

Monitoring Attendance Policy

Language Links records the attendance and absences of each student for all scheduled course hours in which they are enrolled. Students' attendance and absences are updated and percentages recalculated daily (Monday to Friday, excluding campus and public holidays) in eBECAS.

The minimum satisfactory attendance requirement is 80%. Students who fall below 85% attendance for all scheduled course hours are assessed as being at risk of failing to meet the satisfactory attendance requirement. Student who fall below 80% attendance for all schedule course hours are assessed as failing to meet satisfactory attendance requirement.

Please note that medical certificates do not increase attendance percentage, they are only used as supporting documentation if a decision to report students to immigration for breach of attendance while on a student visa is required - **All absences, regardless of the reason, will affect the attendance percentage.**

INTERNAL PROCEDURE

1. INFORMING STUDENTS OF ATTENDANCE REQUIREMENTS

1.1 Prior and at the time of enrolment, students are advised of the minimum satisfactory attendance requirements.

1.2 Students are provided with a Student Handbook containing information regarding the minimum satisfactory attendance requirements. (Please see [Student Handbook](#))

1.3 Students are informed in detail of the attendance monitoring procedures and the minimum attendance requirements during the Orientation Program.

2. RECORDING AND MONITORING STUDENT ATTENDANCE

2.1 Teachers mark students' absences, late arrivals and early departures for *each* scheduled teaching session via the eBecas Teachers Portal.

2.2 If a student arrives between 10 and 30 minutes late for a scheduled session, they are marked 30 minutes absent for that session.

2.3 If a student arrives 30 minutes after the start of a scheduled session, they are marked absent for the entire session. It will be up to the teacher to decide if the student is allowed in the class for that session.

2.4 If a student leaves between 10 and 30 minutes prior to the end of a scheduled session, they are marked 30 minutes absent for that session.

2.5 If a student leaves more than 30 minutes prior the end of a scheduled session, they are marked absent for the entire session.

3. STUDENTS ABSENT FOR 3 CONSECUTIVE DAYS WITHOUT PRIOR NOTIFICATION

3.1 Students who have been absent 3 consecutive days without prior notification will be flagged by the teacher, who will advise Student Services, who will then contact the student via telephone and / or email in relation to their absence.

3.1.1 **Under 18 yrs students – Student Services will contact the student’s guardian on the first day of their absence as soon as advised by the teacher at the end of the first session’s absence.**

3.2 Student Services to create a note in eBECAS diary in relation to the contact made with the student and any follow up required.

3.3 If the student indicates they are having difficulties meeting their attendance requirements due to welfare issues, Student Support Services will follow up to determine what assistance can be provided to help the student, and all details will be documented in the student’s eBECAS diary notes.

4. NOTIFYING AND COUNSELLING STUDENTS AT RISK OF NOT ACHIEVING SATISFACTORY ATTENDANCE

4.1 A report is produced weekly to calculate overall attendance percentages for all students to identify students at risk of not meeting the minimum satisfactory attendance requirements and students who have breached the minimum satisfactory attendance requirement.

4.2 Students whose **overall** attendance percentage has fallen to 90% or below will receive their first warning letter via email advising the student in relation to the attendance requirement and Attendance Policy.

4.3 Students whose **overall** attendance percentage has fallen to 85% or below will receive their second warning via email and informed of a scheduled appointment for them to attend to discuss any issues they may have affecting their ability to attend. If the student is unable to attend the scheduled appointment, they must contact the college to reschedule. Details will be documented in eBecas.

4.4 Students whose **overall** attendance percentage has fallen below 80% have breached their attendance requirements and will be given a written ‘Notice of Intention to Report’ by either Student Services or the Academic Manager, notifying them of the college’s intention to report their attendance breach to the Department of Home Affairs.

4.4.1 The letter will detail the student's overall attendance and the implications of breaching their attendance requirements. It will also include details of how to access the college's Complaints and Appeals process should the student wish to appeal the decision.

4.4.2 The student has 20 working days from the date of issue of the notice of intention to report in which to appeal. To initiate the Appeals Process the student is required to submit a letter in person to Student Services explaining their reasons for their absence and providing any further evidence to support their case.

4.5 If the student chooses to appeal, this will be reviewed by the Academic Manager or College Director. The student will be informed of the final decision in writing within 5 working days. (Please see Internal Appeals Process/Grievance Procedure).

4.6 These students will be reported unless:

- a. They have attended at least 70% of the scheduled course contact hours for the course in which they are enrolled.
- b. They can produce documented evidence clearly demonstrating compassionate or compelling circumstances that have prevented them from attending their course scheduled hours.

4.7 For all students under the age of 18 - letters will be sent to their guardian and the Student Services will talk to the student in the presence of the guardian. From this point, all meetings will take place in the presence of the guardian and recorded in eBECAS.

4.8 All pathway student's intervention sessions will be organised and held by the Academic Department.

5. REPORTING BREACH OF ATTENDANCE REQUIREMENTS VIA PRISMS

5.1 If the student chooses not to access the complaints and appeals process within 20 working days or withdraws from the appeals process, the college will notify the Secretary of DEEWR via PRISMS (as per the PRISMS Provider User Guide) that the student is in breach of their attendance requirements.

5.2 If the appeals process (internal and external) is completed and results in a decision supporting the college's intention to report, the college will notify the Secretary of DEEWR via PRISMS (as per the PRISMS Provider User Guide) that the student is in breach of their attendance requirements.

5.3 If a student is reported via PRISMS for breach of visa conditions, the Student Services Officer will send a Notice of Cancellation of eCOE to the student/agent via email and a copy will be saved in the 'eBecas Documents Store' plus a diary note needs to be created with related information and final decision.

5.4 The Student Services Officer will update eCOE accordingly and record it in eBecas.