

Attendance Policy

1. Overview

- 1.1 The policy aims to promote student engagement¹ in learning and thereby promote high-quality learning and high academic performance.
- 1.2 Class attendance is inherent in the concept of student engagement. It provides students with an accessible source of assistance from lecturers in the teaching environment, lending to a positive application of learning.
- 1.3 The benefits of attendance are not necessarily confined to engagement with learning. Interaction with people from different cultures and backgrounds may open students to new ideas, experiences and friendships.² Moreover, it may build cultural awareness or lend to the development of interpersonal and communication skills.
- 1.4 The policy establishes the definition, criteria and processes used to determine satisfactory attendance. It outlines the intervention strategies implemented by Deakin College to ensure that students who do not meet, or are at risk of not meeting the satisfactory attendance requirements, are provided with appropriate and adequate support in a consistent and equitable manner.
- 1.5 For overseas students enrolled in the *Certificate IV in Tertiary Preparation Program*, this policy adheres to the provisions of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (The National Code 2007), specifically standard 11.

2. Scope

- 2.1 The policy applies to all students enrolled in the Certificate IV and Diplomas at all campuses of Deakin College and Deakin College Jakarta, including domestic students, temporary residents and overseas students.
- 2.2 The Director of Academic Governance and Integrity is responsible for the implementation of this policy. The Manager Student Services, the Campus Manager Geelong Campuses and the Campus Director Deakin College Jakarta are responsible for counselling students at risk of not obtaining a minimum of 80 percent attendance and, where required, for implementing intervention strategies.
- 2.3 The policy links with the *Satisfactory Course Progress Policy* and the *Students at Risk Procedures*.

¹ Defined as students' involvement with activities and conditions likely to generate high-quality learning [Australian Council for Education Research (ACER), *Doing more for learning: Enhancing engagement and outcomes* (2010), 3].

² Commonwealth of Australia, *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (The National Code 2007) <<https://www.aei.gov.au/regulatory-information/pages/regulatoryinformation.aspx>>, 3.

- 2.4 Students will receive a copy of this policy when they enrol in their course. This policy will also be available at all times on the Deakin College and Deakin College Jakarta websites and on the Student Portal.

3. Definitions

Key Term or Acronym	Definition
Appeal	A submission by a student for a review of a decision made by Deakin College of an academic or non-academic nature. See also <i>Deakin College Appeals</i> .
Class	A scheduled teaching activity at a specified day and time.
Contact hours	The number of scheduled hours across all units of study in a given trimester for teaching purposes, course-related information sessions, supervised study sessions and examinations.
Course	A program of instruction that leads to an award of the institution.
Course Progress	The measure of advancement within a course towards its completion. Please also refer to <i>Satisfactory Course Progress Policy</i> .
Day	Includes Indonesian, Victorian and Australian national public holidays and weekends.
Domestic Student	Defined as an Australian or New Zealand citizen or holder of a permanent residency visa, including a humanitarian visa. For students at the Deakin College Jakarta Campus, this is defined as a citizen or permanent resident of Indonesia.
ESOS Act 2000	The <i>Education Services for Overseas Students Act 2000</i> . This Act regulates the delivery of education services to overseas students.
Deakin College Appeals	The final appeals body at Deakin College which considers appeals from students against any decision by Deakin College of an academic or non-academic nature.

National Code 2007	<p>The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Established under section 33 of the ESOS Act 2000.</p> <p>The National Code 2007 provides nationally consistent standards and procedures for providers who deliver educational services to overseas students.</p>
Overseas Student	A student on an overseas student visa.
Overseas Students Ombudsman	An Australian Government agency which receives and investigates complaints from overseas students about actions and decisions of private education providers.
PRISMS	<i>Provider Registration and International Student Management System.</i> A database developed by the Australian Federal Government for the purposes of compliance with the ESOS Act.
Satisfactory Attendance	Attendance in at least 80 percent of scheduled contact hours across all units of study undertaken in a trimester.
Satisfactory Course Progress	Satisfactory advancement within a course towards its completion. Its criteria are listed under subsections 4.1.2 to 4.1.4 of the <i>Satisfactory Course Progress</i> policy.
Student Portal	Deakin College intranet providing academic and administrative information and internal communication to Deakin College students.
Temporary Resident	A person, other than an overseas student who is: <ul style="list-style-type: none"> i. temporarily residing in Australia for a specific purpose including skilled, temporary work, international relations, training and research; and ii. holds a visa permitting study in Australia.
Trimester	A defined and formal period of study of 13 weeks. Deakin College runs three compulsory trimesters annually.
Unit of study	A component of study within a course. Also referred to as a subject.
VET	Vocational Education and Training. A tertiary education level course, which generally provides people with skills and knowledge to enter the workforce, upgrade skills or move into further study.

4. Policy Statement

4.1 Attendance Requirements

- 4.1.1 For any given trimester, all enrolled Deakin College students, including domestic, overseas and temporary residents are required to attend a minimum of 80 percent of their scheduled contact hours for all units of study.
- 4.1.2 Each unit of study comprises four scheduled contact hours per week over 12 weeks. Week 13 is examinations week, for which students are granted full attendance.
- 4.1.3 In each trimester, students are required to attend the specified units of study for which they are timetabled (time and day). Students may change their timetable on the Student Portal by no later than the close of business on the Friday of week 2 of a given trimester.
- 4.1.4 Lecturers will record attendance electronically on the Student Portal for all students in all units of study and in all courses from the second week of each trimester.
- 4.1.5 Students are expected to arrive at class at the scheduled day and time and attend the full duration of each class. Formally, for monitoring purposes, attendance will be taken by a lecturer after the first half hour of each class.
- 4.1.6 Students will be marked as present for a late arrival within the first half hour of each scheduled class. Thereafter, students will be marked as absent.
- 4.1.7 Students are expected to attend those classes for which they are timetabled. Students are permitted to attend a maximum of two alternative classes per unit of study in a given trimester. However, a *Lecture Attendance Variation Form*, which may be collected from Reception or downloaded from the Student Portal, must be submitted to the lecturer of the alternative class to sign and verify the student's attendance.
- 4.1.8 The signed and verified *Lecture Attendance Variation Form* must be submitted to Reception by the student within 7 days after the initial scheduled class.
- 4.1.9 A lecturer may take additional attendance by paper at any other time during the class session. However, the requirements of subsections 4.1.5 and 4.1.6 of the policy prevail.
- 4.1.10 Students are expected to monitor their attendance throughout the trimester through the Student Portal. For any anomalies or absences incorrectly recorded by a lecturer, students will have up to 7 days from the scheduled class to resolve the issue directly with the lecturer. The lecturer will be responsible for amendments, if any, to the attendance record.

4.2 Attendance Monitoring

- 4.2.1 Formal attendance checks will be undertaken by Deakin College in weeks 4 and 6 of each trimester. Class attendance will be monitored electronically and calculated as a percentage of the total number of sessions which a student attends (n) against the total number of scheduled sessions per week (t) $[(n/t) \times 100]$.
- 4.2.2 The first attendance warning letter, covering weeks 2 to 3, will be sent to students at risk of not achieving a minimum attendance of 80 percent. Students will be advised that if there are any personal issues affecting their attendance and/or academic progress, to contact Reception immediately to arrange an appointment with a Student Adviser.
- 4.2.3 The second attendance warning letter, covering weeks 2 to 5, will be sent to students with an attendance below 80 percent. Students will be advised that if there are any personal issues affecting their attendance and/or academic progress, to contact Reception immediately to arrange an appointment with a Student Adviser.
- 4.2.4 Following both attendance warning letters, Student Services at each campus will contact any student with a zero attendance over weeks 2 to 3 and weeks 2 to 5 respectively.
- 4.2.5 Reports on the attendance monitoring process will be provided to the Deakin College Teaching and Learning Committee triannually by the Director of Academic Governance and Integrity.

4.3 Compassionate and compelling circumstances

- 4.3.1 Consideration will be given to any compelling or compassionate circumstances. Compassionate and compelling circumstances are generally those:³
- Beyond the control of the student and 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;
 - A traumatic experience, which could include involvement in, or witnessing of a serious crime or accident.
- 4.3.2 Where compelling or compassionate circumstances exist, original or certified medical, psychological, police or other certificates must be provided to Reception with a completed *Explained Absence* form within 7 days of the absence. A form may be

³ Australian Education International (AEI), *National Code 2007 Explanatory Guide*, Part D Standard 11.

collected from Reception or downloaded from the Student Portal. Supporting documents must refer to the day(s) in which absence is being claimed.

- 4.3.3 Where compelling or compassionate circumstances exist, a student's absence will be recorded electronically with a [M] (indicating that a medical certificate has been provided for a serious illness or injury) or an [A] (indicating an approved absence due to reasons other than medical).
- 4.3.4 Following subsection 4.3.2, where compelling or compassionate circumstances exist, students will be referred to Student Services by Reception.
- 4.3.5 Medical certificates are not required to be submitted to Deakin College to explain occasional absences from class or short-term illness. However, students may be eligible to apply for special consideration under the *Special Consideration and Deferred Examinations Policy*. A *Special Consideration Application* may be collected from Reception or downloaded from the Student Portal.

4.4 Overseas Students Enrolled in the Certificate IV in Tertiary Preparation Program

- 4.4.1 Standard 11.1(a) of the National Code 2007 requires attendance to be monitored for overseas students enrolled in a vocational education and training (VET) course. The *Certificate IV in Tertiary Preparation Program* is registered as a VET course and Deakin College is required, under section 19(2) of the ESOS Act 2000, to report students who have breached a prescribed condition of a student visa, including attendance.
- 4.4.2 Overseas students enrolled in the *Certificate IV in Tertiary Preparation Program* will be reminded in their attendance warning letters that they may be reported to the applicable Australian Government higher education and immigration agencies if they do not meet Deakin College's attendance requirements, as provided under subsection 4.4.6.
- 4.4.3 Following the attendance warning letters, overseas students enrolled in the *Certificate IV in Tertiary Preparation Program* will be required to attend an interview with Student Services to discuss their unsatisfactory attendance.
- 4.4.4 In addition to subsection 4.4.3, following the first attendance warning letter, overseas students enrolled in the *Certificate IV in Tertiary Preparation Program* will be contacted by Student Services and invited to an interview to ascertain the reasons for their low attendance and what support they can be provided with.
- 4.4.5 At this interview with Student Services, students will be reminded about satisfactory attendance and the implications on their student visa if satisfactory attendance is not achieved. A copy of the *Attendance Policy* will be provided to them at the interview.
- 4.4.6 Unless compelling and compassionate circumstances were identified under subsection 4.3 of the policy, at the conclusion of a trimester, a notification of intention to report for unsatisfactory attendance will be issued by the Director of Academic Governance and Integrity to any student in the *Certificate IV in Tertiary Preparation Program* with:

- i. an attendance below 70 percent; and
 - ii. unsatisfactory course progress, as defined by the *Satisfactory Course Progress Policy*.
- 4.4.7 The written notice will also advise the student that he or she is able to lodge an appeal with Deakin College Appeals (dcoll-appeals@deakin.edu.au) within 20 working days. There is no fee in accessing the appeals process and Deakin College will not report a student to the applicable Australian Government agencies whilst an appeal is in progress.
- 4.4.8 A student is not precluded from re-enrolling in the following trimester whilst the 20 working day notification period and any appeals processes are in progress.
- 4.4.9 Deakin College Appeals will commence an appeal within 10 working days of its lodgment. At a minimum, this will consist of a written acknowledgement of the appeal.
- 4.4.10 Students will also be given opportunity to access an external appeals process with the Overseas Students Ombudsman (www.oso.gov.au) if their internal appeal upholds the decision by the Director of Academic Governance and Integrity. Students will be required to provide evidence of lodgment of an external appeal to the Quality and Compliance Manager within a prescribed period.
- 4.4.11 Deakin College will not report a student the applicable Australian Government agencies whilst an external appeal is in progress provided that students have advised the Quality and Compliance Manager within the prescribed period under subsection 4.4.10.

Policy Title	Attendance Policy	
Policy Owners	Quality and Compliance Manager	
Contact Persons	Stase Kaintatsis, Quality and Compliance Manager (stasek@deakin.edu.au)	
Key Stakeholders	All students of Deakin College.	
Approval Body	Deakin College Academic Board of Studies	Agenda item and meeting date approved Meeting 3-2013 Item 5.1.2 13 December 2013.
Relevant Legislation	Education Services for Overseas Students Act 2000; The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007): Standards 8 and 11	
Related Policies	Critical Incident Policy; Grievance Procedures Relating to Academic Matters; Satisfactory Course Progress Policy; Special Consideration and Deferred Examinations Policy.	
Related Guidelines	N/A	
File information	File number N/A	Version number V4.8 - 7/09/2015
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