



Policy Owner	Executive Director - Academic
Contact Officer:	Director - Academic
Approved by:	Academic Board
Date Approved:	December 2010
Last Reviewed:	November 2011
Related Policies:	Complaints and Appeals Policy Refund Policy Deferrals/Suspensions/Cancellations Policy Student Progress Monitoring Policy

1. Overview

1.1 The purpose of this policy is to ensure Phoenix Academy students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and specifically Standard 10 and Standard 11 in the National Code 2007.

1.2 This policy is based on the Department of Education, Science & Training (DEST) - Department of Immigration and Citizenship (DIAC) Course Progress Policy and Procedures.

1.3 The Department of Immigration and Citizenship (DIAC) has the view that if an international student holds a student visa they should be attending class, within the period stated on their Confirmation of Enrolment (CoE).

1.4 Attendance Warning Notifications include information about attendance regulations i.e.: 80% minimum attendance is required, and any unapproved absences must be supported with written documentation (eg. a doctor's certificate/approved leave).

Note: Students are still marked as absent even with a doctor's certificate/approved leave. All Official Warning Letters must include Phoenix Academy Complaints and Appeals Procedure.

2. Organisational Scope

2.1 This policy applies to all students, predominantly those on a Student Visa.

3. Policy Content

Student Status	Monitoring Level
Non-Student Visa Holders	<ul style="list-style-type: none"> For prolonged absences and no contact by the end of one week, trainers are to inform Student Services. Student Services Officer takes duty of care measures* as appropriate. In the case of an under age students, trainers are to inform Student Services immediately.
Student Visa Holders:	<ul style="list-style-type: none"> Attendance audits are conducted weekly. For prolonged absences and no contact by the end of one week, teachers/lecturers are to inform Student Services. Student Services Officer takes duty of care measures* as appropriate. In the case of an under age students, teachers/lecturers are to inform Student Services immediately. If Student Services Officer is unable to contact students with

	<p>prolonged absences (of one week or longer), Student Services notifies the Director - Academic, who determines if the student should be added to the Student Absent Without Leave Approval list for monitoring.</p> <ul style="list-style-type: none"> • If a student is found to be in breach of his/her Student Visa conditions with regards to attendance percentages, appropriate action (as detailed below) is undertaken.
VET Course Students	<ul style="list-style-type: none"> • VET Students are monitored according to the <i>Student Progress Monitoring Policy</i> • For prolonged absences and no contact by the end of one week, trainers are to inform Student Services. Student Services Officer takes duty of care* measures as appropriate. • In the case of an under age students, trainers are to inform Student Services immediately.

*Duty of care measures means contacting the student directly. Where unsuccessful the next known contact is contacted, i.e: Guardian or parent (if under 18), friends, Agent, listed emergency contact Once whereabouts and/or situation ascertained appropriate course of action is determined.

Attendance Status	Action/Intervention
Overall Attendance is at 85% (including approved absences)	Student receives an <i>Attendance Reminder (pink slip)</i>
Overall Attendance is at 80% (including approved absences)	<ol style="list-style-type: none"> 1. <i>First & Final Official Warning</i> letter issued. Student is notified that they have failed to meet the Academy's minimum attendance requirement. 2. Student is required to attend a meeting with the Academic Director and provide compelling or compassionate evidence to avoid further intervention.
Overall Attendance is below 80% (including approved absences)	<ol style="list-style-type: none"> 1. <i>Breach of Attendance: Warning of Intention to Report letter</i> issued. Student is notified that they have failed to meet the Academy's minimum attendance requirement. 2. Student is required to attend a meeting with the Academic Director, provide compelling or compassionate evidence to avoid further intervention. 3. In the event that the Academic Director is not satisfied with the evidence provided by the student the student is required to respond to the <i>Breach of Attendance: Warning of Intention to Report letter</i> in writing within 20 working days.

N.B.

- For all written warnings, the following must be done:
 - Signed original letter is given to student and a copy is filed in student file
- Overseas Representative, Country Manager and Parent / Legal Guardian (if applicable) is notified
- Attendance under 80% may affect the outcome of any academic appeal the student may lodge in future.
- Students who are on Conditional Academic Status 1 or 2 levels (see Student Progress Monitoring Policy), and whose attendance drops below 80%, are deemed to be in breach of the attendance condition of their enrolment and will automatically receive a Warning of Intention to Report Letter

Breach of Attendance:	Action
Breach of Attendance: Warning of Intention to Report	Student appeals within 20 working days: <ol style="list-style-type: none"> 1. No change to the student's enrolment status must be made during the appeal period. 2. Country Manager is informed of appeal and provides any background information that is applicable. 3. Country Manager informs relevant parties: Overseas Representative, Parent / Legal Guardian (if applicable) 4. Student attends a meeting with the Principal and receives outcome of appeal in writing.
Successful Appeal	<ol style="list-style-type: none"> 1. Student continues with enrolment and is placed on <i>Conditional Academic Status 1 level</i> – refer to <i>Student Progress Monitoring Policy</i>
Unsuccessful Appeal	<ol style="list-style-type: none"> 1. Student attends a meeting with the Principal and receives outcome of appeal in writing. 2. Country Manager is informed of appeal and provides any background information that is applicable. 3. Country Manager informs relevant parties: Overseas Representative, Parent / Legal Guardian (if applicable) 4. Registrar is provided with Student file and <i>Withdrawal form (Please refer to the Student Withdrawal procedure)</i>. 5. Registrar cancels enrolment on PRISMS, notifies agent, then files copy and other relevant documentation in student's file.
No appeal received	<ol style="list-style-type: none"> 1. Country Manager is informed and provides any background information that is applicable. 2. Country Manager informs relevant parties: Overseas Representative, Parent / Legal Guardian (if applicable) 3. Registrar is provided with Student file and <i>Withdrawal form (Please refer to the Student Withdrawal procedure)</i>. 4. Registrar cancels enrolment on PRISMS, notifies agent, then files copy and other relevant documentation in student's file.