

Melbourne Rudolf Steiner Seminar Ltd

A.C.N. 081 055 110
RTO 3948 CRICOS 01812M VET Fee-HELP Provider: 7052

Advanced Diploma of Rudolf Steiner Education (course code 69801, CRICOS code 071548J)

Student Attendance Recording, Monitoring, & Reporting

1. Policy

This policy attends to three objectives:

- Making a statement of limitation of study day length.
- the need to monitor all student attendance for the purposes of **assessment**; and
- the need to monitor international student attendance for the purpose of ensuring compliance with their **visa requirements**.

Study Day Length

The Seminar ensures that classes will not be scheduled before 8.00am or after 10pm and that no student will be required to attend scheduled classes for more than 8 hours in any one day and actively participated.

Visa requirements

This policy supports *Standard 11 – Monitoring Attendance* of the ‘National Code of Practice for registration Authorities & Providers of education & Training to Overseas Students 2007’

It provides procedures to ensure attendance records are kept and monitored for **all international students** within each course. It allows for:

1. Early detection of poor attendance records and
2. Enables the Seminar and the students an opportunity to rectify their situation before being reported for non-attendance to Department of Education, Science & Training (DEST) / Department of Immigration & Citizenship (DIAC).
3. All staff to be made aware of the requirements of this policy through induction and continuous improvement.

Students & staff are made aware at enrolment of the 80% attendance requirements. This is done both verbally and through the Seminar’s relevant Policies and Handbooks.

2. Procedure

2.1 Recording Student Attendance

Student attendance is recorded by the tutor at the beginning of each session.

Data is transferred daily to the Seminar’s central student record system.

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2.2 Monitoring Student Attendance

Weekly:

The Office Manager will monitor attendance at the end of each week to see if

- a. Any student has missed *1 full working week of classes without prior approval* or
- b. Any student has irregular attendance or
- c. Any student's cumulative attendance has fallen below 90%.

In either case the student will be contacted by the Coordinator.

For any student who has missed 1 full working week of classes without prior approval or whose attendance has been irregular – the Coordinator will:

- a. Immediately contact them by phone to gain an explanation and inform them of the need to attend and the effect on their projected attendance if they do not attend.
- b. If contact by phone is unsuccessful and the student fails to attend the next working day another phone call will be made to request the student make an appointment with the Coordinator.
- c. If that is unsuccessful a 'Warning Letter' is immediately sent to the student stipulating their attendance requirements and requesting an interview. If a student does not comply and does not attend the interview after being contacted the Coordinator will direct any need for counselling to be provided.

If a student's cumulative attendance has fallen below 90% - a 'Warning Letter' will be sent to the student informing them of their need to ensure they maintain an 80% attendance level for the course and detailing the consequences of their not achieving a projected attendance of 80%.

At the end of term:

The Coordinator monitors student attendance each term to ensure:

- Students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.
- That the accuracy and processes are being adhered to.

At the end of each term the Coordinator will assess the cumulative percentage attendance. If at this time for an **International Student**:

1. ***When a student's projected attendance falls below 85%*** - a '2nd Warning Letter' is sent indicating the student is required to organise an appointment with the Coordinator. If the student does not respond within **7 days** the Administrator will attempt to contact via phone.
2. ***When a student's projected attendance falls below 80%*** - The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to DIAC for unsatisfactory attendance of their course of study. They are also informed of their ability to access the appeals and complaints process and have **20 working days** to do so.
3. **Appeal:** A student is only allowed to defer commencement or suspend studies of their course, and not be reported, on medical grounds (with a doctor's certificate) or other exceptional

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compassionate circumstances. **In these circumstances the student will not be reported until they fall below 70% of the course contact requirements.**

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon 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;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

or

- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. The Seminar uses professional judgment and assesses each case on its individual merits. When determining whether compassionate or compelling circumstances exist, we consider **documentary evidence** provided to support the claim keep copies of these documents in the student's file.

2.3 Reporting 'Breach of Student Attendance'

Where the registered provider has assessed the student as not achieving satisfactory attendance for the course, the Seminar must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

The Seminar may only decide not to report a student for breaching the 80 per cent attendance requirement where all of the following apply:

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www.steinerseminar.com TEL: (03) 9876 5199 FAX: (03) 9876 7984 office@steinerseminar.com

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1. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
2. the registered provider confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Where a student defers commencement or suspends studies on any other grounds other than those outlined above, the Seminar will report the student as not complying with visa conditions to DIAC via PRISMS.

This process of reporting breaches into PRISMS is the responsibility of the Coordinator.

A copy of all letters, details of phone calls made, and reports are to be kept in the student files.

The following link provides further information

http://www.aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_11.htm

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STUDENT ATTENDANCE 1st WARNING LETTER

(Unexplained absences or attendance below 90%)

Date:

Student Name:

Student Number:

Student Address:

Dear

Our attendance records are showing that:

Your current projected attendance you will be at risk of falling below the minimum 80% average attendance requirement.

Or

Been absent for more than 1 full working week without a satisfactory reason.

Or

Have irregular attendance without a satisfactory reason which has caused your projected attendance to fall below 90% for the term.

This letter is your **1st warning letter** and your attendance will be monitored closely over the rest of the term.

Please contact me by _____ to arrange an interview to discuss the situation.

Please be advised that if you maintain your current rate of non-attendance you will be unable to attain an average course attendance of 80%. If your average course attendance for falls below 80%, **the Seminar will notify Department of Immigration And Citizenship (DIAC)** via PRISMS that you have breached your VISA conditions.

If you have any reasons why you will be not be able to attend the course at the required hours per week, you **must** contact the Seminar in person **immediately** and arrange a meeting with the Coordinator to discuss how we can improve this situation.

The Seminar's aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance difficulties and reach satisfactory solutions.

Yours sincerely

Coordinator

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STUDENT ATTENDANCE 2nd WARNING LETTER

(Attendance below 85%)

Date:

Student Name:

Student Number:

Student Address:

Dear

Our attendance records are showing that your current projected attendance you will be at risk of falling below the minimum 80% average attendance requirement for holders of a Student Visa.

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen **below 85%**.

You **must** contact the Seminar in person **immediately** and arrange a meeting with the Coordinator to discuss how we can improve this situation.

Please be advised that as soon as your current rate of non-attendance results in you being unable to attain an average course attendance of 80% over the current Term or your average course attendance for the current Term falls below 80%, **the Seminar will notify Department of Immigration and Citizenship (DIAC)** via PRISMS that you have breached your VISA conditions.

The Seminar's aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance difficulties and reach satisfactory solutions.

Yours sincerely

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STUDENT ATTENDANCE BREACH RECORDED LETTER

(Attendance below 80%)

Date:

Student Name:

Student Number:

Student Address:

Dear

Subsequent to our issuing to you two (2) attendance 'Warning Letters' and our attempts to counsel you through this issue, our records indicate your projected attendance has fallen below the required attendance as per your VISA conditions.

You are now under the 80% minimum course attendance

Please be advised that you are in breach of your Student Visa attendance requirements and the Seminar is now required to notify Department of Immigration and Citizenship (DIAC) via the PRISMS reporting system.

If you feel you have **reasonable grounds for non-attendance** of your course and wish to appeal this reporting of the breach of attendance requirement, you **must** contact the Seminar **in writing within 20 working days** outlining your circumstances. This process is outlined in the Communications Policy (including Complaints Handling and Appeals) and further information on this can be gained from the Coordinator.

If no response is received by / / or if the result of your appeal is unsuccessful the Seminar will proceed with the reporting process.

Please be advised that you are still required to attend the course until notified by DIAC.

Yours sincerely

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STUDENT ATTENDANCE BREACH REPORTED LETTER

(Attendance below 80%)

Date:

Student Name:

Student Number:

Student Address:

Dear

Subsequent to previous notification of / / that you have are in breach of your Student Visa attendance requirements and the Seminar is now required to notify Department of Immigration and Citizenship (DIAC) via the PRISMS reporting system.

Please be advised that you are required to contact the Seminar **immediately** to discuss your enrolment and likely cancellation of your student status with the Seminar. The Seminar also advises that you contact DIAC immediately to discuss your options.

Yours sincerely

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Compliance tips

For a provider to show it is complying with Standard 11, it may need some of the following as evidence:

- evidence on students' files of contacting and counselling students who have been identified as at risk of not meeting attendance requirements;
- where a student has breached attendance, a copy of the breach letter including the information that the student has a right to access the provider's complaints and appeals process within 20 working days;
- where a student has accessed the provider's complaints and appeals process, evidence of the outcome of the process on the student's file;
- if a student has been reported through PRISMS, a copy of the Section 20 notice on the student's file; or
- evidence that the attendance policies and procedures have been provided to staff and students.

If the student does not go through any appeal or complaint process within 20 working days or if the appeal is unsuccessful, the report shall be submitted via PRISMS. The student shall also be sent a 'Breach Reported' letter a notifying them of the action taken.

Where a student defers commencement or suspends studies on any other grounds, the Seminar will report the student to DIAC via PRISMS, as not complying with visa conditions.

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