



STUDENT ATTENDANCE POLICY AND PROCEDURE

Responsibility for Implementation:	The Management Team
Approved by:	PEO
Date of Approval:	20116 (V1), 2019 (V2)
Date of review:	June 2021

1. Purpose

The purpose of this policy and procedure is to ensure that Sydney Business Institute (SBI) students abide by the requirements of The National Code 2017 as per Standard 11 - Monitoring Attendance. This policy applies to all international students enrolled in all courses offered by SBI.

2. Scope

The Compliance & Admin Manager is responsible for the implementation of this policy/procedure in relation to the entry of the attendance into SBI's database and to ensure that staff and students are aware of its application and that staff implement its requirements.

The Student Services Manager is responsible for the implementation of this policy/procedure in relation to the analysing of the attendance in SBI's database and the subsequent notification to students and to ensure that staff and students are aware of its application and that staff implement its requirements.

3. Procedure

- 3.1. Attendance is based on the contact hours attended by a student during a study period being one term.
- 3.2. Attendance is analysed on a weekly basis by actual and potential attendance over the term.
- 3.3. Students must attend 80% of scheduled course contact hours to achieve satisfactory attendance for the term (Standard 11.1a)
- 3.4. Students can maintain satisfactory attendance between 70% - 80% scheduled contact hours over the term if they are maintaining satisfactory academic progress, however will be sent warning letters advising attendance is of a serious concern. Students will be sent a minimum of one warning letter when their potential attendance for the term starts to fall at 81% and below and will also be advised to see SBI staff.
- 3.5. Students whose attendance falls below 80% will be issued with the second warning letter. Students will be asked to see the Academic Manager who will assist in any counselling that the student may need.
- 3.6. Two weeks prior to the end of the term the students' attendance will be assessed and students who have been issued with two warning letter and have failed to respond will be issued in writing via an Intention to Report letter that they will be reported to the Secretary of DEEWR for unsatisfactory attendance in 20 working days commencing three days after the date of the Intention to Report letter and offered access to SBI's Appeals policy (Standard 11.3e,11.6)



- 3.7. If the student chooses not to access the Appeals Policy within the 20 working days commencing three days after the Intention to Report letter, or withdraws from the process, or the process is completed and results in a decision which supports SBI then SBI will notify DEEWR via PRISMS that the student has not achieved satisfactory attendance as soon as practicable (Standard 11.7).
- 3.8. Students are permitted to attend classes once an Intention to Report letter has been sent and during the period of appeal.
- 3.9. Trainer & Assessors must record the attendance of each student at the beginning of the class. An allowance of 15 minutes is given to students to arrive to class. If students arrive after 15 minutes, they will be marked absent for the duration of the class (Standard 11.1).
- 3.10. Note: If a student is absent, no attendance is recorded for that student and no entry is recorded in the database. Absence is indicated in the class roll as a "hyphen" and recorded by the Trainer & Assessor.
- 3.11. Attendance Marking: Attendance rolls are submitted at the end of each week by the Trainers & Assessors to student services officer to enter the attendance record of each student into SBI's database.
- 3.12. Attendance is recorded in SBI's database by number of hours attended with absences recorded (Standard 11.1b).
- 3.13. All absences will be recorded as absent until such time as medical certificates or other supporting documents are provided at which time database will be updated, recording the reason for the absence.
- 3.14. Student Services officer analyses attendance weekly (Standard 11.5) and send warning letters to identified students via email asking the student to attend a meeting at SBI.
- 3.15. Letters are sent when their potential attendance starts to fall below 81%.
- 3.16. Students whose attendance falls below 80% will be issued with the second warning letter. Students will be asked to see the Academic manager who will assist in any counselling that the student may need.
- 3.17. At attendance counselling the student will be reminded of SBI's attendance policies, that satisfactory attendance is a student visa requirement. Counselling processes will inform the student that if attendance continues to decline below the required level the student will be reported and the student visa is at risk of being cancelled. Any questions regarding the student visa conditions and possible outcomes of breaches should be referred to the DHA. Students will be advised on additional classes or referred to the Group Welfare Counsellor for personal, compassionate and compelling issues.
- 3.18. Two weeks prior to the end of the term the students' attendance will be assessed and students who have been issued with two warning letter and have failed to respond will be sent an Intention to Report Letter along with Attendance Appeals Flowchart. The Intention to Report Letter will advise the student about the appeals policy as per standard 8 and that the student has 20 working days in which to do so.
- 3.19. A list is maintained by Student Services of those students to whom this letter is sent.
- 3.20. SBI may choose not to report a student if:
 - *The student is maintaining satisfactory course progress; and*
 - *Is attending at least 70% of their scheduled contact hours; or*



- *Can provide documented evidence under Compassionate and Compelling circumstances*

- 3.21. If the student was issued with the Intention to Report letter and the internal appeal is unsuccessful, the student is advised of their right to an external appeal. Students have 10 working days from the date of the outcome of appeal to access the external appeals process if they choose.
- 3.22. Where the student has chosen not to access the complaints and appeals processes within 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting SBI, SBI will notify the Secretary of DEST through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
- 3.23. SBI will maintain student's enrolment while the appeal process is on-going.
- 3.24. SBI database will produce a list of students who is absent for five consecutive days. When Student Services are analysing attendance and discover such an absence the following processes are commenced:
- Attempt to contact student by phone.
 - If contact is established 'Student Contact form' is to be filled out and notes made on SBI's Database.
 - If contact is not established then student to be emailed, left voice mail and contact attempted with nominated emergency person. To be noted in SBI's database.
- 3.25. All contacts are documented by Student Services Officer on SBI's database (Notes field)
- 3.26. If the student's attendance is at risk of falling below 80% due to the absences, the above is implemented or through the Inactive Withdrawals process as below.
- 3.27. If a student is absent from SBI for a period of 1 (i.e. 5 days absence) or 2 weeks, whichever comes first for any reason and/or after failing to return from a deferment or from the start of a new term Student Services Officer will attempt to contact the student and/or his/her agent to get information about the whereabouts of the students and reason[s] for their absence.
- 3.28. If contact has been made and a satisfactory reason for the absence is presented with an expected return date to SBI for the student then no further action will be taken by Student Services
- 3.29. If no contact has been possible over a period of 2 weeks since the student's last attendance was reported to Student Services, then the student and his/her agent and /guardian (if applicable) will be informed by email sent to the last known email address, informing the student that they will be reported through PRISMS as an Active/Inactive Withdrawal for Cessation of Studies. For appeals against inactive withdrawals please see appeals policy
- 3.30. 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. SBI will make this determination of assessment at its discretion and grounds (supported by appropriate evidence) may include:



- A 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 (documented evidence required)
- Major political upheaval or natural disaster in the home country requiring emergency travel
- A traumatic experience which may include: involvement in or witnessing of serious accident or crime and that these cases are supported by a psychologist's report

3.31. Copies of counselling & warning letters kept in student's file:

- First Warning Letter
- Second Warning Letter
- Intention to Report
- Compassionate or compelling reasons evidence
- Copy of Section 20 notice

Sydney Business Institute

ABN 59 609 650 160 RTO Code: 45097
Level 6, 8 Quay Street, Haymarket NSW 2000
Phone: 02 9211 4958 Email: info@sbi.edu.au
Website: www.sbi.edu.au



SYDNEY
**BUSINESS
INSTITUTE**

1st Attendance Warning Letter

Date: [Date]
Student ID: [ID Number]
Email: [email address]

Dear [Student Name],

This is an early warning letter informing you that your attendance in the [Course Name] at Sydney Business Institute (SBI) is **currently at risk of falling below 80%**.

Please contact SBI's Student Services Officer if you are having any problems that we may be able to assist you with. Please bring any supporting evidence of your absenteeism to the Student Services officer to update your record, e.g. medical certificates and other supporting documentation.

Kind regards,

Student Services Officer
CRICOS Provider Number:
Address:
Phone:
Email:
Web:

Note: It is a student visa requirement that you advise our reception staff of your Australian contact details so that you may be contacted if necessary

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SYDNEY
**BUSINESS
INSTITUTE**

2nd Attendance Warning Letter

Date: [Date]
Student ID: [ID Number]
Email: [email address]

Dear [Student Name],

This is second warning letter informing you that your attendance in the [Course Name] at Sydney Business Institute (SBI) **has fallen below 80%**. Please check attendance notice board for your current attendance.

During the orientation programme, you were informed of the student visa conditions relating to attendance. You have also received a first warning letter. **You must now make an appointment to see the Academic Manager who will assist in any counselling that you may need. Please bring any documents that may be of assistance in assessing your situation. Please contact us immediately to make an appointment**

At SBI, our aim is to assist you to satisfactorily progress through your chosen course of study and achieve your desired outcomes. We are available to discuss any issues that you may have that are affecting your course progress and achieving satisfactory results. *We can also offer you additional classes in order to assist you to maintain your attendance.*

Kind regards,

Student Services Officer

CRICOS Provider Number:

Address:

Phone:

Email:

Web:

Note: It is a student visa requirement that you advise our reception staff of your Australian contact details so that you may be contacted if necessary

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SYDNEY
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Intention to Report Letter - Breach of student visa condition - Unsatisfactory rate of attendance -

Date: [Date]
Student ID: [ID Number]
Email: [email address]

Dear [Student Name],

Under the terms of your student visa you are required by the Department of Home Affairs (DHA) to maintain a satisfactory rate of attendance that exceeds 80%. SBI has identified that you have now **breached** this visa condition and your potential attendance is **XX** %.

This is Sydney Business Institute's (SBI) intention to report notice as you breached your visa condition in relation to attendance requirements under standard 11 of National Code 2017.

You have 20 working days beginning on [date] in which you may access SBI's complaints and appeals process. The procedure for making and appeal is attached to this letter. During this time and while your appeal is being considered you must attend all classes.

Please note that students will not be reported for failing to meet the 80% threshold where:

- The student engages the appeals process within 20 working days of receiving a Notification of Intention to Report letter, and
- Where student attendance is more than 70 % of schedule course contact hours, and
- The student is making satisfactory course progress
- Where student attendance is less than 70 % of schedule course contact hours, the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g. medical illness supported by a medical certificate, major family events or problems, traumatic events or personal problems seriously affecting the student's ability to focus on study)

If you do not proceed with appeal as per attached process, SBI will inform the Department of Home Affairs via PRISMS that you are in breach of your visa condition and that your enrolment with SBI is terminated.

If you wish to discuss this matter, please contact the student services department at SBI.

Kind regards,

Student Services Officer

CRICOS Provider Number:

Address:

Phone:

Email:

Web: