

STUDENT ATTENDANCE

POLICY

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The Green Academy Australia

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Purpose

The Attendance Monitoring Policy and Procedure for ELICOS ensures that The Green Academy systematically monitors students' compliance with the student visa conditions relating to attendance. The Green Academy will notify and counsel students who are at risk of failing to meet attendance requirements and will report students under Section 19 of the ESOS Act who have breached the attendance requirements.

Scope

This policy is designed for potential or current students who are enrolled in one of the ELICOS courses delivered by The Green Academy. The ELICOS Student Support Team is responsible for monitoring the procedures outlined in this policy and ensuring compliance at all times. All Teachers as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

Definitions

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

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

'Course' is defined as any period of study covered by a single CoE.

'CoE' is defined as Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course.

'PRISMS' is the Provider Registration and International Students Management System.

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

Policy

The Green Academy will systematically monitor, record, assess and report on students' attendance of their courses and their compliance with their visa conditions relating to course attendance.

Specifically this policy relates to each holder of a Student Visa in an ELICOS course.

Student Visa holders are required to attend 20 hours per week for all CRICOS registered courses in which they are enrolled. All courses offered by The Green Academy ensure that 20 hours or more are available to students as per advertised timetables. Students are expected to attempt to attend 100% of their classes. The minimum acceptable attendance rate of 80% is made clear to all students prior to their enrolment, prior to their arrival, during their Day one induction, consistently

through their enrolment, and via individual electronic and personal communications should their attendance drop to or below the threshold levels of 90%, 85% and 80%.

The Green Academy will record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled. These records will be reviewed weekly ensuring students are meeting their ongoing obligations regarding attendance and assessing where they are either at risk of or have in fact fallen below acceptable levels of attendance.

The Green Academy ensures that all students are made aware of their obligations regarding attendance both before and during their enrolment and that all staff is aware of both the student's and the school's obligations regarding attendance. This includes ensuring students are aware of the relevance of explanations for any lack of attendance and the concepts of compelling and compassionate circumstances.

The Green Academy will provide, to staff, a policy and procedure that specifies the:

- a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 percent of the scheduled course contact hours;
- b. manner in which attendance and absences are recorded and calculated;
- c. processes for assessing satisfactory attendance;
- d. processes for formal and informal communications with students regarding any attendance concerns prior to their falling below the minimum required levels;
- e. procedures for addressing students' claims of compelling and/or compassionate circumstances, including where such appeals do not remove the obligation of The Green Academy to report the student;
- f. processes for determining the point at which the student has failed to meet satisfactory attendance;
- g. procedures for notifying students that they have failed to meet satisfactory attendance requirements;
- h. procedures of internal and external appeal and reporting where students have failed to meet minimum attendance requirements.

The Green Academy will follow a procedure that is transparent to all stakeholders. Communications will be prompt and clear and appropriate to the particular needs of its students, particularly with respect to English language concerns. Appropriate communications are also to be forwarded to a student's representative agent. To best support students, they are encouraged to bring a support person of their choice to any face-to-face meetings related to attendance and to also seek external assistance, such as that of their education agent, should they wish.

All procedures will be designed in a spirit of care and integrity and to best support students of The Green Academy in understanding and complying with their

attendance obligations. This includes, but is not limited to, the recognition of compelling and compassionate circumstances.

In all cases of appeal or of claim upon the grounds of compelling and/or compassionate circumstances impacting on a student's attendance, The Green Academy will require formal evidence to be provided. This may include a requirement of the official documentation, such as Doctors' Certificates. In such cases, students will again be made aware of the obligation on The Green Academy to report should attendance fall below 70% of core course hours, regardless of any circumstances or appeal.

The Green Academy will actively pursue up-to-date information on legislative and regulatory requirements and best practices with respect to this policy and its accompanying procedure.

Procedure:

1. Attendance recording

Student attendance is monitored each session of scheduled class time using the 'Class Attendance Sheet' (Appendix A). Each teacher will be provided a 'Class Attendance Sheet' that will include the names of all students currently enrolled in each class. The Admin Team makes class Attendance Sheet available at the beginning of each week. Each Teacher shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.

The following method is followed in recording a student's attendance:

Student Signature	Attendance Achieved
No Signature	No Attendance

Student attendance is then tallied for the day and the Teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student.

The 'Student Attendance Sheet' is to be submitted to the Student Support Team at the end of each day. The Student Support Team will ensure these record sheets are maintained securely and collated as required.

All attendance shall be recorded in The Green Academy's Attendance System (Excel Spreadsheet) which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration & Teachers) are informed of this process and the importance for accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the CEO.

2. Attendance monitoring

The Student Support Team will monitor the student attendance. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

At the beginning of each course The Green Academy's Attendance System' (Excel Spreadsheet) will be set up with each of the students and their relevant required course hours.

All 'Student Attendance Sheets' are to be submitted to the Student Support Team who will enter all data into The Green Academy's Attendance System (Excel Spreadsheet). At the end of each week it is the responsibility of the Student Support Team to ensure all attendance records are up to date and are accurate.

At this time, once per week, the Student Support Team checks the attendance percentage of all students and monitors the individual attendance of each student.

Where an individual student attendance falls into the any of the following categories the associated action shall be taken:

Student Attendance Status	The Green Academy Action
<p>Any student who has missed 5 consecutive days of classes without prior approval</p>	<p>The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend.</p> <p>Where the student is not able to be contacted by phone / email, a 'Student Attendance 1st Warning Letter' (Appendix B) is to be sent to their address on file with appropriate column ticked.</p> <p>It must be noted that students have been informed via the 'Student Agreement' to notify The Green Academy immediately of changing their address or contact details.</p> <p>If a student does not comply and does not attend classes after being contacted, the Student Support Team is to be notified and the student's</p>

	location is to be identified or student enrolment status updated as required.
When a student's projected attendance falls below 90%	The student is to be sent a 'Student Attendance 1st Warning Letter' (Appendix B) with appropriate column ticked, informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter informs of the consequences of not achieving a projected attendance of 80%.
When a student's projected attendance falls below 85%	When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' (Appendix C). This communication will indicate the student is required to organise an appointment with the Student Support Team to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours). If the student does not respond within 5 business days the Student Support Team will attempt to contact the student and update the student enrolment status as required.
When a student's projected attendance falls below 80%	The student shall be sent a 'Student Attendance Breach Letter' (Appendix D) indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.

	<p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Letter' (Appendix E) notifying the student of the action taken.</p>
Reporting 'Breach of Student Attendance'	<p>As identified above, when a student falls below attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Student Support Team who will, in conjunction with the Student Administration Officer, monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

3. Reporting 'breach of student attendance'

All students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Student Support Team who monitors the attendance records weekly. All warning letters, breach recorded letter, and breach reported letter are to be maintained on the student's file.

Students will have 20 business days from the date the 'Breach Letter' is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated. It is the responsibility of the Student Support Team to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)

Where a student is able to provide evidence that the attendance records are incorrect they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported. (Appendix F)

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

4. Ensuring integrity of the data

To ensure the integrity of the attendance data and records, the Student Support Team regularly review attendance records to verify the data included in the projected attendance spreadsheet is accurate.

The Student Support Team shall use the 'Student Data (Attendance) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The class attendance record sheets
- The Green Academy Attendance System (Excel Spreadsheet)

The review of this data shall occur for all currently enrolled students and will occur at the end of each academic term.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the Student Support Team

The Green Academy may decide not to report the student for breaching the attendance requirement, only when the students can provide evidence of compassionate and compelling circumstances as explained below.

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
- 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)

Please note that the above are only some examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, The Green Academy will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

Appendix A: class attendance record sheet

Daily Attendance Record

Student attendance is monitored each and every session of scheduled class time. This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance per session, at the start of the session - Students are given a 15-minute leeway at the beginning of the session.

Student Signature	Attendance Achieved
No Signature	No Attendance

All 'Class Attendance' sheets are to be collected and submitted to the Student Support Team at the end of each day.

Hours attended and absent are added for the day (excel sheet) and tallied in the appropriate boxes and the teacher will be required to sign the attendance record at the end of each session to confirm the accuracy for the recorded attendance.

Student late arrive time / leave early time will be recorded by the teacher.

<Course name> and <Class code>			Date	Date	Date	Date	Date
			Start time <u>9:00</u> End time <u>13:30</u>	Start time <u>9:00</u> End time <u>13:30</u>	Start time <u>9:00</u> End time <u>13:30</u>	Start time <u>9:00</u> End time <u>13:30</u>	Start time <u>9:00</u> End time <u>13:30</u>
S No.	Family name	First name	Monday	Tuesday	Wednesday	Thursday	Friday
1	Smith	John					
2	Doe	Jane					

Teacher Name:

Teacher Signature:

Appendix B: student attendance 1 ST warning letter

Date:

Student Name:

Student Number:

Student address:

Dear _____,

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions, you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason, which has caused your projected attendance to fall below 90% for your course duration (total contact hours).

This letter is your first warning letter and your attendance will be monitored closely for the remainder of your enrollment.

If you do not improve your attendance the institute will be required to instigate an intervention strategy aimed at maintaining an adequate attendance for the duration of your current study period.

Please be advised that as soon as your current rate of attendance falls below 80% over the course duration (total scheduled contact hours), The Green Academy is required to notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

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

At The Green Academy, our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Student Support Team

Appendix C: student attendance 2nd warning letter

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions, you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason, which has caused your projected attendance to fall below 85 % for your course duration (total contact hours).

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen below 85%. Further absenteeism (non attendance) will result in your projected attendance falling below this required 80% and breaching your enrolment and Visa conditions.

This letter is your second warning letter and you must contact the Student Support Team in person immediately and arrange a meeting to discuss and agree to intervention strategies aimed at improving your current attendance situation.

Please be advised that as soon as your current rate of attendance falls below 80% over your current study period (total scheduled contact hours), The Green Academy will notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

At The Green Academy, our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Student Support Team

Appendix D: student attendance breach recorded letter

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 enrolment and Student Visa conditions.

Your attendance has now fallen below 80% of the total scheduled course contact hours.

Please be advised that you are now in breach of your Student Visa attendance requirements and the institute is now required to notify the appropriate government agency(s) via the PRISMS reporting system of this breach of your Visa conditions (section 19 of the ESOS Act).

If you feel you have reasonable grounds for non-attendance of your course and wish to appeal this decision of reporting the breach of attendance, you must contact the institute in writing within 20 business days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the student support team.

If no response is received within 20 business days of the date of this letter, the institute will proceed with the reporting process.

Please be advised that you are still required to attend The Green Academy until notified by the Department of Immigration and Border Protection.

Yours sincerely,

Student Support Team

Appendix E: student attendance breach reported letter

Date:

Student

Name:

Student Number:

Student Address:

Dear _____,

Subsequent to The Green Academy issuing to you a Student Attendance Breach Letter, and in the absence of any correspondence from you regarding any intention to appeal the decision of reporting the breach of attendance within 20 business days, I am advising you that The Green Academy has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Immigration and Border Protection may cancel your student visa because of this report. I recommend that you contact the DIBP regarding the status of your student visa.

Please also be advised that you will be still required to attend scheduled classes at The Green Academy until notified by the DIBP.

Yours sincerely,

Student Support Team



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