



Attendance Policy & Procedure

Purpose & Legislative Background

Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA. Students are also expected to progress through their course so that they complete the course within the nominated course duration. The National Code defines course progress as 'the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies'. When providing VET courses to overseas students, providers deliver training prior to assessment to achieve skill-based competencies. Providers need to facilitate learning so that students can consistently apply knowledge and skill to the standard of performance required in a workplace. This policy is to assist in management of attendance monitoring process at Wall Street College (WSC).

Scope

This policy applies to all current students at Wall Street College.

Policy

Wall Street College policy is that students should attend ALL (100%) of the classes within their course in order to facilitate 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, Skills and Employment (DESE) / Department of Home Affairs (DHA).

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 WSC staff.

Students who do not advise the college of absences will be contacted/counselled by their trainer/student support officer or another nominated Wall Street College staff member.

Maintaining satisfactory attendance is a student visa requirement.

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

Wall Street College will report students for non-attendance via PRISMS as per the conditions outlined in this policy. Reporting a student for non-attendance via PRISMS may lead to the cancellation of a student visa.



Wall Street College believes good attendance is important in order to achieve desired educational outcomes.

Wall Street College will at a minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending at least 80% 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 Management System and 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 contactable, their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made, the Student Support Officer will discuss the issue with the CEO and the relevant authorities will be notified (e.g., police, DHA, next of kin).

The formal process for addressing attendance issues is as follows:

90% Attendance – WARNING 1: Students whose attendance falls below 90% 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 a Student Support Officer.

85% Attendance – WARNING 2: Students whose attendance fall below 85% will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice.

Less than 80% Attendance – Intention to Report: As soon as Wall Street College is aware a student will not achieve 80% attendance, Wall Street College will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access Wall Street College's complaints and appeals process.

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 not in the student's favour, Wall Street College will notify- as soon as practical- the Secretary of DESE via PRISMS that the student is not achieving satisfactory attendance.



Wall Street College may decide not to report a student where attendance has fallen below 80% if WSC is satisfied they are a genuine/bona fide student and where the student provides:

- Documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- Attendance has not fallen below 70%, AND
- Academic progress is satisfactory.

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 Deferring, Suspending, and Cancelling Overseas Student Enrolment Policy and Procedure.

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

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, Wall Street College will notify DESE and DHA via PRISMS of termination of the student's studies within 14 days of the event via a Student Course Variation.

Wall Street College 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.

Management Action and Responsibility

All trainers will hold the responsibility of notifying student support staff of any concerns with regards to attendance of the students.

Student Support Officer to take intervention steps as per the policy.

All managers and CEO hold the overall responsibility of the attendance policy.

Definitions

CoE: Confirmation of Enrolment

DHA: Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

DESE: Department of Education, Skills and Employment



Medical certificate: means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists.

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 Wall Street College was unable to offer a pre-requisite unit.

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

VET: Vocational Education & Training

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

Policy Owner:	Wall Street College Pty Ltd
Endorsed By:	CEO
Person Responsible for Implementation:	Academic Manager, Campus Manager, Trainers
Endorsement Date:	January 2021
Version:	1.0



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