

UWA CELT

Monitoring Attendance

Policy and Process



Approval Date 24 September
Approver UWA CELT Director

Acknowledgement

The University of Western Australia acknowledges that its campus is situated on Whadjuk Noongar land, and that the Whadjuk Noongar people remain the spiritual and cultural custodians of their land, and continue to practise their values, languages, beliefs and knowledge.

POLICY

It is a requirement of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National code 2018) Standard 8, that a provider must have a documented policy and process for monitoring and recording attendance for overseas students. The National Code minimum requirement for attendance is 80% of the scheduled contact hours for the course, as specified on the student's Confirmation of Enrolment (COE), and CELT's minimum attendance requirements are in line with this at 80%. Attendance monitoring is designed to support students and provide intervention if they have difficulties impacting on their attendance. At CELT, in addition to this policy document, students are informed of their attendance requirements through:

- information in the on-line Student Handbook

- information in the on-line Bridging Course Student Information Handbook
- class Assessment Schedule provided by the class teacher at the beginning of term
- class orientation given by the class teacher on the first day of each term for GE/EAP/Exam prep and the Bridging Course Coordinator for Academic and Study Skills Bridging Course (Bridging Course)
- the LMS Blackboard for the Bridging Course
- UWA CELT Website

PROCESSES

CELT must keep attendance records and must identify, notify and assist students who are at risk of not meeting minimum 80% attendance requirements. The following processes will help CELT inform students, monitor attendance, counsel students where required and finally report transgressions to the relevant authorities if intervention is not successful.

These processes include:

- The monitoring of attendance and steps to take at 90% attendance and under
- The consequences of not maintaining satisfactory attendance
- The requirement to notify the provider if the student is sick
- Provision of a doctor's certificate for three or more days absence due to illness
- The information that a student will be marked absent for the whole session if they are more than 15 minutes late to a class
- The information that a student will be marked absent regardless of whether or not they have submitted a medical certificate. A medical certificate is only considered when determining whether or not a compassionate or compelling circumstance exists

Attendance Monitoring and Notification

Orientation

- During orientation to CELT, Student Advisor/Coordinator informs students about the 80% requirement and its monitoring and reporting
- On the first day of teaching, teachers inform new students and remind continuing students
- There is a minimum 80% attendance requirement
- Attendance is taken at the beginning of each teaching period. If students are 15 minutes late, they are marked absent for a whole 2-hour period
- If they are sick for more than three days they need a medical certificate
- If they cannot attend class they should contact the teacher and let them know they are sick
- They will forfeit assessments if they don't have a medical certificate which may have implications for their pathway plan.

Attendance Monitoring

Teachers

The University of Western Australia
M429, Perth WA 6009 Australia

uwa.edu.au/celt

CRICOS Provider Code 00126G | PRV12169, Australian University

- Monitor attendance through a paper attendance record sheet and enter attendance onto the UWA CELT Student Management System weekly. If a student is at 90% or lower, attendance needs to be entered daily. Teachers can see current and projected attendance on Intrinsicq.
- Mark students absent, late (if more than 15 minutes late mark as absent) or sick if necessary.
- Remind students who are sick for more than 3 days of the need to supply a medical certificate.
- If students are absent for more than three days, or do not arrive for the first day of term, teachers notify the Coordinator (ELICOS or Bridging), who contacts the student. Report habitual latecomers or regularly absent to Coordinator and make diary records on any concerns or discussions with students.
- Arrange for transgressing students to see the Coordinator

Director of Studies

The Director of Studies reads diary notes at the beginning of each week and follows up with any attendance concerns or discrepancies- discussing with the teacher and/or Coordinator what assistance can be given to the student or queries on information noted.

Attendance Notifications

Attendance at/just below 90%: Teachers

- If student's Current or Projected attendance falls below 90% teachers must meet with the student to discuss reasons for the absences. If there are personal reasons they refer to the Student Advisor, also give students verbal caution in a gentle way, outlining the consequences should they continue to be absent from class. Teachers enter a summary of the discussion with the student into the Student Management System.

Attendance at/just below 85%: Coordinator

- If a student's Projected attendance falls below 85% teachers inform the Coordinator.
- The Coordinator may ask other students if they know of the absent student's whereabouts or contact the student by telephone, especially if absent for three consecutive days.
- The Coordinator makes an appointment to see the student and counsels them about the attendance requirements. Ask the student for reasons for their absence and provide guidance where possible. Give a verbal warning to the student and together make an action plan for improvement.
- If the problems require more than an academic action plan for improvement, the Coordinator may direct the student to the Student Advisor or Director of Studies.
- Make notes in student's administration file of the steps taken and student responses.
-

Attendance at 80%: Director of Studies (DoS): Pre NITR warning meeting

The Director of Studies will send an email to the student, warning them that they are at 80% attendance and inviting them to a meeting to discuss reasons for their absences and the NITR process.

Attendance below 80%: Director of Studies (DoS): Notice of Intention to Report (NITR)

Their attendance is now at a level that the centre may inform the Department of Home Affairs of being non-compliant with their attendance requirements. Upon receiving the Notice of Intention to Report the student has 20 working days to appeal this decision. Where medically able, they should attend class during the appeal process. Internal appeals should be made to the Director of Studies.

The student can bring a support person to the Appeal Hearing, such as the Student Advisor, another student, relative or friend. The Director of Studies will make a decision either following an appeal hearing, or, if there has been no hearing, at the end of 20 working days following the sending of the Notice of Intention to Report. The Director of Studies decides whether to proceed to report the student, after taking into consideration any representations made by the student either in person or by email.

The decision will be based on the degree that compassionate and compelling circumstances exist that have impacted on the student's attendance. These could include, but are not limited to:

- serious illness or injury where a medical certificate states that the overseas student was unable to attend classes. The medical certificates should be recent and have a clear duration of recommended time from studies and a treatment plan if appropriate. Mental Health issues require a recent report issued by a psychologist with a clear treatment plan.
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided and proof of relationship).
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies (evidence required)
- 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)
- Personal difficulties such as stress due to cultural adjustment and homesickness that impact on their ability to attend.

Evidence of this may include:

- a medical certificate from a UWA G.P stating that they are unable to attend classes due to illness, personal problems. This must have a start and end date of the expected absence and a medical intervention plan

or

- a certificate from a UWA certified Counsellor, Psychiatrist or Social Worker indicating that the student is unable to study due to stress/personal circumstances. This must have a start and end date of the expected absence and a medical intervention plan

or

- a Police report detailing evidence of whether witnessing or being subject to a crime

The Director of Studies will make all attempts to assist the student at this time by referring to the Student Advisor who may refer the student to UWA GP or Counselling, or other assistance as needed. If appropriate the student may need to defer their studies based on medical grounds.

Note: Reasons related to finances or work (outside studies) are not considered compassionate or compelling reasons.

Internal appeal process successful

If the appeal is successful the student will receive a letter informing them of this and must continue to attend class as detailed in the letter.

If at any stage in the internal appeal process the enrolment ends prior to the completion of this appeal process, the student will not receive an offer for a new enrolment at UWA CELT. If the internal appeal process is successful, they will then be able to receive a new offer in the next available intake.

If the student is above 70% attendance and has compassionate and compelling reasons for their absence, with official evidence, and able to continue studying, the DoS sends the student a letter informing them that they will not be reported at this time but need to continue to attend classes where possible) and remain above 70%.

External appeal process: Internal appeal unsuccessful or student reaches 70%

If the internal appeal is not successful, or the internal appeal was successful but the student then did not attend and reached 70%, students are then informed they will be reported and have ten working days to access an external appeal process if they are not satisfied with the outcome of the internal complaints and appeal process. Students must remain in class during this process if they have a current Certificate of Enrolment.

Students can access the external appeal process through the Ombudsman, details below.

Western Australian Ombudsman
Ombudsman Western Australia
PO Box Z5386
St Georges Terrace

The University of Western Australia
M429, Perth WA 6009 Australia

uwa.edu.au/celt

CRICOS Provider Code 00126G | PRV12169, Australian University

Perth WA 6831

Tel: (+61 8) 9220 7555 (ask to speak to an Enquiry Officer)

Fax: (+61 8) 9325 1107

Email: mail@ombudsman.wa.gov.au (mail@ombudsman.wa.gov.au)

Website: www.ombudsman.wa.gov.au (<https://www.ombudsman.wa.gov.au/>)

Student must inform Director of Studies in writing (email) if he or she intends to appeal externally. Date to be noted in Intrinsic.

Should the student undertake an external appeal process, UWA CELT will do one of the following:

1. If the student's appeal is upheld by the Ombudsmen, follow the instructions of the Ombudsman in this matter;
2. If the student's appeal is not upheld by the Ombudsman, cancel the student's enrolment at UWA CELT, report to the Department of Home Affairs on Prisms, and notify UWA Admissions, the UWA Compliance Manager and teachers.

AND UWA COLLEGE IF APPLICABLE

End