
Policy Title

ANU College Student Attendance Policy and Procedure

Policy Statement

ANU College makes every effort to support international students to adjust to study and life in Australia and to achieve their educational goals. This includes monitoring students' attendance in order to ensure that all international student visa conditions are understood and met. ANU College policies and procedures relating to student attendance are written in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

Purpose

The purpose of this policy is to ensure that ANU College students, their families, staff and stakeholders understand the expectations and processes that apply during a student's enrolment period.

Scope

This policy applies to all students enrolled in the College's ELICOS and Foundation Studies programs.

Terminology

Potential Attendance Percentage (PAP)

Current Attendance Percentage (CAP)

Roles and Responsibilities

Classroom teachers are responsible for:

- a) Recording and monitoring the attendance of their students on a daily basis;
- b) Proactively informing the Student Support Officers (Welfare) of any ongoing concerns regarding the attendance of their students; and
- c) Regularly reminding students that:
 - a. A medical certificate is required for any absence of more than two consecutive days;
 - b. An absence supported by a medical certificate would still be counted towards the student's total absences when calculating attendance; and
 - c. A medical certificate is a legal document that can only be provided by a 'registered' health or general practitioner. Certificates obtained from pharmacists are not accepted.

¹ References to Foundation courses herein do not apply to the ANU Express program (CRICOS Course Code: 079652M) delivered by SGA's ANU College on behalf of ANU (CRICOS Provider code 00120C). Relevant ANU policy and procedure applies to ANU Express students. For more information, visit: <https://policies.anu.edu.au/pp/index.htm>

Student Support Officers (Welfare) work with teachers to record, monitor, analyse and address student attendance issues.

When a student is in danger of breaching the 80% attendance rule, Student Support Officers (Welfare) will work with the student and the Head of Program to resolve the issues.

Registrar, having sought the approval from the relevant Head of Program, is responsible for reporting through PRISMS a student enrolled in ELICOS and Foundation Studies programs who has been deemed as not maintaining satisfactory attendance consistent with the procedure set out below.

Policy Provision and Procedure

1. All overseas students enrolled in an ELICOS or Foundation Studies program:
 - a. are required to attend at least 80% of the scheduled contact hours for the course/program in which they are enrolled. The requisite 80% is calculated over a period of ten (10) weeks (or one term) in ELICOS and Foundation Studies.
 - b. must also not be absent for more than five consecutive days without approval from their Head of Program (or their delegate – e.g. course coordinator).
2. Teachers record the attendance of their students on a daily basis and electronically through Study Global, the online student management system.
3. Teachers are required to inform the Student Support Officers (Welfare) when a student is absent for more than two consecutive days (ELICOS) or two consecutive tutorials/classes in a particular discipline (Foundation Studies) without explanation or prior approval as a proactive intervention strategy.
4. The Student Support Officers (Welfare) make regular (at least weekly) assessments of student attendance across all ANU College programs and courses, using Study Global reporting mechanisms.
5. The Student Support Officers (Welfare) will monitor and contact by email students whose CAP has fallen below 80%. Once a student's PAP falls to 85% or lower, the Student Support Officers (Welfare) will meet and counsel the student. During this meeting:
 - a. the student will be reminded of:
 - i. the requirement to attend at least 80% of all scheduled course contact hours,
 - ii. the regulatory requirement to not be absent for more than five consecutive days without approval,
 - iii. the attendance condition of their Student visa (Condition 8202), and
 - iv. the ANU College reporting and monitoring obligations under the ESOS framework and the National Code 2018;
 - b. a plan to improve the student's attendance will be put in place, in collaboration with the student's teachers and the Head of Program; and
 - c. appropriate strategies will be identified to provide the student with personal and/or academic support. The student may be presented with an ANU College Academic Progress form, referring them to further support services available both internally at

ANU College and externally. A copy of the Academic Progress form will be lodged on Study Global and sent to the relevant Head of program.

6. The Student Support Officers (Welfare) will monitor the student's progress on a weekly or other agreed basis and will consult the relevant Head of Program and the Academic Director on cases where the student fails to achieve satisfactory attendance.
7. If the student's attendance continues to decrease (if/when a student's CAP falls two times after their initial attendance notification email), the student will be required to have a meeting with the Student Support Officer (Welfare) and their Head of Program (or their delegate).
8. A written warning will be issued and emailed to any student whose PAP falls below 80% or who has been absent for more than five consecutive days without approval, advising the student of the **Notice of Intention to Report** on the grounds of unsatisfactory attendance. This letter of warning will include advice to the student regarding the *SGA Student Complaints and Appeals Policy and Procedure* with reference to Standard 10 (Complaints and Appeals) of the National Code 2018 and the student's right to access the College's appeal process within twenty (20) working days. A copy of this letter will be placed on the student's official record. The student's parents will be advised where appropriate, with the student's knowledge.
9. The Head of Program (or their delegate) may decide not to report a student whose PAP falls below 80% or who has been absent for more than five consecutive days without approval if:
 - a. The student's records clearly indicate that the student is maintaining satisfactory course progress and the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.
 - b. The student provides documentary evidence clearly demonstrating that compassionate or compelling circumstances² apply and the student is attending at least 70% of the scheduled course contact hours for the term in which he or she is enrolled.
 - c. The student's circumstances are likely to change in the near future (such as through a change in accommodation arrangements or health) and this in turn is likely to lead to improved attendance.
10. A student who appeals against the Notice of Intention to Report following the *SGA Student Complaints and Appeals Policy and Procedure*, and is unsuccessful, will be reported to the Department of Education and Training via PRISMS within five working days of such a decision.

² National Code 2018 identifies compassionate or compelling circumstances as those being generally beyond the control of the overseas student and which have an impact on the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the 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 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 the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. (See National Code 2018 Fact Sheet *Standard 9: Deferring, suspending or cancelling the overseas student's enrolment* at <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>)

Supporting Documents

ANU College Student Code of Conduct

ANU College Student Misconduct Policy and Procedure

SGA Student Complaints and Appeals Policy and Procedure

ANU College Academic Intervention and Support Policy and Procedure

ANU College Under 18 Attendance Registration Process

Approval and Review

Policy Name	Student Attendance Policy and Procedure
Policy Owner	Academic Director
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Approval Authority	Head of College, ANU College
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Document History

Commencing Date	Summary of Changes	Next Review Date
21 February 2018	v3.0 Minor administrative amendment to maintain currency with business and regulatory changes	February 2023
13 March 2019	v3.1 Minor amendments to clarify roles and responsibilities.	February 2023
16 April 2019	v3.2 Minor amendment to scope to maintain business currency.	February 2023