

## 1. Rationale

This policy has been developed to meet the requirements of the Education Services for International Students Act 2000 (ESOS Act), including section 19, National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8, as well as the requirements of the ELICOS Standards 2018, Standard P1. Registered Providers are required to monitor students' compliance with their visa conditions in terms of attendance and are expected to be proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements. Registered Providers report students who have breached the attendance requirement as per the above-mentioned legislative documents.

This policy exists in conjunction with other policies to provide overall high quality and continuous improvement at OC.

## 2. Scope

This policy applies to all Orange College (OC) English Language (ELI/OCS courses only) students on a student visa including accredited and / or non-accredited and / or Non AQF courses.

## 3. Policy

**3.1** International students on a student visa are required to maintain a minimum of 20 hours' attendance per week for scheduled face to face hours in the classroom. Attendance is recorded for every class and students' attendance rates are calculated based on the study period.

**3.2** To be successful in their studies, students are expected to attend all classes on time as scheduled on the timetable (Timetable is subject to change, and student must check the learner app). International students on a student visa are required to attend 80% or more of their classes every study period to achieve satisfactory attendance. This minimum attendance requirement is not sufficient for a student to perform well at study. Therefore, absences are monitored and attendance below a 90% attendance rate is addressed.

**3.3** If students are absent for five consecutive days or where the international student is at risk of not attending at least 80 per cent of the course contact hours, the student is required to see the Student Services Officer to explain reasons of absence. The intent is to find out why the students have been absent and to see what support OC may be able to offer the student.

**3.4** OC implements intervention strategies when students miss more than 5 consecutive days or where the international student is at risk of not attending at least 80 per cent of the course contact hour without contacting OC. Student will be contacted via phone / text to come in for meeting with the Student Support Coordinator / Officer or ELICOS Coordinator. They will be counselled and be reminded of the attendance requirements. Records of all contact and counselling made with students will kept in Student Management System.

**3.5** When counselling the student about the absence, the Student Support Coordinator /Officer or ELICOS Coordinator will also remind the student of OC's attendance policy. The student will also be informed that maintaining satisfactory attendance is a student visa requirement. The student will be informed that if his or her attendance falls below the required level, the student will be reported, and the student's visa may be cancelled. If the student has questions about the student visa condition and the possible outcome of breaching the condition, OC will refer the student to the relevant Commonwealth Department via Provider Registration and International Students Management System (PRISMS) (Department of Education and Department of Home Affairs or their successors).

**3.6** If the Students' attendance falls below 90%, a warning letter will be issued to students and students will be contacted via phone calls and/or text message/email. Student will be advised to contact OC staff for counselling.

**3.7** Orange College will report international student who do not meet course attendance requirements then OC will issue student with a written notice of its intention to report. OC will advise the international student of their right to access the internal complaints and appeals process within 20 working days. A final intention to report/cancel enrolment letter will be issued when students attendance fall below 80% for the study period.

OC will maintain the international student's enrolment by only reporting a breach of course attendance in Provider Registration and International Student Management System (PRISMS) if:

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

There are limited circumstances where OC may decide not to report an overseas student for falling below 80 per cent attendance:

- For ELICOS program: the international student is still attending at least 70% of the scheduled course contact hours and

provides genuine evidence of compassionate or compelling circumstances.

**3.8** International Students will be reported via PRISMS for unsatisfactory attendance after 20 working days if students do not appeal. Student enrolment will be officially cancelled at this point (within 5 working days).

## 4. Definition

Course Duration	Study Period
EAP I	5 weeks minimum period apply
General English Program (Beginner to Advanced)	10 weeks for each level, 5 weeks minimum period apply
Other ELICOS programs with duration less than 15 weeks duration	5 weeks minimum period apply

**4.1** 'Unsatisfactory attendance' is defined as failure by a student to achieve more than 80% attendance for any study period.

**4.2** "Satisfactory attendance is defined as a student who achieves more than 80% for any study period.

**4.3** A 'study period' is defined:

- for a Student enrolled in a course with a duration of less than 24 weeks, the duration of the course;
- for a Student enrolled in a course of duration of more than 24 weeks, one semester of study. One semester of study is 24 weeks.
- All courses at Orange College are divided into different study periods as per the following. Five weeks is usually considered the minimum length of time in which it is reasonable for Orange College (OC) to make an assessment

of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months. Study periods will be notified to students through Enrolment Confirmation Letter.

- Where OC does not divide courses into study periods, course progress must be monitored at least every six months. Courses delivered under ELICOS standards use Study Period (in weeks) to monitor ELICOS course attendance policy and procedure.

**4.4** 'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students

**4.5** 'PRISMS' is the Provider Registration and International Students Management System

## 5. Illness and Holidays

**5.1** Students must have medical certificates as evidence if they are absent due to illness. A copy needs to be provided to the Student Services Officer upon return to Orange College.

**5.2** Students need to ring the Student Services Desk (Phone: 13000 69 642) or Email (info@orange.edu.au) and explain reasons for lateness or absence. A record will be made on students' attendance record on the Student Management System.

**5.3** Students must be in school from the first lesson of the first day and the last lesson of the last day of each study period. Leaving early and returning late from holiday is not permitted except in compelling and compassionate circumstances.

## 6. Procedures for Recording and Monitoring Attendance

**6.1** Student's attendance is recorded every session. In general, students are scheduled to attend 1 session per day for weekday classes. In relation to weekend classes, students are scheduled to attend 2 sessions per day on Saturdays and Sundays, and one more session in a weekday.

**6.2** Teachers mark students' attendance in the Student Management System directly at the beginning of the session and then update the same at the end of the session. For more information on attendance marking in terms of time, please consult the table below:

Session:	Attendance marked at:	Attendance updated/verified at: (if applicable)
Morning session (8.30am - 1.45pm)	8.30am - 9.30am	1.35pm - 1.45pm
Evening session (4:00pm - 9.15pm)	4:00pm - 6:00pm	8.15pm - 9.15pm

\* Please note that teachers are provided weekly registers in PDF format through the Student Management System (in the form of a report) for their convenience. These registers may be printed and used by the teachers on daily/weekly basis, however, the teachers will not need to submit any printed data at the end of the session(s). If printed, these registers will need to be disposed of in a secure way.

**6.3** Registers are marked according to the following:

- Attended: When a student attends the session;
- Absent: When a student does not attend the session;

- Medical leave: When a student is unable to attend the session due to sickness (student to bring medical certificate in such cases); Please refer to heading 5 for more information;
- Approved leave: When a student is allowed to be absent due to compassionate reasons (student to request and be approved such leave based on compassionate reasons);
- Cancelled: When a student is not required to participate due to public holidays.

**6.4** Teachers record late arrival and early departure of student accordingly; i.e. with specific time for both, late arrival and early departure. Students who come later than 30 minutes into the lesson, will not be admitted and will be asked to join for the second lesson.

Please note that one lesson is the equivalent of 2 hours. One session is the equivalent of two lessons.

**6.5** The Student Support Coordinator/Officer checks the Student Management System on daily basis to identify absent students. Students are sent emails and/or sms-es on daily basis regarding their absence.

Students who are absent for 5 consecutive sessions/days will be contacted by the Student Support Coordinator/Officer via phone or text message. The Student Support Coordinator/Officer needs to find out the reasons for the student's absence and to record such reasons on the Student Management System.

**6.6** Orange College regularly assesses the projected and actual attendance of the student. This is done automatically by the Student Management System and is updated immediately after the teachers mark students' attendance.

**6.7** If student is absent for 5 consecutive days, student will be contacted via phone or text message and advised to attend classes immediately; see point 6.5 for more information.

**6.8** Students will receive a warning letter when the projected attendance falls below 90%. The warning letter will be sent to the student's OC email address, as well as their agency (if applicable), and the student will be contacted by phone or text message to come in for a meeting with the Student Support Coordinator/Officer or ELICOS Coordinator. This can be done both automatically (generated by the Student Management System), or manually.

**6.9** During the meeting, students will be counselled on strategies to improve attendance. All records of all contact and counselling made with students are kept in Student Management System in the form of Intervention Forms.

**6.10** Student Support Coordinator / Officer monitors students who have received a warning letter closely and check their attendance daily. Students are advised that it is still possible for them to meet the attendance requirements if they continue to attend ALL classes for the rest of the semester.

**6.11** Once the student projected attendance falls below 80%, a final letter of intention to report will be issued to students. This means students will not have the capacity to reach 80% actual attendance even if they continue to attend all classes for the rest of the semester.

**6.12** Please refer to the step 3.7 and 3.8 for further information

**6.13** If the student does not contact Orange College to organise for a complaint or appeal after 20 working days (plus 5 days for postage) or the student is not successful with the complaint or appeals process, the student will be reported for non-attendance via PRISMs and the enrolment will be cancelled at Orange College within 5 working days.