



Attendance Policy and Procedure

Absences

Students must contact the college if they will be absent from regular classes. Contact can be made via email, phone or SMS.

Students who do not advise the college of absences will be contacted/counselled by the Student Support Officer or another staff member.

Email: sso@cambridgeqld.com

All absences due to illness should be accompanied by a medical certificate.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- The Student Support Officer will attempt to contact the student
- The Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss the matter with the CEO for further action.

Satisfactory Attendance

Maintaining satisfactory attendance is a student visa requirement. Class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine bona fide student.

Cambridge Academy of English will report students for unsatisfactory attendance via PRISMS as per the conditions outlined in this policy. Attendance requirements are as follows:

- **General English Courses- 80%**
- **VET Courses- 80%**

Cambridge Academy of English believes good attendance is important in order to achieve the desired educational outcomes.

Cambridge Academy will at the minimum contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80% of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the Student Management System.

Students attendance is monitored daily by class teachers. Student absences are tracked and monitored at the end of each week.

Cambridge Academy policy is that students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported.

Reporting Students (International Students)

Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period a formal process will begin.

Warning 1

90% Attendance

Students whose attendance falls to 90% or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

Warning 2

85% Attendance

Students whose attendance falls to 85% will be contacted by letter/email and SMS warning them that they are now at high risk of being reported and they must make an appointment with the Student Support Officer or the Compliance Officer ASAP for assistance/advice.

Intention to Report

(Less than 80% Attendance)

As soon as Cambridge Academy is aware a student will not achieve 80% attendance, Cambridge Academy will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be referred to the Complaints and Appeals Policy in the Intention to Report Letter.

Students must meet with the Student Support Officer or the Compliance Officer where advice and counselling will be again offered.

NOTE: Cambridge Academy will only await the outcome of our internal appeals process before reporting a student for unsatisfactory attendance (if found in favour of Cambridge Academy).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Cambridge Academy, Cambridge Academy will notify the Secretary of DET via PRISMS

that the student is not achieving satisfactory attendance as soon as practicable.

Cambridge Academy may decide not to report a student for 80% attendance where Cambridge Academy feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absence s e.g., medical illness supported by a medical certificate, AND
- attendance has not fallen below 70%, AND
- academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DET/DHA via PRISMS.

‘Medical certificate’ means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The college does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

Definitions

‘Satisfactory course attendance’ means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 13 weeks/17 weeks/18 weeks (1 term) – VET courses

5 weeks (1 term) – GE

'Compassionate or compelling circumstances' are generally those beyond the control of the student and which 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 accident; and witnessing or being the victim of a serious crime. and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where Cambridge Academy was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act, Cambridge Academy will notify DET and DHA via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation. Cambridge Academy in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

Online/distance units:

Absences for more than five consecutive days without approval, must be investigated as a matter of urgency as per the steps below:

- Student Support officer will attempt to contact the student via phone, SMS and email.
- If student is not able to be contacted their agent will be contacted by phone/ SMS and email.
- If contactable, the Student Support Officer will counsel the student on the importance of notifying the college when absent and offer assistance if needed.
- If contact cannot be made, the Student Support Officer is to immediately discuss with the CEO and dependent on the advice provided, relevant authorities will be notified (e.g.: police, DHA, next of kin).

Monitoring Attendance Procedure

Monitoring Attendance

- Admin staff conducting course Orientation must monitor the student's attendance on their first day.
- On commencement of studies, class teachers are to mark the roll a minimum of once per day.
- The Compliance Officer will analyse student absences weekly and take action as set out below for students 'at risk'.

* All absences due to illness should be accompanied by a medical certificate.

Any absences longer than 5 consecutive days without approval will be investigated as a matter of urgency.

- The Student Support officer or Trainer will attempt to contact the student
- The Student Support Officer will counsel the student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified.

Warning/ preventative action provided to students (Unsatisfactory attendance)

Once a student's attendance drops below the defined levels and there is no possibility of the student reaching an acceptable level by the end of the study period a formal process must begin.

Warning 1

90% Attendance

- Students whose attendance falls to 90% or below will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice.
- The Student Support Officer will counsel/assist student to rectify the issue.

- All documentation/notes to be kept on student file

Warning 2

85% Attendance

- Students whose attendance falls to 85% will be contacted by letter/email and SMS warning them that they are now at high risk of being reported and they must make an appointment with the Student Support Officer or the Compliance Officer ASAP for assistance/advice.
- Student Support Officer or Compliance Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

Intention to Report

Less than 80% Attendance

- As soon as Cambridge Academy of English is aware a student will not achieve 80% attendance, the college will send the student an 'Intention to Report' letter which shall inform the student that they have 20 working days in which to access the College's complaints and appeals process. The student will be referred to the Complaints and Appeals Policy.
- Students may wish to request an interview with the CEO.

Warning/ Preventative action provided to students (Non- commencement of studies)

Students who fail to attend the course Orientation and/or classes within 14 days of course commencement will be reported. Under Section 19 of The ESOS Act the college is required to report any non-commencement of studies to the Department of Education and Training. it is compulsory for students to report to the college on the course commencement date and to attend Orientation.

Warning 1

Non-commencement of studies (After 7 days)

- As soon as Cambridge Academy of English is aware a student has not attended course orientation or classes within 7 days of course commencement, students will be contacted by letter/email and SMS warning them that they are now at risk of being reported and they must attend classes immediately.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

Intention to Report

Non-commencement of studies (After 14 days)

- As soon as Cambridge Academy of English is aware a student has not attended course orientation or classes within 14 days, the college will send students an 'Intention to Report letter' which shall inform the student that they must contact the college immediately to discuss the issue or they will be reported. It will also inform students of their right to access the College's complaints and appeals process. The student will be referred to the Complaints and Appeals Policy in the Intention to Report Letter.
- Students may wish to request an interview with the CEO.

REFER - COMPLAINTS AND APPEALS POLICY

- If a student chooses NOT to access the complaints and appeals processes within the 20-working day period, withdraws from the process or the process is completed and the decision is in support of Cambridge Academy of English, the college will notify the Secretary of DET via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.
- The Student is reported via PRISMS should the complaint/appeal not be substantiated (in favour of Cambridge Academy of English).
- Cambridge Academy of English may decide not to report a student for 80% attendance

where the college feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours and maintaining satisfactory academic performance. However, in this case Cambridge Academy of English will issue a warning letter with counselling and support as outlined. at 85%. In this instance once the student's attendance has fallen below 70%, Cambridge Academy must issue a notice of Intention to Report to the student for unsatisfactory attendance, informing the student of his/her right to appeal.

- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a 'suspension of studies' is in the best interest of the student. Refer Deferment, Suspension and Cancellation Policy.
- All evidence including action take e.g. counselling student, MUST be retained on the student file.
- National Code Standard 11 must be adhered to at all times.

Definitions

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The college does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

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- 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 have impacted on the student's studies
- a traumatic experience which could include:
- involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where Cambridge Academy of English was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered compassionate or compelling.