



New England College is the trading name of **New England Institute of Technology Pty Ltd**

RTO No: 31943 | CRICOS No: 03113M | ABN: 40 135 331 494

Course Attendance Policy and Procedure

Version: 3

Date: November 2022

Status: Published



Copyright

Copyright © 2020 New England College (NEC). All rights reserved.

Disclaimer:

The information contained within this document is the property of NEC, which is confidential and protected by international copyright laws and any unauthorized use of this document or its contents may violate copyright, trademark, and other laws. No part of this document may be photocopied, reproduced or translated in any form or by any means, or stored in a retrieval system or transmitted electronically or otherwise, without the prior written consent of NEC.

Location

Melbourne Campus

Level 5, 190 Queen Street

Melbourne, VIC Australia 3000

Postal Address

PO Box 7185

East Brisbane, QLD Australia 4169

Document Control

Version History

Version	Date	Description
V1.0	29.10.2018	Policy defined and created
V2.0	23.11.2020	Full review and update under new management
V3.0	04.11.2022	Review and update of minor details including address

Review Process: This policy shall be reviewed annually in compliance with education industry standards including the Standards for Registered Training Organisations (SRTOs) 2015, the ESOS Act 2000 and the National Code of Practice for Providers of Education to Overseas Students 2018 and the ELICOS Standards 2018.



Contents

Purpose	4
Scope	4
Policy Statement	4
Procedure	4
Defining unsatisfactory attendance.....	4
Attendance recording	4
Calculating student attendance.....	5
Counselling.....	5
Notification of unsatisfactory attendance	6
Exclusions that may be considered.....	7
Conduct Expectations	7
Complaints and Appeals	8
Internal appeal.....	8
External appeal.....	8
Definitions	9



Purpose

In accordance with attendance requirements prescribed within the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, Standard 8 – Monitoring Attendance for students who have been granted student visas, New England College (NEC) will keep attendance records for all students who are enrolled in CRICOS registered courses. These records will be able to reflect in a progressive manner the attendance/absences for each student in each period of enrolment (scheduled course contact hours). Individual class attendance records for each student will be maintained on term by term basis.

Scope

This policy and procedure refers to all students on student visas enrolled in any accredited course at New England College (NEC).

Policy Statement

NEC policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Home Affairs (DoHA).

Procedure

Defining unsatisfactory attendance

The International Administration team review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements. A student will be identified as not meeting satisfactory attendance in the following scenarios:

- Is absent for more than 5 consecutive scheduled class days without approval.
- Is at risk of not achieving 80% of attendance of total scheduled contact hours of the term, as per projected maximum possible attendance calculation.
- Has actually fallen below the required attendance level within the current attendance calculation period, which is below 80%.

Attendance recording

- Students will be provided with this policy and procedure during the pre-enrolment phase and again they will have this attendance policy explained to them during orientation. A full copy of the policy is also accessible to students on New England College's official website
- On orientation day, new students will also be given a timetable for their course.
- Each student will be given the details of the classes such as date, start and end time, total contact hours, type of contact hours that is lecture, practical, tutoring, etc.
- Students are allocated to classes on the student management system and new rolls are issued to trainers by the end of orientation week
- **Alteration in rolls:** If an alteration is needed this should be clearly made, and signed by the trainer/administrative staff. The administration staff will then enter the alterations into the database attendance records.
- Students will be notified immediately of any changes to the timetable/class rolls after the course begins.



- Trainers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll with the start time.
- No later than thirty (30) minutes after the start of class time, a member of the administration team will collect the completed rolls from each class.
- Administration staff will call/text/email all students who were absent from the class if they have not already advised the college of their absence.
- Absences will be recorded in the student management system and a digital copy of the roll will be recorded.
- Once completed, the rolls will be returned to the class.
- Students will mark the end time before leaving the class and sign the attendance sheet.
- The trainer will provide a final signoff on the attendance sheet to declare that the record is true and accurate.

Calculating student attendance

- Attendance is calculated from the start date to the end date of the attendance monitoring period and incorporates the absences from the class rolls.
- New England College define attendance in consideration of the length of course, however at no point can the attendance monitoring period exceed 26 weeks.
- The projected attendance figure for a student is calculated by a set formula.
- The projected attendance figure is expressed as percentage.
- The attendance figure (at any point of calculation) expresses the maximum attendance percentage that the student can maintain if the student has no further absences.
- It is the student's responsibility (as advised during student orientation) to ensure that they are regularly checking the attendance reports, and if they have any concerns about the data on these reports, they are urged to make an appointment with the student support team.
- Workplace training hours will be counted as planned and verified with the log book signed by the supervisor.

Counselling

Any absences of 5 consecutive days or more without approval, will be investigated as a matter of urgency.

In the first instance, the Student Support Officer will attempt to contact the student.

If the student is not able to be contacted their agent will be contacted (if applicable).

If contact cannot be made the Student Support Officer will discuss with the Campus Manager/CEO and the relevant authorities will be notified (e.g. emergency contact, police, DIBP, next of kin).

Where contact is established, the Student Support Officer will arrange a time to meet and counsel the student on the importance of notifying the college when absent. This appointment should be scheduled as soon as possible and, where possible, within seven (7) days of establishing contact.

Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period, the formal process will begin as outlined in this policy.



Notification of unsatisfactory attendance

- **When a student's projected maximum possible attendance falls between 90% and 85% over the calculation period:** a first attendance warning letter is sent to these students. The International Liaison Officer will notify the student by letter attached to an email to inform them of their attendance obligations and that they are at risk of failing the course and breaching their student visa. Emails will be sent from New England College's designated student email account.
- **When a student's projected maximum possible attendance falls between 85% and 80% over the calculation period:** a second attendance warning letter is sent to these students. The International Liaison Officer will notify the student by letter attached to an email to inform them of their attendance obligations and that they are at risk of failing the course and breaching their student visa. Emails will be sent from NEC's designated student email account.

On the occasion of each warning sent to the student-

- This letter requests a meeting with the student detailing the date, time and contact person for the intervention strategy meeting
 - During the meeting the International Liaison Officer/ International Director or Trainer will meet with the student to discuss their attendance record and a plan to ensure the student's overall attendance above 80%. A written record will be kept of this and any follow up meetings.
 - In the event of a no show, the International Liaison Officer will record the details of 'No Show' on the Intervention Form and update the ISM tracker.
 - The student will be sent a follow up email advising of the 'no show' and requiring a show cause as to why they failed to attend the meeting.
- **When a student's projected maximum possible attendance falls below 80% over the calculation period that means the attendance has dropped below the defined levels and there is no possibility of the student reaching that level by the end of the study period,** the student will be notified in writing (a Notice of Intent to Cancel) of New England College's intention to report the student's unsatisfactory attendance to the Department of Home Affairs (DoHA). Students will also be notified of their right to access New England College's complaints and appeals process within 20 working days.
 - If the student is progressing well in the course and can prove genuine reasons for missing class New England College has the discretion (provided approval from the CEO) to not report the student until they reach 30% absence / 70% attendance.
 - In all circumstances, students with an attendance of 70% or less **MUST** be reported to DIBP via PRISMS.



Exclusions that may be considered

- **Compassionate/compelling circumstances** - Medical certificates/other acceptable documentation must be provided. Medical certificates or other documentation may be considered acceptable to substantiate compelling or compassionate circumstances which may have prevented a student from maintaining the 80% attendance requirement.
 - **Students deferring their commencement** – New England College may allow a student to defer their enrolment or the commencement of their enrolment on the grounds of 'compassionate or compelling circumstances'.
 - A note of the approved deferral of commencement of studies will also be made on the student's file
 - The student will not be marked absent for the said period, which will not be included in attendance calculations made
 - Students who have not applied for, nor have had official leave or permission to defer their course commencement approved, will be recorded as absent for the period
- Details
- The admissions team must notify DoHA via PRISMS of the period of deferral

Conduct Expectations

Breaches of conduct expectations may cause a student to be excluded from class or cause temporary suspension of a student's enrolment. In this situation, a note will be made on the student record and the student will be marked as absent for this period of time. Absences due to breach of conduct will be treated as a bona fide absence as per the processes outlined in this policy.

Possible breaches include, but are not limited to:

Academic

- Cheating
- Plagiarism
- Refusing to participate in class activities
- Disrupting participation for other students
- Refusal to follow reasonable requests or instructions from any teacher/staff
- Arrival and departure to and from lessons outside the times required by NEC

Non-academic

- Being disrespectful to staff or other students which could include, but not limited to, continuously disrupting the class
- Discriminating against, or harassing, any person in any manner or for any reason
- Using offensive language or being physically intimidating
- Acting in an unsafe manner that places the student and/or others at risk
- Acting in an unsafe manner which causes harm to the student or another person
- Being under the influence of alcohol or drugs
- Committing unlawful actions
- Smoking in non-smoking areas
- Non-payment of fees



At the discretion of New England College, after initial warnings and counselling on any of the above, if the student continues to breach these minimum conduct expectations their enrolment may be cancelled.

For further information on the Student Code of Conduct, including a full copy of the policy, refer to the New England College website www.nec.edu.au

Complaints and Appeals

Internal appeal

- Appeals are to be made in writing to the International Liaison Officer or nominee as advised to the student in the written Notice of Intent to cancel letter.
- A student who can demonstrate that the policies and procedures of NEC's —Course Attendance Policy and Procedure have not been followed.
- Can lodge an application for appeal through the International Liaison Officer or nominee on their campus.
- Appeal requests that do not relate to the adherence of the policies and procedures of NEC's Course Attendance Policy and Procedure will not be considered.
- Applications for internal appeal must be lodged within 20 working days of the date of the Notice of Intent to cancel letter.
- Students are required to attach detailed documentation which specifically indicates a breach of policy/procedure. The International Liaison Officer or nominee has 10 working days to notify the student of the appeal decision.
- During the internal appeal process, the student's enrolment will be maintained unless the student notifies cessation of studies or fails to re-enrol. Students should attend all classes and continue with their study program if enrolled during the Appeals process.

External appeal

- If the internal appeal to the International Liaison Officer (or nominee) is unsuccessful, students will be notified of the outcome in writing and may follow a further avenue of appeal through the Overseas Ombudsman Office. All internal avenues of appeal must be exhausted before lodging an external appeal.
- If students are enrolled, their enrolment will be maintained until the external appeal process is complete. Students are required to maintain class attendance until the outcome is finalised. Students intending to lodge an external appeal must do so within 20 working days of the decision of the internal appeal by notifying the International Liaison Officer (or nominee) in writing. Students must provide proof of lodgement of the external appeal within five working days of lodging the appeal to the Ombudsman.
- If the external appeal process is successful, the International Liaison Officer or nominee of the relevant campus must be notified immediately. The student will continue enrolment with NEC. The decision of the Overseas Ombudsman Office is final.

New England College will await the outcome of the internal and external appeals process before reporting a student for unsatisfactory attendance (if found in favour of the college).

For a full copy of the New England College Complaints and Appeals Policy and Procedure, students should refer to their Written Agreement/Student Contract or www.nec.edu.au



Definitions

Intent to Report: Communication advising student of the appeals process and what action needs to be taken.

International Administration Team: International Administration Team comprises of International liaison officer, RTO coordinator, international director and PEO.

Inactive student: 'Inactive' advice may be where the student does not return after an arranged holiday break, suspension or deferment. This variation report will set the status of the CoE to 'Cancelled'.

Intervention Strategy: Intervention Strategy will be activated once a student has been assessed as not having met satisfactory attendance as outlined in this policy. This will aim to providing assistance to help them improve his/her academic performance.

ISM tracker- A spread sheet with detail of students initiated with intervention strategy.

No Show: In the event of failure to attend the scheduled Intervention Strategy Meeting, New England College will record it as a No show and follow the remaining procedure.

Scheduled Contact Hours: The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations. Students must attend full time study as per their timetable.