

STUDENT HANDBOOK

Part B – International Students

Section 11 – Monitoring Course Attendance

ALG systematically monitor international students' compliance with student visa conditions relating to attendance

ALG is also proactive in notifying and counselling students who are at risk of failing to meet their attendance requirements.

ALG must report students under Section 19 of the ESOS Act who have breached the attendance requirements.

In addition to the information in Part A of this Student Handbook the following applies to International Students.

ALG's Role in Monitoring Attendance

- ALG must systematically monitor students' compliance with student visa conditions relating to attendance to their course.
- ALG are obliged to report students to the Secretary of the Department of Immigration via PRISMS under Section 19 of the ESOS Act who have breached the attendance requirements.
- ALG must be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- If a student's attendance is less than 80%, ALG may choose to not report a breach if:
 - Condition 1 - the student's attendance is at least 70% and
 - Condition 2 - the student is maintaining satisfactory academic performance, as determined by ALG

The ALG International Student Services Role

- The Student Services Team is responsible for recording, assessing and reporting attendance.
- The Student Services Team is the point of contact for International Students to discuss their attendance records and first point of contact to seek counselling on this issue.
- The Student Services Team will inform students via formal written correspondence and, where necessary, informal counselling about the following information with regard to their attendance:
 - outline the breaches made,
 - opportunities to seek make up classes,
 - possible outcomes to their schedules course and visa status if the attendance record does not improve, and
 - an option to schedule a counselling session.

The Student's Role in Attendance

- Students must endeavour to maintain 100% attendance and acknowledge absence from class or lessons should only occur in cases of illness or other exceptional personal circumstances. An absence supported by a medical certificate is still counted towards the student's total absences when calculating attendance.
- Students acknowledge attendance is a course progress requirement and required for overall assessment.
- Student must take notice of all class start times and arrive promptly to all classes. Late arrivals are considered absent from the entire class or session.
- A student who is late for more than 15 minutes of a scheduled class, taking extended breaks or leaving early will be recorded as absent for that class. Late arrivals, extended breaks and early departures are disruptive and affect the learning environment for all students. For this reason, the following policies regarding class absences must be enforced:
 - **CLASS ARRIVAL** - All student must take notice of class start times and arrive promptly to all classes. Late arriving students are considered absent from the entire class or session.
 - **CLASS ARRIVAL and 15 MINUTES LENIENCY** - The College offers a leniency of 15 minutes at the start of a class only. The intent of this leniency is to provide a solution for occasional events that may make the student late from time to time such as traffic or transport disruptions. This should not be used as an excuse for, nor gives the right to, regular or systemic late arrivals.
 - **CLASS BREAKS** – Students returning late from a class break will also be considered absent from the entire class or session.
 - **EARLY DEPARTURE** - Student must not leave a class or session early. Students leaving early, prior to a trainer officially dismissing the class, are considered absent from the entire class or session.
- There are some modules that have special conditions for classroom attendance as a course progress requirement (refer to table "Course Progress Criteria – Attendance (Modules with Special Conditions)"). For the First Aid and Massage Student Clinic modules, the 15 minute leniency rule at the start of a class does not apply. As such, if a student arrives late, returns from a break late or leaves early, no matter how many minutes late or early, they will be recorded as being absent for that lesson or clinic.
- Students must endeavour to do make up classes where offered and appropriate.
- Students must acknowledge that ALG reserve the right to send a student to the doctor should the student be sick or have a medical condition, whereby this condition may be communicable, disruptive to the class or disabling the student from participating in the class. This will result in an absence on the student's record.

Attendance as Course Progress Requirement

Satisfactory attendance in classes and lessons is also a separate requirement of demonstrating satisfactory course progress. For further information refer to the handbook section on *Monitoring Course Progress*.

Monitoring and Assessing Attendance Procedure

Attendance will be measured over study periods typically of 10 week terms of study.

During the Study Period

- Attendance is recorded.

- Warnings are sent during the study period if the student is found to be in risk of breaching the attendance policy. See information on 'Warnings on Attendance'.

At the End of Study Period

- Attendance is monitored and assessed for compliance.
- Final assessment of attendance results is done at the conclusion of the study period, when all classes are completed which includes any opportunity to attend catch up classes or sessions for the study period. Attendance is monitored for all enrolled students at the time of this assessment.

Class Rolls

- Each module has a class roll. Where a class has both Domestic and International Students, International Students will be "flagged" on this roll as an International Student. This enables any member of ALG training staff or administration staff to easily recognise international students from domestic students.
- It is the Trainer's responsibility to accurately mark attendance on the class roll each class. The Trainers will then return this to their 'Trainer's Folder' and the Student Services Team will collect the roll for recording on the electronic database. It is the responsibility of the Trainer to ensure they are recording attendance accurately as attendance may affect a student's visa status.
- The Student Services Team enters the data from the attendance roll onto the electronic database.

Calculating Course Attendance

Course attendance will be calculated as a percentage of all the lesson/class/sessions undertaken for that course, for a 10 week period of study (unless noted otherwise).

Most courses are delivered by separate delivery modules/subjects. This means that the sum total of all lesson/class/sessions for a study period will be used to calculate the percentage of course attendance.

For an example, if a student is scheduled to attend 20 sessions in a study period and they miss or arrive late to 1 session, then their overall course attendance is 95%.

Catch Up Classes

Catch up classes will be offered during term breaks only. One catch up class per subject will be offered in Week 1 of the term break.

ALG require students to contact the Student Services Team to schedule catch up classes. Catch up options can be booked face to face, via email or phone.

Students are reminded of their opportunities to book catch up options when they receive their attendance warning letters.

ALG highly recommends that students endeavour to maintain 100% attendance. If students do miss a class, it is recommended that they catch up this class, for learning benefits and attendance requirements.

ALG cannot guarantee that catch up options will always be available. For some classes, catch up options are not available at all, so students must take responsibility for ensuring 100% attendance where possible.

Student Warnings on Attendance

Warnings will be sent systematically throughout the study period.

Because satisfactory attendance is a requirement of demonstrating satisfactory Course Progress in each delivery module/subject (see separate section of handbook “*Monitoring Course Progress*”), warning letters are sent to students for both their delivery module/subject attendance which by default also contributes to their overall course attendance for that same study period.

Course Attendance: Self-Monitoring

Students are responsible for monitoring their course attendance requirements. Students can self-monitor this in the following ways:

- Class Teacher before and after class
- Student Services Team at front desk on campus during office hours or request for a meeting.
- Students also have 24 hours a day 7 days a week access to their module and course attendance via their online Student Portal. They can access this up-to-date record either from their computer or smart phone/device.

Course Attendance: ALG Monitoring and Written Notices to Students

ALG must systematically monitor international students’ compliance with student visa conditions relating to course attendance. The following method is used to inform students:

- Warnings for non-attendance to modules/subjects will be sent to the student as soon as practicable on multiple occasions throughout a study period.
- These warning notices will assist students to comply with both their subject attendance requirements and overall course attendance requirements for a study period.
- These warnings will advise the student that if continued absenteeism occurs and/or the student does not seek to undertake catch up classes or sessions during the same study period for a module, then the student will risk not having satisfactory attendance for both their module and their course for this study period.
- These do not replace the student’s responsibility to self-monitor their attendance and course progress.
- Multiple warnings may be received if the students are at risk of breaching course progress attendance policy in more than one module/subject during a study period.

Types of Warnings

	Type of Communication	Frequency	What does the communication include?	ALG Monitoring	Self-Monitoring
1	Weekly Warning Written Notice	Weekly on Wednesdays of following week of missed class(es) from Week 2 to 11 of a study period	<p>Informs student:</p> <ul style="list-style-type: none"> • Missed class(es) the week before (dates provided) • opportunities to book catch up classes • possible outcomes if their attendance record does not improve • option to discuss the matter with Student Services 	Email	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7
2	Book In Catch Up Class Written Notice	Mid-study period	<p>Informs student:</p> <ul style="list-style-type: none"> • opportunities to book catch up classes • possible outcomes if their attendance record does not improve • option to discuss the matter with Student Services 	Email	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7
3	Intention to Report Written Notice	Once after conclusion of study period and no opportunities remain to catch up.	<p>Informs student:</p> <ul style="list-style-type: none"> • Breached course progress attendance requirements • 20 working days to appeal from date of issue • option to discuss the matter with Student Services 	Email SMS	<ul style="list-style-type: none"> • Teacher in Class • Student Services at Front Desk • Student Portal access 24/7

Student Request for Leave of Absence

A student can request a deferment or suspension to their studies. Please see further details in the handbook covering '*Deferments, Suspensions and Cancellations*' for more details.

Frequently Asked Questions About Attendance

My class starts at 8:45am. I arrived at my class at 9:01am. Am I late?

Yes. You are 16 minutes late and missed valuable class time. You are also disrupting your class by walking in this late. You will be marked as absent from this class or session.

My class starts at 8:45am. I arrived at my class at 8:46am. Am I late?

Yes. You are one minute late. You are also disrupting your class by walking in this late. You will not be marked as absent from your class as you are within 15 minutes of the class or session starting, but it is advised you arrive on time or before the class starts.

Do I need to do a catch up class for arriving 16 minutes late?

If your attendance is above 80% you do not need to do a catch up class but we do recommend it.

If I miss the first hour or less of my class, can I attend a catch up class for only the hour that I missed?

ALG does not recognise partial attendance. You will have to attend an entire catch up session you were absent for.

I need to start work at a certain time, can I leave my class early?

No. You must stay until your teacher dismisses you. Early departure will count towards your total attendance.

What are the consequences for consistently being late/departing early/being absent?

ALG must report you under Section 19 of the ESOS Act if you have breached the attendance requirements. This means you may be jeopardising your student visa if you do not attend your classes. We understand that emergencies can occur and sometimes you may miss classes and this is out of your control. If you are struggling to attend your classes, you must make an appointment with the Student Services Team so that we can help you.

I want to speak to someone about my studies or difficulties I am experiencing in my personal life impacting my attendance. Who do I talk to?

Your first point of contact is the Student Services Team.

Can a medical certificate excuse me from missing class?

No. An absence supported by a medical certificate is still counted towards your total absences when calculating attendance. This means a medical certificate does not provide you an exemption for missing class or a class credit. This means if you are sick and absent for a period of more than 20% of the course, a medical certificate does not necessarily mean you can continue with the original program of studies.

What happens if I am sick and miss more than 80% of classes?

A medical certificate does **not** provide you an exemption for missing class or a class credit. If you are absent more than 80% of class attendance ALG's first solution is to book you in to any catch up options. If ALG cannot support you in catching up this missed course work then ALG will either (a) have to report this non-attendance to the Department of Immigration; or (b) recommend a retrospective deferral. Keep your medical certificates for the Department of Immigration: ALG strongly recommends you keep your medical certificates to support any requests for visa extensions with the Department of Immigration.

ALG Course Attendance FLOWCHART

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