

ELT Student Attendance Management Procedure

PROCEDURE PURPOSE

This procedure provides more detailed information related to the *Attendance Policy, English Language Teaching*. It outlines the steps that UTS Insearch will take to manage student attendance in accordance with the policy, and the steps that students should take in managing their own attendance.

SCOPE

This procedure applies to:

- all ELT students on current student visas, and
- all staff involved in the management and reporting of ELT students' attendance.

It does not apply to UTS Insearch domestic students, or students on other types of visa (e.g. tourist or working holiday visas).

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
ELT Student Attendance Management		
Record student attendance	1. Teachers will record attendance in every class session using the appropriate electronic system.	Teacher
Notify teacher when they will be absent	2. Where possible, students should contact their teacher every time they will be absent from class prior to the regular class time , via email, phone or SMS.	Student
Obtain and submit medical certificates	3. When students are absent due to illness, they should get a medical certificate. They should submit this certificate to the UTS Insearch Student Centre on the first day they attend a class after an absence	Student
Follow up student absences	4. Academic Advisers will follow up with absent students referred to them by teachers.	Academic Adviser
Follow up consecutive absences	5. UTS Insearch will follow up any unapproved absences longer than 5 consecutive days as a matter of urgency. Academic Advisers will attempt to contact the student via phone, SMS or email	Academic Adviser / Student Centre

	<p>if successful, counsel student on the importance of notifying UTS Insearch when absent</p> <p>if unsuccessful, refer the matter to the Student Centre</p> <p>Student Centre will attempt to contact the student again</p> <p>if contact still cannot be made, raise the matter to a critical incident and notify the relevant authorities (e.g. police, the Department of Home Affairs, next of kin)</p>	
Monitor/track student attendance	<p>6. Academic Advisers will monitor each student's attendance by reviewing their projected attendance each week.</p> <p>A student's projected attendance is calculated as a percentage of their total scheduled class hours for the 5-week study period:</p> <p>taking account of their actual attendance to date, and assuming they will maintain full attendance for the remainder of the study period.</p>	Academic Adviser
Proactively warn and support students at risk of not maintaining satisfactory attendance	<p>7. First warning: 95% or less When students' projected attendance is calculated as 95% or less, Academic Advisers will contact them by email to:</p> <p>remind them of the importance of maintaining satisfactory attendance</p> <p>advise them to discuss the matter with the Academic Advisers. At the discussion, the Academic Advisers will:</p> <p>counsel/assist the student to rectify the issue keep all documentation/notes on the student'</p> <p>Second warning: 87% attendance or less When students' projected attendance is calculated as 87% or less, Academic Advisers will contact them by email to:</p> <p>warn them that they are now at risk of being reported to the Department of Home Affairs</p> <p>require them to make an appointment with the Academic Advisers ASAP for assistance/advise</p> <p>At this meeting, the Academic Adviser will:</p> <p>counsel/assist student to rectify the issue</p> <p>keep all documentation/notes on student file</p>	ICT/Academic Adviser

<p>Notify students when UTS Insearch intends to report them to the Department of Home Affairs for breaching the student visa attendance condition</p>	<p>8. When student's projected attendance is calculated as 80% or less, Academic Advisers will send them an 'Intention to Report' (ITR) letter</p> <p>The ITR letter will inform the student that:</p> <p>their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa</p> <p>UTS Insearch intends to inform the Department of Home Affairs of this breach</p> <p>they have 20 working days to appeal through UTS Insearch's complaints and appeals process, and how they can make and appeal</p> <p>they may request an interview with their Academic Adviser if they want to discuss the matter</p>	<p>ICT/Academic Adviser</p>
<p>Appeal UTS Insearch's intention to report them to the Department of Home Affairs</p>	<p>9. Students may appeal UTS Insearch's intention to report them for breach of their student visa attendance condition on the following grounds:</p> <ol style="list-style-type: none"> 1. UTS Insearch failed to record or calculate the student's attendance accurately 2. There are compassionate or compelling circumstances for the student's low attendance, or 3. UTS Insearch did not implement our policies according to the documented policies and procedures that were made available to the student <p>To make an appeal, the student must:</p> <p>write a letter to Dean of Studies stating that they are appealing the intention to report, and setting out the grounds for their appeal if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence</p> <p>submit this letter to their Academic Adviser no more than 20 working days after they received the Intention to Report letter</p> <p>During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being rejected</p>	<p>Student</p>
<p>Assess and determine outcome</p>	<p>10. Academic Advisers will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents they provided</p>	<p>Dean of Studies</p>

of internal appeals	<p>Academic Adviser Team Leader will review Appeal Resolutions, then submit to Dean of Studies</p> <p>Dean of Studies will assess Appeal Resolutions and make the final decision to accept or reject the appeal</p> <p>Executive Assistant of Dean of Studies will notify students of the outcome via emails, and explain how they can access an external appeal process if their internal appeal was rejected</p>	
Exercise discretion not to report the student to the Department of Home Affairs	<p>11. When a student's projected attendance is calculated as 80% or less, UTS Insearch may choose not to report them to the Department of Home Affairs (regardless of any appeal process or outcome) in the following circumstances only:</p> <p>the student's projected attendance is at least 70% of the scheduled course contact hours, and</p> <p>the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences</p>	Dean of Studies
Grant Approved leave to the student	<p>12. UTS Insearch may grant the student Approved leave (temporary suspension of studies) in the following circumstances:</p> <p>the student has demonstrated with documentary evidence that there are compassionate or compelling circumstances for their absences, and</p> <p>the Academic Adviser has assessed that Approved leave is in the best interests of the student</p>	Academic Adviser/ Director of Studies, ELT
Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa	<p>13. UTS Insearch will notify the Department of Home Affairs via PRISMS that a student has not maintained satisfactory attendance as soon as practicable after:</p> <p>the 20 working day period for making an appeal has elapsed without the student making an appeal, or</p> <p>the student withdraws from the appeals process before it is completed, or</p> <p>the appeals process is completed and the appeal is rejected</p>	SSCR
Notify the Department of Home Affairs that a student's studies have been terminated	<p>14. UTS Insearch will notify the Department of Home Affairs via PRISMS that the student's studies have been terminated as soon as possible when:</p> <p>the student stops attending a course or does not return from leave, and/or</p> <p>we have made repeated unsuccessful attempts to</p>	SSCR

	<p>contact them</p> <p>In the above circumstances:</p> <p>UTS Insearch is not required to give the student access to the appeals process</p> <p>the student is not entitled to a refund unless approved by the Chief Operating Officer</p>	
Keep accurate records of UTS Insearch's actions in relation to student attendance	15. UTS Insearch will retain, in the student's file, notes and evidence of all actions we take to monitor and manage their attendance, including providing advice and counselling	ICT/Teacher/Academic Adviser/SSCR

DEFINITIONS

Approved leave	ELT students are eligible for Approved leave/Deferral only after completion of 20 weeks of continuous study. Approved leave for ELT students comprises of 5 weeks leave
Compassionate or compelling circumstances	<p>Circumstances beyond the control of the student that affected their course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> serious illness or injury (supported by a medical certificate that states that the student was unable to attend classes) death of close family members, such as parents or grandparents a major political upheaval or natural disaster in the student's home country that has required the student to return home a traumatic experience (such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime) that has affected the student's ability to attend classes (supported by police or psychologist reports) any other circumstance considered as compassionate or compelling that prevented the student from attending class (supported by documentary evidence)
Class session	ELT classes are made up of 2 x 2-hour class sessions
Course	The sequence of ELT levels. Used throughout this document to refer to ELT levels
ELT	English Language Teaching program

Intention to Report (ITR) letter	A letter from UTS Insearch to a student to notify them that we intend to report them to the Department of Home Affairs for failing to maintain satisfactory attendance, in breach of their student visa conditions
Level	A course of study in ELT offered at particular language levels
Medical certificate	<p>A certificate issued by a registered medical provider including doctors, dentists (emergency appointments only), psychiatrists and psychologists</p> <p>UTS Insearch does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics, etc</p> <p>The medical certificate must be original and must state the provider number. Medical Certificates bought on-line are not acceptable</p>
PRISMS	Provider Registration and International Student Management System (PRISMS)
Projected attendance	<p>A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using</p> $\frac{\text{Already Attended hours (Total hours - Absent hours)} + \text{Remaining future hours}}{\text{Total hours}} = \% \text{ Attended}$
Satisfactory attendance	Attendance of at least 80% of scheduled class hours for the study period
Scheduled class hours	Timetabled classes for a study period with 4 hours per day
SSCR	Student Sponsorship Compliance and Reporting
Study period	5 weeks – 1 term
Support person	Friend or relative
Teaching period	ELT level
Teacher	Includes any ELT class teacher or level leader

Term	5 weeks
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SUPPORTING DOCUMENTS:

- Attendance Policy ELT
- ELT Handbook
- The National Code 2018
- Student Complaints and Appeals Policy
- Student Complaints and Appeals procedure
- First Warning Letter
- Second Warning Letter
- Intention to Report letter

ADMIN USE ONLY

APPROVAL	
Signature:	
Name:	Dean of Studies Date: 20 August 2018
Procedure Title	ELT Student Attendance Management Procedure
Senior Leader	Dean of Studies
Manager	Associate Dean of Studies
Procedure ID	PR/EDU/01/18
Effective Date:	20 August 2018