

UQ College (UQC)

## Policy and Procedure

<b>Reference:</b>	SS1.1.01
<b>Title:</b>	Attendance (International students)
<b>Custodian:</b>	CEO
<b>Reviewer:</b>	Senior Manager Corporate Services
<b>Date Approved:</b>	1 May 2021
<b>Review Date:</b>	1 May 2025
<b>Audience:</b>	International students enrolled in UQC Programs All UQC Staff involved in academic and student administration
<b>Associated Policies:</b>	<a href="#">Education Services for Overseas Students (ESOS) Act 2000 National Code 2018</a> UQC Complaints and Appeals Policy
<b>Version:</b>	1.0

### Purpose

To comply with the current ESOS/National Code 2018 legislation for Student Visa holders, in terms of systematically recording students' attendance, monitoring non-attendance, counselling students and informing the Australian Government Department of Home Affairs of any student's failure to meet their visa conditions in regards to attendance.

**NOTE:** Neither the procedures below nor the UQC Student Grievance Resolution Processes remove the right of a student visa holder to take action under Australia's Consumer Protection laws or to pursue other legal remedies.

## Policy

Under Australian visa regulations, all Student Visa holders enrolled in UQ College programs are required to attend a minimum of 80% of their scheduled course contact hours. A student's attendance is monitored for the duration of their Confirmation of Enrolment (CoE). If a student applies to extend their enrolment, thereby attaining a new Confirmation of Enrolment (CoE), the student's attendance is monitored for each of the CoEs separately.

Each student's class attendance is updated weekly. The cumulative attendance for each student's enrolment period is reviewed on a weekly basis.

In accordance with The National Code 2018, UQ College (UQC or the College) is required to report students who breach visa conditions relating to attendance unless there is documentary evidence demonstrating that:

- compelling or compassionate circumstances apply; and
- the student is attending at least 70% of their course contact hours for the current enrolment period; and
- the decision not to report is consistent with the procedures outlined in this document.

**Note: More information about student rights and responsibilities under the Australian Government ESOS Act and National Code is available at the website:**

<https://www.dese.gov.au/esos-framework>

## Procedure

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## 1. Monitoring attendance

- 1.1 Students are expected to commence their program by the dates given in their Letter of Offer. In accordance with The National Code 2018 UQC is required to report students who do not commence on the agreed start date. A later commencement date may be possible, subject to approval.
- 1.2 UQC provides students with a timetable of scheduled contact hours for their program.
- 1.3 Teachers are responsible for recording the students who are present in each class and those who are absent, through the UQC Student Management System (SMS).
- 1.4 Students who arrive to class more than twenty (20) minutes late, or leave any class for more than twenty (20) minutes are marked as absent from that class.
- 1.5 Students who have extenuating circumstances, i.e. sickness, with a doctor's certificate; or have been absent for 3 days or more, must complete an Absence form (obtained from UQC Student Information; refer to the [Reference List](#) for contact details) and submit it with supporting documentation. Absence with a medical certificate or other documentation is recorded as an absence in the attendance records. Correspondence is recorded in the SMS.
- 1.6 On a weekly basis, UQC Student Services check that student attendance has been recorded in the SMS for each class. For any classes with no attendance recorded UQC Student Services will liaise with the relevant teacher to complete the required entries.

## 2. Interventions for students at risk

- 2.1 A weekly list is produced from the SMS identifying students at-risk of unsatisfactory attendance where:
  - i. Student's attendance on their current CoE is 85% or less, and/or
  - ii. Student has missed 8 or more classes in the preceding week; and/or
  - iii. Student has been absent for 5 consecutive days.
- 2.2 Students at risk of unsatisfactory attendance are issued a first warning via email notifying them of their attendance percentage and directing them to see a UQC Student Counsellor for attendance counselling.
- 2.3 During attendance counselling students are informed that maintaining satisfactory attendance is a student visa requirement. Students are asked to provide an explanation for absences and are also advised of relevant support services. The student will be informed that if they cannot achieve 80% on their current CoE, they will be reported to the Australian Government for unsatisfactory attendance and their visa may be cancelled. A summary of the discussion is recorded in the SMS.
- 2.4 It is the student's responsibility to attend scheduled appointments and to comply with any recommendations for the purpose of improving their attendance. If a student does not attend an appointment for attendance counselling, a teacher can be asked to send the student to see a UQC Student Counsellor immediately after class, or the student may be taken out of class for counselling purposes.

- 2.5 Following counselling, students whose attendance falls below 85% are issued a second warning via email directing them to see a UQC Student Counsellor for attendance counselling. Students are asked to provide an explanation for continued absences and are also advised of relevant support services. At this second appointment the student will be advised that if they cannot achieve 80% attendance on their CoE they will be issued notification of UQC's intention to report for unsatisfactory attendance. A summary of the discussion is recorded in the SMS.

### 3. Appeals process

- 3.1 Students who are unable to achieve 80% attendance on their current CoE are issued notification of UQC's intention to report them to the Australian Government Department of Home Affairs and Department of Education, Skills and Employment, for unsatisfactory attendance where:
- i. They have no recorded compelling or compassionate reasons for their absences, or insufficient evidence to account for the percentage of absences; or
  - ii. They have compelling and compassionate reasons for their absences recorded but are unable to achieve 70% attendance by the completion of the course or enrolment period, whichever occurs first.

The student will also be provided with a copy of the internal and external complaints and grievance resolution process and a UQC Complaints / Appeals Application form. The student has twenty (20) working days to submit an appeal using the UQC Student Grievance Resolution Process (refer to the [cover page](#) for a link to the process). If the student is sponsored, or is in Australia as part of a group program, the relevant third party will also receive a copy of the correspondence. Correspondence is recorded in the SMS.

- 3.2 Where a student's attendance is between 70% and 80%, UQC may decide not to report the student for unsatisfactory attendance where:
- i. The student submits an appeal and provides documentary evidence clearly demonstrating that compelling or compassionate circumstances apply; and
  - ii. The decision is consistent with the UQC Attendance Policy

NB. Compelling and compassionate circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or well-being. These include, but are not limited to:

- Serious illness or injury where a medical certificate states that a student was unable to attend class for the period defined.
- Bereavement of close family members such as parents, siblings, or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- Involvement in a traumatic experience.

- 3.3 The student's appeal is reviewed by the UQC Manager Student Administration. UQC will issue written notification of the outcome of the appeal, including any reasons for an appeal being denied. If the appeal is denied the student is informed of their option to appeal to the Queensland Ombudsman (refer to the [Reference List](#) for contact details). The student is informed that they have ten (10) working days to make an appeal to the Queensland Ombudsman and that they are required to inform UQC of their case number as proof of lodgement.

## 4. Reporting students for unsatisfactory attendance

- 4.1 UQC Admissions Services will report a student through the Provider Registration and International Student Management System (PRISMS) where:
- i. The student's attendance on a CoE is below 80%;
  - ii. There is no appeal lodged with UQC; or
  - iii. The student's appeal is not upheld by UQC; and
  - iv. The appeal is not upheld by the Queensland Ombudsman; or
  - v. No further appeal is lodged with the Queensland Ombudsman.

Notification will be issued to the student that they have 28 days to report to the Brisbane Department of Home Affairs office (refer to the [Reference List](#) for contact details). Correspondence is recorded in the SMS.

The Department of Home Affairs may contact UQC for further information; the Senior Manager Corporate Services is responsible for responding to these requests.

## 5. Attendance certificates

- 5.1 An attendance certificate will only be issued to a student when they have completed their current enrolment period or require a certificate to extend their visa.
- 5.2 If a student requires evidence of attendance in order to extend their Student Visa then an interim attendance certificate can be produced and given to the student showing their attendance to date.

## 6. Re-enrolment

- 6.1 Any student who records an attendance rate below 70% on a completed CoE and has unsuccessfully appealed an Intention to Report notice issued by UQC, will not be eligible to re-enrol and will not be issued with a new CoE except where they are awaiting the outcome of an internal appeal, or an appeal to the Queensland Ombudsman with regard to unsatisfactory attendance.

## Definitions

<b>Class</b>	Scheduled unit of contact hours within a course.
<b>Confirmation of Enrolment (eCoE)</b>	A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider and specifies the dates of the enrolment period.
<b>Course</b>	A specific program of study for which the student was accepted and is progressing towards the completion of requirements.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students. Database of every course and institution that recruits, enrolls and teaches overseas students.
<b>Enrolled</b>	Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted. The period of enrolment includes any scheduled breaks between teaching sessions.
<b>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, provides nationally consistent standards for the conduct of registered providers and the registration of their courses.
<b>PRISMS</b>	Provider Registration and International Students Management System. The system used to process information given to the Department of Home Affairs by registered providers.
<b>Scheduled course contact hours</b>	The hours for which students are scheduled to attend classes and examinations.
<b>Student Management System (SMS)</b>	UQC student database.
<b>Student visa</b>	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958

## Reference List

### Contacts

#### UQ College Student Services

**Description** Contact details for all attendance enquiries

**Contact Details** +61 7 3346 6770  
[support@uqcollege.uq.edu.au](mailto:support@uqcollege.uq.edu.au)  
Sir Llew Edwards Building (#14), The University of Queensland, St Lucia QLD 4072

#### Queensland Ombudsman

**Description** Contact details for students to appeal decisions once the UQC appeals processes have been exhausted

**Contact Details** +61 7 3005 7000  
Level 18, 53 Albert Street, Brisbane QLD 4000  
GPO Box 3314, Brisbane QLD 4001  
[ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback](http://ombudsman.qld.gov.au/about-us/contact-us/enquiries-and-feedback)

#### Australian Government Department of Home Affairs

**Description** Contact details for visa enquiries

**Contact Details** 299 Adelaide Street, Brisbane QLD 4000  
GPO Box 9984, Brisbane QLD 4001

## Document History

Version	Summary of changes	Author	Action date
1.0	Approved Student Attendance Policy and Procedure (International students)	Neil Marsh	1 May 2021