

Standards:

This Policy and procedure relates to Standard 11- Monitoring Attendance in the National Code 2007

Policy Statement:

SGSCC International regularly monitors student attendance in a systematic way, so that all students are compliant with their student VISA conditions relating to attendance. SGSCC actively works with students who may be at risk of failing to meet attendance requirements. SGSCC is committed to reporting any student who may have breached attendance requirements under section 19 of the ESOS Act.

Procedure:**1. Policy on attendance**

SGSCC International has an internal college policy that students attend 85% of their course in order to achieve satisfactory completion

1.1. At the time of their enrolment, students will be advised of their obligations as part of their written agreement with the college. They will be advised of the consequences of poor attendance. All students at the time of enrolment will be asked to sign an agreement which includes an undertaking to maintain at least 85% attendance.

1.1.1. All students will receive a pre enrolment guide prior to enrolment as well as a student handbook on arrival. This handbook will contain the following information on attendance:

1.1.2. SGSCC Internationals policy of 80% attendance at classes

1.1.3. Government requirement of 80% attendance as a condition of their student visa

1.1.4. the consequences of not maintaining satisfactory attendance including the college's obligation to report them to DIBP if their attendance falls below the government's 80% requirement

1.1.5. The requirement to notify the college if they are sick

1.1.6. the need to provide a doctor's certificate for two or more days absence due to illness

1.1.7. The information that they will be marked absent if more than 15 minutes late to a class.

1.1.8. Information that consideration will be given to those students whose attendance falls between 70% – 80% due to compassionate or compelling circumstances, if they are making satisfactory progress in their study.

1.2. Students will again be advised of attendance requirements during the orientation and by their teacher on the first day of class.

2. Attendance Monitoring Policy

Attendance will be recorded by trainer in each session and the number of hours of attendance will be recorded at the end of each day both as a total number of course hours and as a percentage of the total course.

2.1. Trainers are to enter Students Attendance into student management system at the end of the class.

2.2. Attendance report will be generated at the beginning of each calendar month for the previous month by the International Manager from into student management system. Any student whose attendance falls below 80% overall, is habitually late, or is absent for 3 consecutive days without approval in any checked period without notifying the institute will be referred to the SGSCC International Manager for follow-up action by the trainer.

2.2.1. Follow up action will first consist of a request that the student attend a meeting with the International Manager and or SGSCC International Student Support Officer in regards to the individual student's attendance. During this meeting detailed notes will be taken and placed in the students file with agreed outcomes from both SGSCC international manager and the student in regards to student meeting required attendance hours. If the student is below 85% the student will also be issued with warning letter 1.

2.2.2. When the student fails to meet outcomes within a 30 day period of this meeting the student will receive a series of letters from the SGSCC International Manager advising the student of the seriousness of not attending and culmination in a report to the Department of Immigration and Boarder Protection under SGSCC International's ESOS requirements.

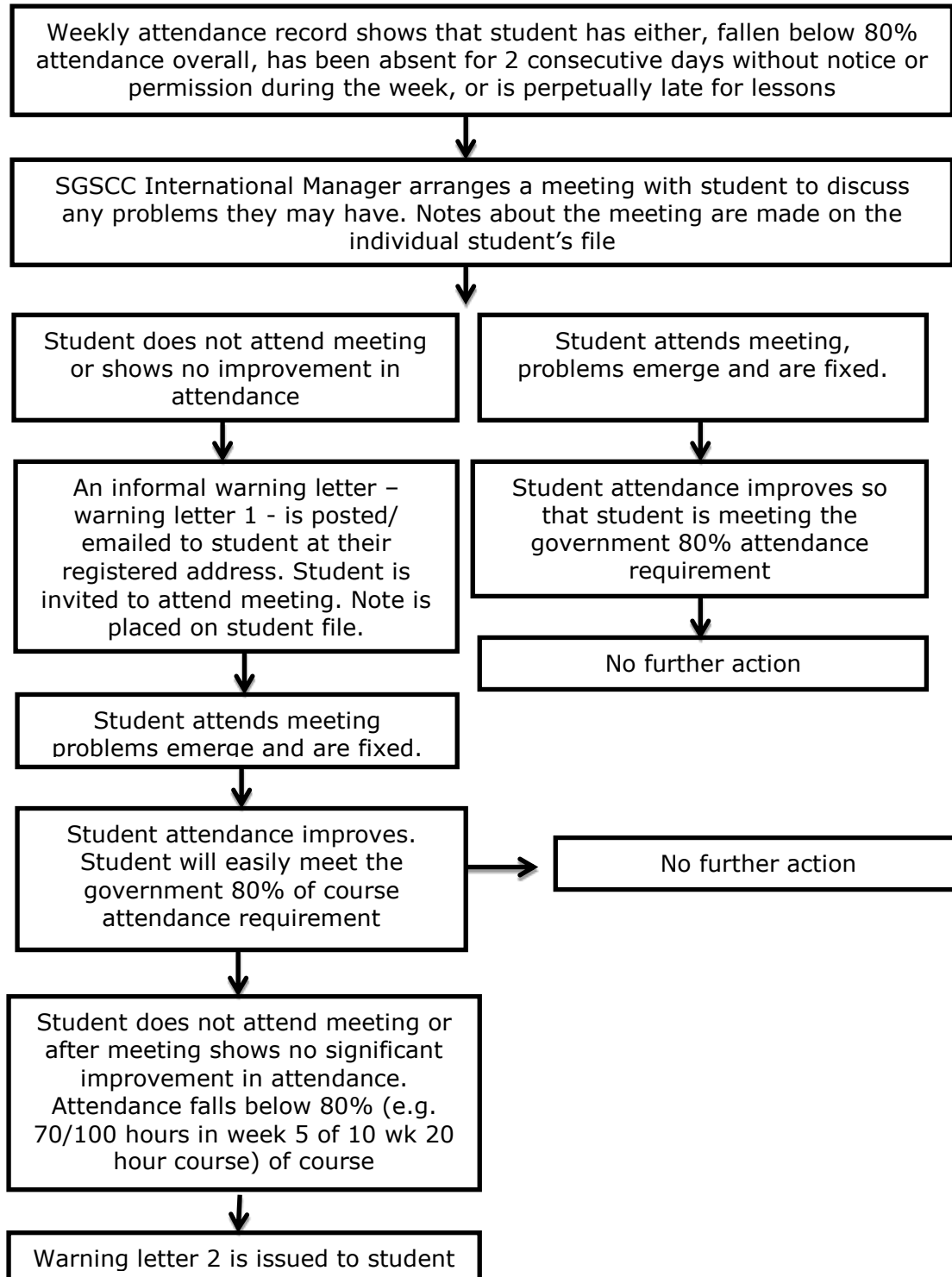
2.2.3. The student will be given the option to access the SGSCC complaints and appeals process as per INTP013 within 20 days of receiving

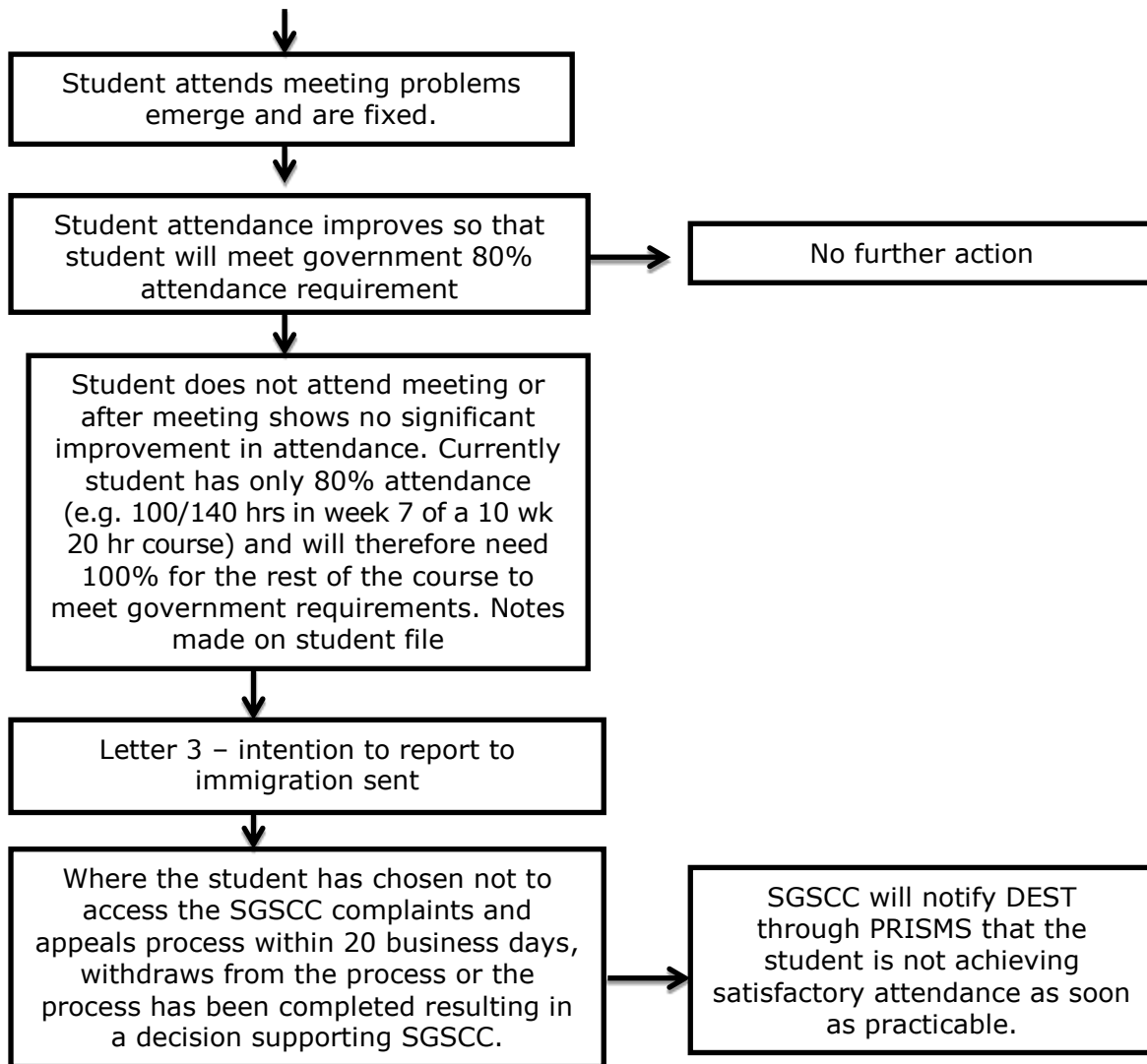
2.2.4. Where the student has chosen not to access the SGSCC complaints and appeals process within 20 business days, withdraws from the process or the process has been completed

resulting in a decision supporting SGSCC, SGSCC will notify DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

SGSCC Procedures for monitoring attendance and dealing with unsatisfactory attenders.

SGSCC International intends to adopt the following procedures for tracking attendance and dealing with attendance problems.





3. Policy on agent contact with regard to poor attenders.

SGSCC International recognises that recruitment and referral agents play an important part in the counselling of students both offshore and after arrival. In recognition of this, SGSCC International will inform agents about students with poor attendance after the second warning letter has been sent.

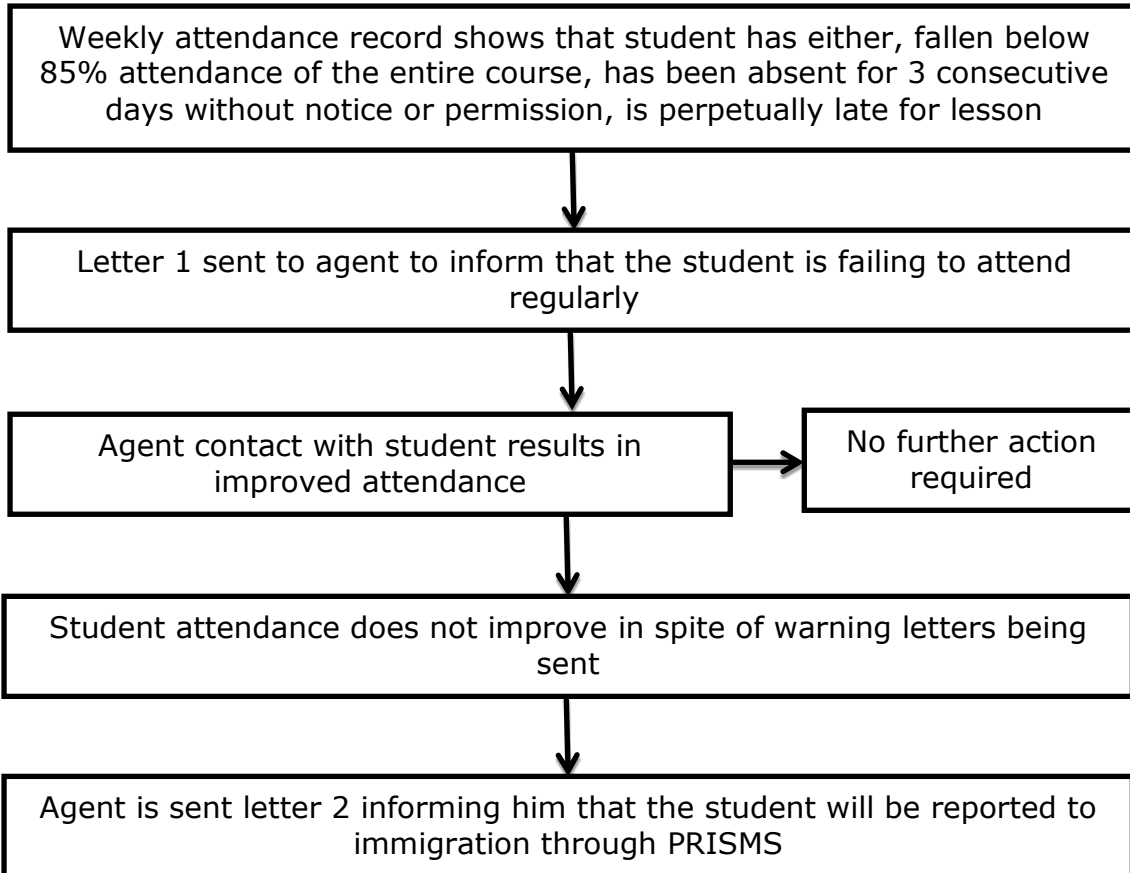
3.1. Agents will also be informed about students who are being reported to DIBP for visa cancellation. It is anticipated that this will have a number of effects on agents.

3.1.1. Raise agent awareness of the importance of proper student counselling prior to departure.

3.1.2. Give an indication to agents of problems which students may experience in meeting the terms of their student visas.

3.1.3. Allow opportunities for agents to communicate with students whose study experiences in Australia have not been successful.

3.1.4. Encourage the development of an institute/agent relationship which takes account of college requirements and allows agent insights into recruiting the type of students who will find success in SGSCC International's programs.

Procedure for informing agents of poor attenders**Person Responsible:**

SGSCC International Manger
SGSCC International Student Support Officer
SGSCC International Admin assistant

Related Documents: