

1. PURPOSE

- 1.1 The purpose of this policy is to ensure that Global Institute of Education systematically monitors students' compliance with student visa conditions relating to attendance and notifies and counsels students who are at risk of failing to meet attendance requirements.
- 1.2 The intention of this policy is to provide all students with the best opportunities to meet the learning outcomes of their chosen course.

2. SCOPE

- 2.1 The policy applies to all international students currently enrolled with Global Institute of Education.

3. POLICY

3.1 ATTENDANCE MONITORING

- 3.1.1 To monitor overseas student attendance, monitoring and recording attendance of the overseas student, will be conducted. (8.12)
- 3.1.2 Global Institute of Education provides all students with clear expectations on the attendance required.
- 3.1.3 Each student's attendance is recorded and calculated over the period of a study period using information from class attendance sheets which are input to attendance calculation system. (8.12.1)
- 3.1.4 Using this information in the attendance calculation system, weekly attendance records are reviewed and a report is generated to identify students at risk of not satisfying attendance requirements as per study periods. (8.12.2)
- 3.1.5 The student identified as being at risk are notified by email and their current attendance percentage is given in the form of an attendance reminder notice. This notification is recorded in the attendance calculation system against the contacted students' contact log.
- 3.1.6 Students will be issued warning letters as per the schedule below:
 - 3.1.6.1 1st warning letter: attendance below 90%.
 - 3.1.6.2 2nd Warning Letter attendance below 85%
 - 3.1.6.3 Intention to report to cancel enrolment: attendance below 80%
- 3.1.7 In each contact, the attendance reminder notice issued will include:
 - 3.1.7.1 A request that the student should contact student support staff/ Trainer/ Director/Campus Manager for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable.
 - 3.1.7.2 A statement explaining that Global Institute of Education is obligated to monitor attendance and notify the Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
 - 3.1.7.3 Having reached attendance levels below 80% the student is sent a notification to report letter outlining our intention to report the student to Department of Home Affairs, the reasons and their right to access the appeals and complaints process within 20 days. (8.13, 8.13.1)
 - 3.1.7.4 Department of Home Affairs will be notified only after the student has received an intention to report letter and has been afforded the opportunity to internally appeal within 20 days. (8.12.4)

- 3.1.7.5 If the student uses the 20-day period after receiving an intention to report letter to appeal and is successful, Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal process will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to Department of Home Affairs. (8.12.4)
- 3.1.7.6 We may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and is maintaining satisfactory course progress. (8.15, 8.151-2)

3.2 REPORTING FOR UNSATISFACTORY ATTENDANCE

3.2.1 Global Institute of Education will only report unsatisfactory attendance in PRISMS and advise Department of Home Affairs in accordance with section 19(2) of the ESOS Act (8.14) if:

- 3.2.1.1 All internal and external complaints/appeals processes have been completed and the decision or recommendation supports Global Institute of Education as the registered provider, or (8.14.1)
- 3.2.1.2 The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or (8.14.2)
- 3.2.1.3 The overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
- 3.2.1.4 The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)

3.2.2 Only when the above criteria are met the student's case may be referred to the Campus Manager for cancelation of COE and the subsequent updating to Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)

3.2.3 A student may provide evidence of compassionate or compelling circumstance i.e. those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Global Institute of Education will always use its professional judgment in making decisions and each case will be judged on its individual merits. These circumstances could include (but are not limited to):

- 3.2.3.1 serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- 3.2.3.2 bereavement of close family members such as parents or grandparents;
- 3.2.3.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- 3.2.3.4 a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports);
or

- 3.2.3.5 Where the registered provider was unable to offer a pre-requisite unit.
- 3.2.4 In such cases as described above, Global Institute of Education may approve a temporary suspension of the student's studies as per the Deferral, Suspension and Cancellation Policy.

