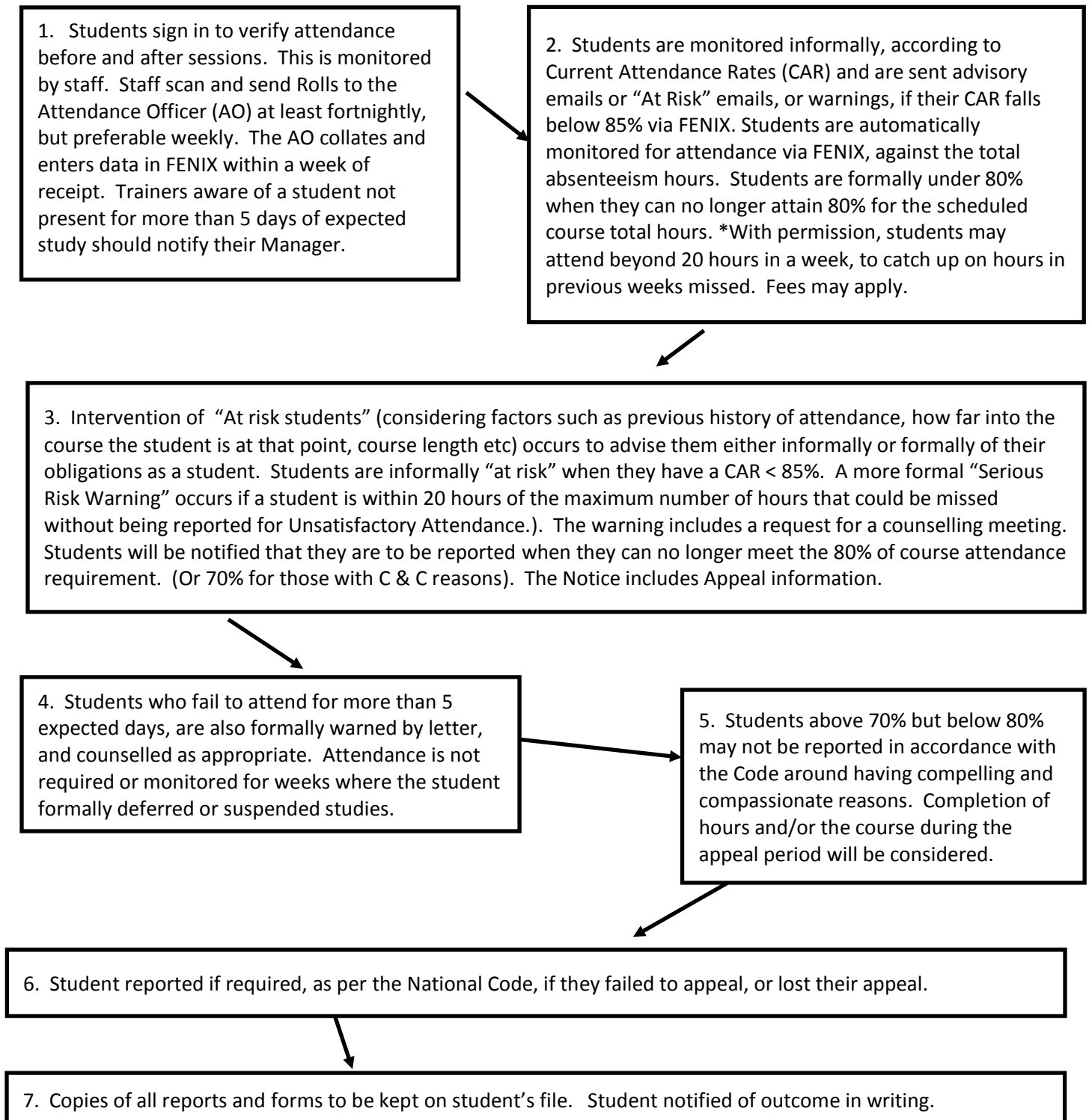


## SUMMARY FLOWCHART OF ATTENDANCE POLICY & PROCEDURE

**Policy: Student attendance is monitored for ELICOS courses only. If a student fails to meet attendance requirements as per the relevant procedure, the Academy will take appropriate action within requirements of the current National Code.**





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## Student Attendance Policy and Procedure

The Eagle Academy only monitors attendance for its ELICOS courses. Any VET registered courses are monitored via the approved DET - Immigration Progress Policy.

After the P & P flowchart, relevant sections of the National Code are guidelines are provided, as well as relevant Government supplied questions and answers, giving support to our policies and Procedures. Important Academy Policies and Procedures, including this one and the Student Handbook can be found on the download page of the website <http://eagleacademy.com.au/downloads/>.

Key points:

- This P&P is to be supplied to all staff, and discussed at Full Staff Meetings, at least annually.
- Relevant sections of this P&P document are available for download on our website.

The following applies only to Eagle Academy ELICOS courses and students.

1. A “Study Period” is considered as 20 weeks tuition (or less where a student has enrolled for a shorter period), except Intensive General English which has a 10 week 3<sup>rd</sup> study period.
2. All formal notifications are issued to the student’s email address as given to The Eagle Academy. **It is the student’s responsibility to advise the Academy of any change to that email address.** While the Academy may also attempt to contact the student via other means, it is not required to do so as part of this policy.
3. Informal “At Risk” is a student with a Current Attendance Rate of < 85%.
4. Formal “At Risk” is a student who has missed a total number of hours that is within 20 hours of the maximum number of hours that could be missed by that student in that course, without being reported for Unsatisfactory Attendance.
5. As per the National Code, students are expected to attend a minimum of 80% of scheduled course contact hours to achieve satisfactory attendance. For example, Eagle Academy EAP courses have 800 scheduled contact hours. 20% of 800 hours = 160 hours. A student can no longer meet the 80% requirement once they have been absent for more than 160 hours. Note there is nothing in the Code requiring a student to be reported for unsatisfactory attendance in a Study period, or shorter time frame. This is supported by the Q and A section (see final page) advice given by the Australian Government.



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6. Students may be permitted to do additional hours in any week, to catch on any missed hours, but must have the permission of the Manager and teaching staff so the hours can be “Scheduled” for the student in that week. There may be a fee involved.
7. **A student is deemed to be achieving satisfactory attendance if they:**
  - (a) **Are achieving a C.A.R of 80% or above, or**
  - (b) **Have not exceeded 20% absenteeism of the total course hours, or**
  - (c) **Have not exceeded 30% total absenteeism of the total course hours if they have been approved as having “Compelling or compassionate reasons” for having exceeded 20%.**

**The process for assessing Attendance is as outlined below, as is the process for determining when a student has failed to meet satisfactory attendance, and the process for notifying students at the various stages.**

8. Hours are recorded on individual weekly sheets held at Administration, or in classrooms. Students are to initial against their sign in and sign out times.
9. Attendance Forms are scanned and sent to the designated Attendance Officer on a weekly basis for input into the FENIX Student Management System.
10. FENIX automatically calculates Total Attendance hours, Total absent hours, Attendance rates (% of full attendance) and Absenteeism hours to date, for any and all students on request, for any given date.
11. FENIX can generate a detailed attendance report for each student on request. FENIX also generates automatic notifications of students at risk (< 85% attendance) and those approaching the maximum absenteeism hours total and those exceeding the maximum absenteeism total. FENIX also generates a notification for students missing more than 5 consecutive days of scheduled classes.

#### **How these various FENIX notifications are then handled.**

12. < 85% C.A.R. (Current Attendance Rate). For students considered “At Risk”, staff may consider whether there are any recorded MC or other reasons why the student may be “At Risk”, and a Notice can be sent to the student requesting an “At Risk” interview, as well as Warning of the consequences of Unsatisfactory Attendance. Further counselling requirements should be assessed at this point.
13. < 80% C.A.R. (Current Attendance Rate). Staff will consider the Total Absenteeism Hours against the Reporting Total limit of missed hours, and the number of weeks remaining in the course. For example, a student who is 78% after 4 weeks has missed less than 18 hours of classes, whereas a student at 32 weeks has missed almost 141 hours. The former needs a warning and an “At Risk” meeting, whereas the latter will be issued a serious warning about the possibility of being reported for non-attendance at any time. This would include a request for a meeting to ensure assistance is given to ensure the student maintains satisfactory attendance, and or to evaluate any possible “compelling and compassionate” reasons for the attendance rate. Further counselling requirements should be assessed at this point.



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14. < 70% C.A.R. Situation assessed as per <80% C.A.R but the absenteeism hours may be of more significance, unless the student is in the early stages of a course. Staff consider and send the appropriate warnings and meeting depending on previous meeting outcomes.
15. "Serious Risk" or formal "At Risk" (Total Absenteeism is within 20 hours of maximum absenteeism hours allowed before reporting). Staff will consider the number of weeks remaining in the course, but in most cases a "**Serious Risk warning**" will be issued. This would include a request for a meeting to ensure assistance is given to ensure the student maintains satisfactory attendance, and or to evaluate any possible "compelling and compassionate" reasons for the absenteeism. At this point, the student can only be absent for a total of less than 20 hours in all remaining weeks or the course.
16. Reportable Total Absenteeism. **This student has now failed to meet satisfactory Attendance requirements.** Staff will issue, via FENIX, a Notice to Report for Unsatisfactory Attendance. This Notice provides for the Appeal mechanism. The exception to this would be if PRIOR to this point, the student had presented a case for compelling and compassionate consideration, or there was sufficient evidence of such circumstances (eg Medical Certificates) to allow staff to consider a student suitable for a 70% Attendance allowance. In such cases notes, and records of meetings and notices are to be kept on the student's file.
17. In all cases of **compassionate and compelling** circumstances, a Manager must sign off on the allowance of 70% total attendance, and the student, where possible, should have requested consideration of their "Compelling and Compassionate" situation. Note that during approved deferrals or suspensions, attendance is not monitored, and is separate to this clause.
18. A student absent for **5 + consecutive days** of classes. FENIX automatically generates this notification. Staff attempt to contact the student informally, and by formal notice, sent via FENIX for an urgent meeting that may include counselling provisions as required. Normal absenteeism hours and processing continue in terms of whether or not the student is achieving Satisfactory Attendance.

### **Reporting a student.**

19. Students who do not Appeal the Notification to Report within 20 working days will be reported via the PRISMS system as soon as practicable, and notified by email that such action has taken place.
20. Students who do appeal within the 20 working days permitted under the Appeals Policy, will have their matter considered and a decision issued in writing, and sent via email as per the appeals Policy guidelines. The outcome will also outline any further steps the Academy will take, and the external appeal mechanisms available to the student.