB will issue the student with an 'Attendance Warning Letter 2'. This letter informs them that they are required to attend an intervention meeting with the Principal Administrator. Date and time of the meeting is detailed in the letter.

3.7 The student must talk to the Principal Administrator should they want to request to a different date and/or time for the meeting.

3.8 Notes regarding the outcome of the meeting will be made in the student management system.

3.9 When an ELICOS overseas student's attendance falls below 80%, CCEB will issue an 'Intention to Cancel Enrolment – Unsatisfactory Course Attendance' Letter. This letter advises the student of the intention to report and to cancel the enrolment. The 'Student Complaints Appeals Form' is also provided to the student. This letter will not be issued if they have provided genuine evidence of compassionate or compelling circumstances at the intervention meeting and the Principal Administrator has agreed to allow the student to continue to study and their attendance is at least 70%.

3.10 If the ELICOS overseas student does not choose to appeal within the 20 working days, or the student does appeal and the breach is upheld, the enrolment and future course enrolments will be cancelled.

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- 3.11 CCEB will record the cancellation in PRISMS resulting in the cancellation of the CoE(s).
- 3.12 CCEB will record notes relating this in the student management system.
- 3.13 CCEB will make relevant changes in the student management system to the courses affected.

## 4. Definitions

- a) College – CCEB
- b) Student – All students enrolled at CCEB
- c) Overseas Student – Any student who holds a student visa as defined by the ESOS Act (Education Services for Overseas Students Act 2000)
- d) Younger student – Any student under the age of 18 years old
- e) ELICOS – English Language Intensive Course for Overseas Students
- f) VET – Vocational Education Training
- g) CoE – Certificate of Enrolment issued in PRISMS
- h) PRISMS – Provider Registration and International Student Management System
- i) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes;
  - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student’s studies;
  - a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports); or
  - where CCEB unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

## 5. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8) Education Services for Overseas Students Act 2000
<b>Queensland</b>	-

## 6. Related Documents

<b>Letters/ forms</b>	Attendance Warning Letter 1 Attendance Warning Letter 2 Intention to Cancel Enrolment – Unsatisfactory Course Attendance Student Complaints/ Appeals Form
<b>Policies/ procedures</b>	Cancellation and Refund Policy Deferment, Suspension and Cancellation Policy and Procedure Complaints and Appeals Process
<b>Other documents</b>	Pre-Departure Booklet – Student Handbook

# Student Attendance Policy and Procedure

## Document History

Version	Version release date	Author	Description of change	Date for next review
P&P Handbook	Sep 2010		Original document	
Student Attendance Policy and Procedure v2	Oct 2021	H. Pearce (Admin Coordinator)	Reformatted and updated in accordance with Standard 8 of The National Code 2018	Nov 2024