

## 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 UTS Foundation Studies students on current student visas, and
- 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>UTS Foundation Studies Student Attendance Management Procedure</b>		
Record student attendance	1. Teachers will electronically record attendance in every class session.	Teacher
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	Student
Follow up student absences	4. Academic Advisers will follow up with absent students referred to them by teachers.	Academic 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>Academic Advisers</b> will attempt to contact the student via phone, SMS or email</p> <p>if successful, counsel student on the importance of notifying UTS Insearch when absent</p> <p>if attempts to contact the student are not successful, Academic Adviser will escalate to the Student Centre</p> <p>if contact cannot be made, Student Centre will raise as a critical incident and the relevant authorities will be notified (e.g. police, the Department of Home Affairs, next of kin)</p>	Academic Adviser / Student Centre
Monitor/track student attendance	<p>6. Academic Advisers will monitor each student's attendance by <b>reviewing their projected attendance each week.</b></p> <p>A student's projected attendance is calculated as a percentage of their total scheduled class hours for the 12-week study period:</p> <p>taking account of their actual attendance to date, and assuming they will maintain full attendance for the remainder of the study period.</p>	Academic Adviser/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 as 95% or less, Academic Advisers will contact them by email to:</p> <p>remind them of the importance of maintaining satisfactory attendance</p> <p>advise them to discuss the matter with the Academic Advisers. At the discussion, the Academic Advisers will:</p> <p>counsel/assist the student to rectify the issue</p> <p>keep all documentation/notes on the student file</p> <p><b>Second warning: 87% attendance or less</b>                  When students' projected attendance is calculated as 87% or less, Academic Advisers will contact them by email to:</p> <p>warn them that they are now at risk of being reported to the Department of Home Affairs</p> <p><b>require</b> them to make an appointment with the Academic Advisers ASAP for assistance/advise</p>	ICT/Academic Adviser

	<p>tell them they can bring a support person (such as friend or relative) to this appointment if they wish</p> <p>At this meeting, the Academic Adviser will:</p> <p>counsel/assist student to rectify the issue</p> <p>keep all documentation/notes on student file</p>	
<p>Notify students when UTS Insearch intends to report them to the Department of Home Affairs for breaching the student visa attendance condition</p>	<p>8. When student's projected attendance is calculated as 80% or less, Academic Advisers will send them an 'Intention to Report' (ITR) letter</p> <p>The ITR letter will inform the student that:</p> <p>their projected attendance has fallen to 80% or less and therefore they have breached the attendance condition of their student visa</p> <p>UTS Insearch intends to inform the Department of Home Affairs of this breach</p> <p>they have <b>20 working days</b> to appeal through UTS Insearch's <b>complaints and appeals process</b>, and how they can make and appeal</p> <p>they may request an interview with their Academic Adviser if they want to discuss the matter</p>	<p>ICT/Academic Adviser</p>
<p>Appeal UTS Insearch's intention to report them to the Department of Home Affairs</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> <p>i. UTS Insearch failed to record or calculate the student's attendance accurately</p> <p>ii. There are compassionate or compelling circumstances for the student's low attendance, or</p> <p>iii. UTS Insearch did not implement our policies according to the documented policies and procedures that were made available to the student</p> <p>To make and appeal, the student must:</p> <p>write a letter to Dean of Studies stating that they are appealing the intention to report, and setting out the grounds for their appeal</p> <p>if these grounds include compassionate or compelling circumstances, provide supporting documentary evidence</p> <p>submit this letter to their Academic Adviser no more than 20 working days after they received the Intention to Report letter</p>	<p>Student</p>

	<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>Assess and determine outcome of internal appeals</p>	<p>10. Internal appeals will be reviewed by the following procedures</p> <p>Academic Advisers will prepare students' Appeal Resolutions, including their internal appeal letters and any supporting documents if provided.</p> <p>Academic Adviser Team Leader performs second review.</p> <p>Once reviewed, Academic Adviser Team Leader 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>	<p>Dean of Studies</p>
<p>Exercise discretion <b>not</b> to report the student to the Department of Home Affairs</p>	<p>11. When a student's projected attendance is calculated as 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:</p> <p>the student's projected attendance is <b>at least 70%</b> of the scheduled course contact hours, <b>and</b></p> <p>the student has provided with documentary evidence that demonstrates compassionate or compelling circumstances for their absences</p>	<p>Dean of Studies</p>
<p>Deferral of studies</p>	<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>	<p>Academic Adviser/ Student Centre Team Leader</p>
<p>Report a student to the Department of Home Affairs for breaching the attendance condition of their student visa</p>	<p>13. Academic Adviser 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>	<p>SSCR</p>

	<p>the 20 working day period for making an appeal has elapsed without the student making an appeal, <b>or</b></p> <p>the student withdraws from the appeals process before it is completed, <b>or</b></p> <p>the appeals process is completed and the outcome is in our favour</p>	
<p>Notify the Department of Home Affairs that a student's studies have been terminated</p>	<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> <p>UTS Insearch is not required to give the student access to the appeals process</p> <p>the student is not entitled to a refund unless approved by the Chief Operating Officer</p>	SSCR
<p>Keep accurate records of UTS Insearch's actions in relation to student attendance</p>	<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/Teacher/Academic Adviser/SSCR

## DEFINITIONS

<p>Attendance software solution</p>	<p>System tutors use to record and monitor attendance</p>
<p>Compassionate or compelling circumstances</p>	<p>Circumstances beyond the control of the student that affected their course progress 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</li> </ul>

	that prevented the student from attending class (supported by documentary evidence)
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> $\text{Already Attended hours (Total hours - Absent hours) + Remaining future hours} / \text{Total hours} = \% \text{ Attended}$
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:	<b>Dean of Studies</b> <span style="float: right;">Date: 22 August 2018</span>
Procedure Title	UTS Foundation Studies Student Attendance Management Procedure
Senior Leader	Dean of Studies
Manager	Associate Dean of Studies
Procedure ID	PRO/EDU/02/18
Effective Date:	22 August 2018