

## UTS Foundation Studies Student Attendance Management Procedure

### PROCEDURE PURPOSE

This procedure explains the process and steps for managing UTS Foundation Studies student attendance at UTS Insearch (including monitoring attendance and reporting students to the Department of Home Affairs). It should be read in conjunction with the *Attendance Policy, UTS Foundation Studies*

### SCOPE

This procedure applies to:

- All overseas students on a current student visa who are enrolled in a UTS Foundation Studies course
- All staff involved in the management and reporting of UTS Foundation Studies students' attendance.

It does not apply to Insearch domestic students, or students on other types of visa (e.g. tourist or working holiday visas).

**DEFINITIONS** are set out at the end of this procedure.

### PROCEDURE STEPS

Activity	Description	Responsible
<b>STUDENT ATTENDANCE MANAGEMENT PROCEDURE</b>		
Record student attendance	1. Teachers will electronically record attendance in every class session.	UTS Foundation Studies teaching staff
Notify teacher when absent	2. Students, where possible, contact their teacher every time they will be absent from class <b>prior to the regular class time</b> , via email, phone or SMS  When they are absent due to illness, students need to get a medical certificate	Student
Submit medical certificates	3. Students need to submit their medical certificate to the Insearch Student Centre on the first day they attend a class after an absence. As a result, the absent hours will be recognised as medical hours.	Student
Follow up student absences	4. Study Success Advisers will follow up with absent students referred to them by teachers.	Study Success Adviser

Follow up consecutive absences	<p>5. Any unapproved absences <b>longer than 5 consecutive days</b> without approval will be followed up as a matter of urgency.</p> <p><b>Student Welfare Team</b> will attempt to contact the student via phone, SMS or email</p> <ul style="list-style-type: none"> <li>• if successful, counsel student on the importance of notifying UTS Insearch when absent</li> <li>• if unsuccessful, Student Welfare Team will raise as a critical incident and the relevant authorities will be notified (e.g. police, the Department of Home Affairs, next of kin)</li> </ul>	Student Welfare Team
Track student attendance	<p>6. Student's projected attendance is recorded and calculated on a daily basis.</p> <p>A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using  <math display="block">\text{Already Attended hours} / (\text{Total hours} - \text{Absent hours}) + \text{Remaining future hours} / \text{Total hours} = \% \text{ Attended.}</math></p>	ICT
Proactively warn and support students at risk of not maintaining satisfactory attendance	<p>7. <b>First warning: 95% or less</b>  When students' projected attendance is calculated at 95% or less, Education Compliance Officer will contact them by email to:</p> <ul style="list-style-type: none"> <li>• remind them of the importance of maintaining satisfactory attendance</li> <li>• advise them to discuss the matter with the Study Success Advisers. At the discussion, the Study Success Advisers will:</li> <li>• counsel/assist the student to rectify the issue keep all documentation/notes on the student file</li> </ul> <p><b>Second warning: 87% attendance or less</b>  When students' projected attendance is calculated at 87% or less, Education Compliance Officer will contact them by email to:</p> <ul style="list-style-type: none"> <li>• warn them that they are now at risk of being reported to the Department of Home Affairs</li> <li>• <b>require</b> them to make an appointment with the Study Success Advisers ASAP for assistance/advise</li> </ul>	Education Compliance Officer/Study Success Adviser

	<ul style="list-style-type: none"> <li>• tell them they can bring a support person (such as friend or relative) to this appointment if they wish</li> <li>• At this meeting, the Study Success Adviser will: counsel/assist student to rectify the issue keep all documentation/notes on student file</li> </ul>	
Notify students when UTS Insearch intends to report student to the Department of Home Affairs for breaching the student visa attendance condition	<p>8. When student's projected attendance is calculated at 80% or less, Education Compliance Officer will send them an 'Intention to Report' (ITR) letter</p> <p>The ITR letter will inform the student that:</p> <ul style="list-style-type: none"> <li>• their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa</li> <li>• UTS Insearch intends to inform the Department of Home Affairs of this breach</li> <li>• they have <b>20 working days</b> to appeal through UTS Insearch's <b>complaints and appeals process</b>, and how they can make an appeal</li> <li>• they may request an interview with their Study Success Adviser if they want to discuss the matter</li> </ul>	Education Compliance Officer /Study Success Adviser

<p><b>Appeal UTS Insearch's intention to report them to the Department of Home Affairs</b></p>	<p>9. Students may appeal UTS Insearch's intention to report them for breach of their student visa attendance condition on the following grounds:</p> <ul style="list-style-type: none"> <li>I. UTS Insearch failed to record or calculate the student's attendance accurately</li> <li>II. There are compassionate or compelling circumstances for the student's low attendance, or</li> <li>III. UTS Insearch did not implement our policies according to the documented policies and procedures that were made available to the student</li> </ul> <p>To make and appeal, the student must:</p> <ul style="list-style-type: none"> <li>• write a letter to Dean of Studies stating that they are appealing the intention to report, and setting out the grounds for their appeal</li> <li>• if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence</li> <li>• submit this letter to Education Compliance Officer no more than 20 working days after they received the Intention to Report letter</li> </ul> <p>During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being found in UTS Insearch's favour.</p>	<p><b>Student</b></p>
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Assess and determine outcome of internal appeals	<p>10. Internal appeals are processed following the below procedures</p> <p>Education Compliance Officer prepares students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided.</p> <p>Once reviewed, Education Compliance Officer submits Appeal Resolutions to Dean of Studies for final decisions.</p> <p>Executive Assistant of Dean of Studies will notify students of the outcome via emails, and inform the students of access to external appeal process if internal appeal application is rejected.</p>	Education Compliance Officer /Dean of Studies/ Executive Assistant of Dean of Studies
Exercise discretion <b>not</b> to report the student to the Department of Home Affairs	<p>11. When a student's projected attendance is calculated at 80% or less, UTS Insearch may exercise our discretion not to report them to the Department of Home Affairs (regardless of any appeal process or outcome) in the following circumstances only if:</p> <ul style="list-style-type: none"> <li>• the student's projected attendance is <b>at least 70%</b> of the scheduled course contact hours, <b>and</b></li> <li>• the student has provided documentary evidence that demonstrates compassionate or compelling circumstances for their absences</li> </ul> <p>Education Compliance Officer will notify students of this decision.</p>	Education Compliance Officer
Deferral of studies	<p>12. We may grant deferral of studies for one semester to an eligible student who has failed to maintain satisfactory attendance if:</p> <p>the student has provided documentary evidence that demonstrates compassionate and compelling circumstances for their absences, <b>and</b></p> <p>we consider deferral is in the best interest of the student.</p>	Study Success Adviser/ Student Centre Team Leader

Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa	<p>13. Education Compliance Officer informs the UTS Compliance officer of our intention to report a student to the Department of Home Affairs</p> <p>UTS Compliance officer reviews and provides approval</p> <p>UTS Insearch will notify the Department of Home Affairs via PRISMS that a student has not maintained satisfactory attendance as soon as practicable after:</p> <ul style="list-style-type: none"> <li>• the 20 working day period for making an appeal has elapsed without the student making an appeal, <b>or</b></li> <li>• the student withdraws from the appeals process before it is completed, <b>or</b></li> <li>• the appeals process is completed and the outcome is in Insearch's favour</li> </ul>	Education Compliance Officer / UTS Compliance Officer / SSCR
Notify the Department of Home Affairs that a student's studies have been terminated	<p>14. UTS Insearch will notify the Department of Home Affairs via PRISMS that the student's studies have been terminated as soon as possible when:</p> <p>the student stops attending a course or does not return from leave, <b>and/or</b></p> <p>we have made repeated unsuccessful attempts to contact them</p> <p>In the above circumstances:</p> <ul style="list-style-type: none"> <li>• UTS Insearch is not required to give the student access to the appeals process</li> <li>• the student is not entitled to a refund unless approved by the Chief Operating Officer</li> </ul>	SSCR
Keep accurate records of UTS Insearch's actions in relation to student attendance	<p>15. UTS Insearch will retain, in the student's file, notes and evidence of all actions we take to monitor and manage their attendance, including providing advice and counselling</p>	ICT / UTS Foundation Studies teaching staff / Education Compliance Officer / Study Success Adviser / SSCR

## DEFINITIONS

Attendance software solution	System teachers use to record and monitor attendance
Compassionate or compelling circumstances	<p>Circumstances beyond the control of the student that affected their course attendance or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury (supported by a medical certificate that states that the student was unable to attend classes)</li> <li>• death of close family members, such as parents or grandparents</li> <li>• a major political upheaval or natural disaster in the student's home country that has required the student to return home</li> <li>• a traumatic experience (such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime) that has affected the student's ability to attend classes (supported by police or psychologist reports)</li> <li>• any other circumstance considered as compassionate or compelling that prevented the student from attending class (supported by documentary evidence)</li> </ul>
Deferral	Temporary suspension of studies for one semester for international students studying academic programs with the leave approved by UTS Insearch on compassionate or compelling ground.
Intention to Report (ITR) letter	A letter from UTS Insearch to a student to notify them that we intend to report them to the Department of Home Affairs for failing to maintain satisfactory attendance, in breach of their student visa conditions
Medical certificate	<p>A certificate issued by a registered medical provider including doctors, dentists (emergency appointments only), psychiatrists and psychologists</p> <p>UTS Insearch does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics, etc</p> <p>The medical certificate must be original and must state the provider number. Medical Certificates bought on-line are not acceptable</p>
PRISMS	Provider Registration and International Student Management System (PRISMS)
Projected attendance	<p>A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using</p> $\text{Already Attended hours} \times (\text{Total hours} - \text{Absent hours}) + \text{Remaining future hours} / \text{Total hours} = \% \text{ Attended}$
Satisfactory attendance	Attendance of at least 80% of scheduled class hours for the study period

Scheduled class hours	Timetabled classes for a study period
SSCR	Student Sponsorship Compliance and Reporting
Study period	12 weeks – 1 semester
Support person	Friend or relative
Teacher	Includes any UTS Foundation Studies class teacher

**SUPPORTING DOCUMENTS:**

- Attendance Policy UTS Foundation Studies
- Academic Handbook
- The National Code 2018
- Student Complaints and Appeals Policy
- Student Complaints and Appeals procedure
- First Warning Letter
- Second Warning Letter
- Intention to Report letter

ADMIN USE ONLY

**APPROVAL**

Signature:

Name: **Tim Laurence, Dean of Studies**

Date: 15 January 2020

Procedure Title	UTS Foundation Studies Student Attendance Management Procedure
Executive	Dean of Studies
Manager	Associate Dean of Studies
Procedure ID	PROC/EDUC/02/20
Effective Date:	15 January 2020

