



Attendance Policy

Policy Owner	Academic Director
Contact Officers:	Student Counsellor Student Experience Manager
Policy Number:	QTDPO014
Approved by:	Management Group
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Related Policies:	Progression Policy Underage Student Management Complaints and Appeals Policy

1. Overview

- 1.1. The purpose of this policy is to ensure PIBT students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
- 1.2. The Department of Immigration and Multicultural Affairs (DIAC) have the view that if an international student holds a student visa they should be attending class, studying and passing their units within the period stated on their Confirmation of Enrolment (CoE).

2. Organisational Scope

- 2.1. This policy applies to all PIBT students enrolled in Diploma, Certificate and ELICOS courses.
- 2.2. This policy covers requirements related to National Code Standard 11 specifically related to attendance of students in class.

3. Definitions

- 3.1. **Approved Absences:** where PIBT deems the student to have been absent due to compassionate or compelling circumstances, normally substantiated by supporting evidence, eg illness where a medical certificate states that the student was unable to attend classes.
- 3.2. **DIAC:** Department of Immigration and Citizenship: The Australian government agency responsible for issuing students with visas.
- 3.3. **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.4. **PRISMS:** The Provider Registration and International Student Management System is the database system used to process information given to the Secretary of DEST by registered providers.
- 3.5. **ELICOS:** English Language Intensive Courses for Overseas Students

4. Policy Principles

- 4.1. Students will be notified where their attendance levels place them at risk of poor academic progress or of being reported to DIAC or Centrelink for poor attendance.
- 4.2. Students will have access to a free and fair complaints and appeals process.

5. Policy Content

5.1. Attendance

In order to maintain satisfactory attendance at PIBT, a student who is enrolled must attend at least 80% of the scheduled contact hours for each semester of their program. This attendance percentage is the student's actual attendance in class plus approved absences. An approved absence is one which is supported by a medical certificate or other evidence of extenuating circumstances resulting in absence from class.

5.2. Attendance Monitoring

In accordance with Standard 11 of the National Code, PIBT is required to monitor and maintain accurate and up-to-date attendance records for all overseas students enrolled in the Certificate and Diploma level programs.

These records can be used as evidence that an overseas student has satisfied their visa requirements relating to attendance, and may have an influence on the decisions made by DIAC. If a student fails to comply with a condition of their visa they may have it cancelled and be excluded from Australia for up to three years.

Attendance is normally recorded twice in each four hour block of each class. If a student's name does not appear on the class list, the student should be referred to PIBT Reception or the Student Counsellor who will investigate the matter.

Students who are unable to attend their normal class may be able to substitute a missed class by attending another class timeslot in the same week (where available). The student must speak to the lecturer of the substitute class then complete a 'Substitute Class' form. This will ensure the student's attendance is officially recorded. The substitute class arrangement is not to be used on an ongoing or regular basis.

All students are responsible for checking their attendance percentage on a regular basis through the PIBT Portal. Where students require an attendance record for DIAC or Centrelink purposes, they may obtain an official Certificate of Attendance from the MyPIBT Portal and have it stamped by reception staff or the Student Counsellor.

Where a student's percentage is less than 80% they will not be able to view their attendance rate on the student portal. If this is the case, the student must make an appointment with the Student Counsellor to obtain their actual percentage rate and/or Certificate of Attendance.

In addition to maintaining class attendance data, lecturing staff are also required to identify individual students they consider to be at risk by completing a 'Student at Risk' form. Forms for students identified as requiring counselling or follow-up for attendance will be referred to the Student Counsellor for action.

5.3. Attendance Warnings

PIBT will conduct weekly reviews of attendance rates in addition to identifying where students have been absent for more than 3 classes in any given week. Following reconciliation of

attendance data against any supporting documents submitted, students deemed to be, or at risk of, falling below acceptable levels of attendance, will be sent an attendance warning letter via the PIBT messaging system located on the MyPIBT portal.

If, following an attendance warning letter, the student continues to maintain an unacceptable attendance rate, they will be sent a second attendance warning letter requesting the student to make an appointment with the Student Counsellor.

If, following attendance counselling, the student continues to maintain an attendance rate below 80%, the student will be sent an 'Intent to Report' letter. The student will be instructed to make an appointment with the Student Counsellor within 20 days should they wish to appeal the decision to report and present any additional information or evidence which may alter their attendance rate. The letter will refer students to the Complaints and Appeals policy (as per standard 8 of the National Code) and contact details for conciliation/advocacy support services.

5.4. Reporting to DIAC

If following an 'Intent to Report' letter, no evidence has been provided within the 20 day appeals period to change the attendance outcome, students on a student visa will be flagged for reporting to DIAC for poor attendance. The complete list of students flagged for reporting will be reviewed by the Attendance Committee made up of the Academic Director (or nominee), the Student Experience Manager and the Student Counsellor.

Where a Certificate student with an attendance rate of above 70% but less than 80% is found to be making satisfactory academic progress in their current units, the Attendance Committee will exempt the student from being reported to DIAC.

Where an ELICOS student has an attendance rate of above 70% but less than 80% and can produce documentary evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g. illness where a medical certificate states that the student is unable to attend classes), PIBT will exempt the student from being reported to DIAC.

Following this process, all students remaining on the list will then be reported to DIAC via PRISMS. Once a student is reported to DIAC for poor attendance PIBT will forward the Non-Compliance Notice to the student's local address and email address.

Students will not have access to an additional appeals process following a DIAC decision.

5.5. Reporting to Centrelink

For students on Centrelink benefits or using FEE-HELP, PIBT is required by legislation to provide attendance data on request.

5.6. Student Responsibilities

Students are required to maintain an attendance rate of at least 80%. While PIBT regularly monitor student attendance, students are ultimately responsible for attending classes and checking their attendance on a regular basis throughout the semester to ensure that they are satisfying their student visa conditions, Centrelink or FEE-HELP obligations.

6. Administrative procedures

6.1. This policy will be available on the PIBT website for students and distributed to all Academic Staff at induction. Administrative staff who provide advice to students will be provided with the policy by their respective supervisors.

6.2. An annual staff information session will be held to inform and update staff on changes



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to attendance procedures.