



CHOICE BUSINESS COLLEGE

MONITORING ATTENDANCE POLICY & PROCEDURE

National Code Standard 11

Choice Business College Pty Ltd (CBC) policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education and Training (DET) / Department of Immigration and Border Protection (DIBP).

Choice Business College (CBC) believes good attendance is important in order to achieve the desired educational outcomes.

Maintaining satisfactory attendance is a student visa requirement.

Students must contact the College every time they will be absent *prior to the regular class time*, via email, phone or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Choice Business College (CBC) will report students for non attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for non attendance via PRISMS is the student's visa may be cancelled.

CBC will *at the minimum* contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.

Choice Business College Pty Ltd t/a Choice Business College

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST 11 Monitoring Attendance V2.0 - 29/08/2017



CHOICE BUSINESS COLLEGE

- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DIBP, next of kin)

Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.

Students excluded from class for misbehaviour

CBC will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS), and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance). Also refer Standard 13 Deferral, Suspension and Cancellation Policy and Procedure.

WARNING 1

80% Attendance

Students whose attendance falls to **80%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2

75% Attendance

Students whose attendance falls to **75%** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

Intention to Report (Less than 70% Attendance)

As soon as CBC is aware a student will not achieve 70% attendance, CBC will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

NOTE: CBC will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of CBC).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of CBC, CBC will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.

CBC *may* decide not to report a student for 80% attendance where CBC feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, **AND**
- attendance has not fallen below 70%, **AND**
- Academic progress is satisfactory.

Choice Business College Pty Ltd t/a Choice Business College

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST 11 Monitoring Attendance V2.0 - 29/08/2017



CHOICE BUSINESS COLLEGE

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DET/DIBP via PRISMS.

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means – approximately 10 study weeks (1 term).

'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) or where CBC was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, CBC will notify DET and DIBP via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation. CBC in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

Online/distance units:

Attendance will not be monitored because students do not attend classes for these units.

Choice Business College Pty Ltd t/a Choice Business College

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST 11 Monitoring Attendance V2.0 - 29/08/2017



CHOICE BUSINESS COLLEGE

PROCEDURE

- Trainers are to mark the roll a minimum of once per day.
- Student Support Officer or delegated staff member is to SMS/ring or email all students who do not notify the College of their absence before close of business on the day of absence.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

** All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates.*

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.
- Student Support Officer will counsel students on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DIBP)

WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:

Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process must begin.

80% Attendance warning

- Letter/email and SMS (if available) sent to alert student their attendance is at risk.
- Students will be advised to discuss the matter with the Student Support Officer.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

75% Attendance

- Students whose attendance falls to **75% or below** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DIBP and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

Intention to Report (70% Attendance)

- As soon as CBC is aware a student will not achieve 70% attendance, CBC will send the student an 'Intention to Report letter' which shall inform the student that they have **20 working days** in which to access the College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.
- Students may wish to request an interview with the CEO.

REFER - COMPLAINTS AND APPEALS POLICY

Choice Business College Pty Ltd t/a Choice Business College

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST 11 Monitoring Attendance V2.0 - 29/08/2017



CHOICE BUSINESS COLLEGE

- If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of CBC, CBC will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.
- Student is reported via PRISMS should the complaint/appeal not be substantiated (found in favour of CBC).
- CBC *may* decide not to report a student for 80% attendance where CBC feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance. However, CBC will issue a warning letter with counselling and support as outlined at 75%. In this instance once the student's attendance has fallen below 70 per cent, CBC **must issue a notice of intention to report** the student for unsatisfactory attendance, informing the student of his/her right to appeal.
- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a 'suspension of studies' is in the best interest of the student. Refer *Deferment, Suspension and Cancellation Policy*.
- All evidence including action take eg counselling student, MUST be retained on the student file.

National Code Standard 11 must be adhered to at all times.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

Warning Letter 1

Warning Letter 2

Notice of Intention to Report

Choice Business College Pty Ltd t/a Choice Business College

Sydney Campus: Level 5, Suite 2/460 Church Street, Parramatta, NSW 2150 Tel: (02) 9630 6999

Melbourne Campus: Level 6, 341 Queen Street, Melbourne, VIC 3000 Tel: (03) 9670 0656

Gold Coast Campus: G104/ G105 Australia Fair, Southport, QLD 4215 Tel: (07) 5532 3212

ABN: 28 130 302 000 | Email: info@cbc.edu.au | Web: www.cbc.edu.au

National Provider Code: 41297 | CRICOS Provider Number: 03444C

ST 11 Monitoring Attendance V2.0 - 29/08/2017