



Policy Number & Name: RTOPRO039 Attendance Policy – International Students

Policy Area: Crown College International – International Students Only

Authorised by: Teaching and Learning Committee

CRICOS Provider No **03582D**

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

1. Policy

The purpose of this policy is to provide a documented process for monitoring students’ attendance, in accordance with the requirements of the ESOS Act 2000 and the National Code 2018.

2. Scope

2.1 This policy applies to all International students who are commencing, have commenced or are continuing study with Crown College International.

3. Responsibility

3.1 The International Student Support Officer is responsible for the implementation of this policy and for ensuring Trainers/Assessor, Crown College International employees and students are aware of its application and procedures.

4. Procedures

4.1 Monitoring and Recording Course Attendance

4.1.1 Crown College International encourages 100% attendance by International students for all classes. Students studying at Crown College International must achieve satisfactory attendance in order to satisfy the requirements of their student visa.

4.1.2 Crown College International defines satisfactory attendance as attendance of over 80% of class contact hours.

- 4.1.3 Students are required to attend at least 80% of the scheduled classes per study period (term). 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.
- 4.1.4 Attendance is normally recorded by the Trainer on a class Attendance Sheet or in the Trainer Portal at the beginning of the class day.
- 4.1.5 It is the student's responsibility to arrive at class on time and to stay until the class is completed.
- 4.1.6 It is the student's responsibility to ensure that any absence that can be substantiated by a medical certificate to allow it to be recorded as an approved absence.
- 4.1.7 Medical Certificates must be submitted to student administration within two (2) working days of return to classes.
- 4.1.8 The Student Support team will review the daily attendance and phone, email and/or text the student to check on their welfare.
- 4.1.9 If a student is absent for 2 consecutive days without notification to Crown College International, the Student Support team will refer the case to the International Student Support Officer.
- 4.1.10 The International Student Support Officer will attempt all avenues to contact the student to check on their welfare.
- 4.1.11 If a student is absent for 4 consecutive days without notification to Crown College International, the International Student Support Officer may implement the Critical Incident Response policy for a missing student.

4.2 Attendance Reports

- 4.2.1 The International Student Support Officer will review the weekly Attendance Report generated from VETtrak.
- 4.2.2 The International Student Support Officer will implement procedures **4.3** for any student with an attendance rate of 80 - 85% for the term.
- 4.3 The International Student Support Officer will implement procedures **4.4** for any student with an attendance rate below 80% for the term.

4.3 Overall attendance at 80 – 85% excluding approved absences

- 4.3.1 The International Student Support Officer will send a student who is at risk of unsatisfactory attendance messages via SMS, emails and phone calls and notification through VETtrak to alert them that continued absences may result in them not meeting their course attendance requirements.
- 4.3.2 The student is provided information about support services and asked to contact the International Student Support Officer to discuss their class absences.

4.4 Overall attendance falls below 80% excluding approved absences

- 4.4.1 The International Student Support Officer will contact the student to ensure there are no welfare concerns and invite the student to a meeting to discuss their absences.
- 4.4.2 At this meeting, the student will be required to sign an Attendance Counselling Form to confirm they understand that, if at any time they do not achieve the required attendance rate of over 80%, Crown College International will notify the student of its intention to report him or her to the Department of Immigration and Border Protection through PRISMS.
- 4.4.3 The International student will be advised they have 20 working days to access the Crown College International Complaints and Appeals Policy.
- 4.4.4 Attendance under 80% is recorded in the student's VETtrak enrolment and file and may affect the outcome of any assessment appeals the student may lodge in the future.
- 4.4.5 If the student does not respond to any contact being made by the International Student Support Officer, notification to the Department of Education and Training and Department of Immigration and Border Protection will be instigated of the status of the student.

5. Related Documents

RTOPRO061 Complaints and Appeals Policy – International Students
RTOPRO043 Critical Incident Response policy

6. Policy Publication

6.1 All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

Approved Absence - is the case of a student deemed to have been absent due to compassionate or compelling circumstances and is normally substantiated by supporting evidence, e.g. illness where a medical certificate states that the student was unable to attend classes.

Confirmation of Enrolment (CoE) - a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.

Department of Immigration and Border Protection (DIBP) – is the Australian Government agency responsible for issuing students with visas.

Department of Education and Training (DET) – is the Australian Federal Government's administrative division for policy and program development on higher education, and administration of the ESOS Act 2000 legislation.

The Education Services of Overseas Students Act 2000 (ESOS ACT 2000) - This Act regulates the delivery of education services to international students.

Intent to Report - Communication advising an International student of Crown College International's intention to report them to DIBP due to non-compliance and outlining the appeals process and what action needs to be taken to correct the issues.

National Code - The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).

Non-Compliance - The failure or refusal to abide by the conditions of a "Student Visa".

Provider Registration and International Student Management System (PRISMS) - the database and recording system used to process information given to the Secretary of DET by CRICOS providers.

Study Period - the period of study within a course, namely in which a student undertakes and completes units of competency.

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
22.5.2017	Updated formatting and numbering system	2.0	Vanessa Hoppe
23.3.2018	Updated National Code 2018. Update responsibility to International Student Support Officer	3.0	Vanessa Hoppe

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