STANDARD POLICIES AND PROCEDURES

TIAS-TSC-11-01 Monitoring Attendance - Policy and Procedures

Taylors Senior College Attendance Pathway
(The National Code Standard 11)
1.0 INTRODUCTION

Every student is expected to attend all scheduled classes and school activities, and to attend punctually. Taylors Senior College expects that all students attend 100% of scheduled classes and compulsory school activities, unless there are valid reasons for not doing so. Valid reasons for absence include illness and unforeseen emergencies. In the case of these absences, the school must be notified immediately. In addition, documentation such as medical certificates must be provided.

2.0 PURPOSE

2.1 Intent

The intention of this policy is to describe procedures for the effective monitoring of student attendance (for domestic students and overseas students holding a student visa) to ensure compliance with administrative and legislative requirements. It outlines the intervention strategies implemented by Taylors Senior College to ensure that students who are at risk of not meeting satisfactory attendance requirements are notified and provided with counselling and support.

The aim of the Taylors Senior College Attendance Pathway is to provide all students with the best opportunity to achieve the learning outcomes of their chosen course by maintaining a good record of attendance at all scheduled lessons. The procedures set out in this policy attempt to ensure that students and parents (caregivers/sponsors) are fully informed of the consequences if attendance problems fail to be addressed.

2.2 Compliance with legislation and other administrative regulations

2.2.1 Overseas Students only (TELP/VCE)

In accordance with Standard 11 of the Education Services for Overseas Students (ESOS) Act, National Code 2007, all students in possession of an Overseas Student Visa must attend at least 80% of the scheduled course contact hours.

2.2.2 Overseas & Domestic students (VCE only)

In accordance section 7.1.2 (Not Satisfactory VCE unit result) of the VCE & VCAL Administrative Handbook ‘the student can receive an N for the unit when one or more of the outcomes are not achieved because ....there has been a substantial breach of rules including school attendance rules.’ At Taylors Senior College this translates to a required minimum attendance of 80%.

3.0 SCOPE

This policy applies to Overseas Student Visa Holders enrolled within a TELP or VCE program offered by Taylors Institute of Advanced Studies Limited, trading as Taylors Senior College. It also applies to domestic students enrolled within the VCE program. The policy comes into effect at the commencement of each semester (or program if less than a semester).
4.0 RELATED DOCUMENTATION

- Complaints & Appeals Procedure
- Deferral, Suspension & Cancellation Policy
- Taylors Senior College Academic Pathway
- Welfare of Younger Students Policy
- SGA–HE Student Code of Practice
- Staff Handbook
- VCE & VCAL Administrative Handbook

5.0 DEFINITIONS

Attendance: This is physical attendance in class. If students are absent FOR ANY REASON they are marked as absent.

Current Attendance: Current attendance relates to the actual number of classes the student has attended for the scheduled course contact hours.

DEEWR: Department of Education, Employment and Workplace Relations, the Commonwealth government department responsible for overseeing international education and administering the ESOS Act and the National Code.

DIAC: Department of Immigration and Citizenship, the Commonwealth government department responsible for issuing international students with visas.

Compassionate or Compelling Circumstances: Circumstances beyond the control of the student which have an impact upon the student’s program, progress or wellbeing.

Confirmation of Enrolment (CoE): 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.

Domestic Student: A student who meets one of the following citizen/residency status specifications:

- Australian citizen
- Australian Permanent Resident (holder of a permanent visa)
- Holder of a Special Category Visa (sub-class 444, New Zealand citizen)
- East Timorese asylum seeker or holder of a Temporary Protection Visa.

ESOS Act: The Education Services of Overseas Students (ESOS) Act, which regulates the delivery of education services to international students.

Excused: An excused absence refers to an absence resulting from participation in another school related activity. An excused absence can be the result of participation in an excursion or attending tests for university application and can extended to attendance at a DIAC regulatory interview.

Focus Slip: A student can be placed on a Focus Slip by a Head of Student Support for a minimum of three weeks to monitor attendance where the student’s attendance pattern is of concern.


Potential Attendance: Potential attendance is what the attendance will be at the end of the semester or program (for programs less than a semester) assuming that the student attends every class after the attendance percentage has been calculated.

PRISMS: The Provider Registration and International Student Management Systems (PRISMS) is the system used to process information given to the Secretary of DEEWR by Registered Providers. (Government electronic system that holds CRICOS and CoEs)
Overseas Student: A person (whether within or outside of Australia) who holds a student visa as defined by the ESOS Act.

Satisfactory attendance: at least 80% of the scheduled course contact hours for the duration of the study period.

Scheduled Course Contact Hours – The hours for which students enrolled in the course are scheduled to attend classes, course related information sessions, supervised study sessions and examinations. At Taylors Senior College this translates to all scheduled school days and compulsory activities outlined in Studysmart. The attendance calculation commences on the published orientation date for the program in which the student is enrolled.

Student Support Services: a member of Student Support Services nominated to monitor the attendance of students at Taylors Senior College

Study Global: Taylors Senior College online management system.

Studysmart: Taylors Senior College online information system used for educational purposes.

TELP: Taylors English Language Preparation teaches students English language and academic skills in preparation for entry to senior high school and foundation year.

Unsatisfactory Attendance: Where a student does not maintain 80% of the scheduled course contact hours.

Victorian Certificate of Education (VCE): One of the accredited senior secondary school qualifications in Victoria. The VCE is the certificate that the majority of students in Victoria receive on satisfactory completion of their secondary education. The VCE provides diverse pathways to further study or training at university or TAFE and to employment.

6.0 THE POLICY

All students are required to attend at least 80% of the scheduled course contact hours for the duration of the course. The college monitors attendance closely. It is proactive in notifying and counselling students who are at risk of failing to meet the attendance requirements of at least 80% of all scheduled contact hours for the duration of the course. The number of days absent is reported on the student’s academic progress report.

6.1 Calculating Attendance

6.1.1 Calculation

Attendance is calculated using the formula below where:

- \( x \) is the number of classes missed over a time period
- \( y \) is the total number of classes that should have been attended over a time period
- \( w \) is the number of times the attendance was marked as excused over a time period
- \( z \) is the total number of classes for the study period

Current attendance = \( \frac{y - x}{y - w} \)

Potential (overall) attendance = \( \frac{z - w - x}{z - w} \) 

---

Monitoring Attendance – Policy & Procedures for Taylors Senior College v2.0
6.1.2 Length of study period

- **TELP**
  - Length of Program (determined by individual TELP course length)

- **VCE**
  - Year 10 - per semester
  - Year 11 - per semester (Unit 1 = Semester 1 and Unit 2 = Semester 2)
  - Year 12 - (Unit 3 = Semester 1 and Unit 4 = Semester 2).

An Example:

Student X, who is in Year 11, should have attended 99 classes so far this semester.

The time period is from the beginning of the study period (i.e. this semester) until now, and during this time, Student X has been absent for 50 classes and was excused from 3 classes.

| Current attendance = (99 – 3 – 50) ÷ (99 – 3) = 0.48 = 48% |
| The total number of classes for the study period (i.e. this semester) is 492. |
| Potential (overall) attendance = (492 – 3 – 50) ÷ (492 – 3) = 0.90 = 90% |

6.2 Procedures for monitoring attendance

6.2.1 General Overview

Attendance is recorded for every class. Students are **expected** to attend all classes on time as scheduled on the timetable. Satisfactory attendance is deemed to be greater than 80% of the scheduled course contact hours. The minimum attendance requirement of 80% is not regarded as sufficient if a student is to perform well at study.

Students who fail to meet the minimum 80 % attendance during the study period will be deemed in breach of the Taylors Senior College attendance policy. Written and verbal communication will be made during the monitoring stage, taking into account the student’s age and right to privacy.

Attendance will be monitored using the Taylors Senior College online Study Global management system. Attendance will be reviewed and monitored on a weekly basis by Student Support Services for both domestic VCE students, and overseas students in the TELP and VCE. This progressive monitoring of attendance aims to ensure that a student’s attendance does not fall below 80%.
6.2.2 Advising students of their responsibilities

Students are advised of the Taylors Senior College attendance requirements as follows:

i. In their pre-enrolment information.
   Students are advised that the attendance calculation commences on the published orientation date for the program in which the student is enrolled.
   Note:
   Students will be asked to sign an agreement which includes an undertaking to maintain at least 80% attendance.

ii. At orientation.
   Students are advised of the consequences of poor attendance.

iii. Through Studysmart. This should include reference to the following:
   - The 80% attendance requirement
   - The consequences of not maintaining satisfactory attendance
   - The requirement to notify the school if the student is sick or unable to attend for other reasons
   - The requirement of the provision of a doctor’s certificate to cover absences due to illness

iv. During the first day of class by their class teachers

6.2.3 Student Responsibilities

- Students are expected to attend school from the first day of term until the last day of term. Overseas students are expected to purchase plane tickets as early as practical to ensure that seats are available for the accepted times of travel.
- Where it is known in advance that a student will be absent, permission should be sought as early as possible. All requests for permission for an absence (other than medical appointments) should be made to a Head of Student Support. Absence on grounds other than illness is strongly discouraged as this may affect a student’s ability to meet attendance requirements.
- If a student is absent unexpectedly, the student, parent or caregiver should ring Student Support Services (03 99357905) before 8.30am on the first day of the absence.
- On the student’s return to school, he/she must see Student Support Services to explain the reason(s) for the absence and to obtain a Green Card before being allowed back to class. The student must present the Green Card to the teachers upon returning to class.
- If the absence is due to illness, the student must present a medical certificate on his/her return to school if the absence due to illness is longer than one day or for if the student has missed an assessment task (see below). A medical certificate does not cancel an absence. It only provides an explanation. The receipt of a medical certificate will be recorded on the Green Card issued by Student Support Services.
- A medical certificate or other documentation must be provided in order for the student to seek approval to sit any missed assessment (for example, missing a SAC in a VCE Unit). Medical certificates must be from an authorised provider. The school will check the authenticity of medical certificates. Back-dated medical certificates will not be accepted.
6.2.4 Staff Responsibilities

All staff members are responsible for monitoring student attendance. Student Support Services staff are responsible for contacting students who have been identified as requiring intervention due to their poor attendance. Student Support Services together with the Head of Student Support are responsible for counselling students and recommending remedial action. If students have any concerns or questions regarding their attendance they should consult:

i. Student Support Services
ii. Head of Student Support (VCE or TELP)
iii. Manager of Student Welfare & Support

Teachers

o Teachers mark the class roll for each class they are teaching. Attendance is entered directly into the online Study Global Attendance Roll. A paper roll also is kept.

o A student is not permitted to attend a class other than the one in which he/she is enrolled. If a student’s name does not appear on the class list and he/she must have authorisation from the Deputy Principal (VCE) or Head of Student Support (TELP) to attend an alternate class. Teachers advise Student Support Services via email if any student is absent for three consecutive days

o Teachers advise Student Support Services of any students who are habitually late, regularly absent or have a particular pattern of absences (e.g. every Monday)

o Complete Focus Slip (if required)

Student Support Services (SSS)

o Telephone contact is made with any student who is:
  - absent for five consecutive days without approval
  - continually absent from one line or has a regular pattern of absences
  - at risk of not meeting the 80% attendance requirement

o The student is asked to attend an interview with SSS to discuss reasons for the absence.

o SSS will counsel the student and remind the student of the attendance requirement. A verbal warning is given and an action plan is agreed upon with the student.

o A student file note is made in Study Global to document the meeting and a letter is organised to be sent to the parent/caregiver/sponsor.

o If the attendance does not improve after the initial interview with SSS, the student is reported to the Head of Student Support for a second interview.

o If the issue remains unresolved and attendance falls below 80% SSS staff will:
  o **Overseas student** - complete the Notification of Overseas Student Attendance Form (Appendix A) to request a notice of the intention to report the student for unsatisfactory attendance
  o **Domestic student** – call parents to advise that future enrolment at the College may be at risk.

o Parents /caregiver/sponsors are kept informed of the situation throughout this process.
Head of Student Support (TELP/VCE)

- The student is asked to attend an interview with a relevant head of student support to discuss reasons for the absence and for the student to be counselled about the serious consequences of continued poor attendance. Strategies for improvement are discussed and an action plan is agreed upon with the student.

- The student is placed on a Focus Slip for a minimum of 3 weeks. (The student must report to a Head of Student Support at the end of each week to discuss his/her progress).

- A student file note is made in Study Global to document the meeting and a letter (second) is organised to be sent to the parent/caregiver.

- If at the end of the third week of the Focus Slip the student’s attendance has not improved, the student is given a verbal warning regarding the final step in the Attendance Pathway.

6.2.5 Three Stages of Intervention

- **Stage 1 Intervention - Interview with Student Support Services**

- **Stage 2 Intervention - Interview with a Head of Student Support**

- **Stage 3 Intervention –**
  - Notice of Intention to Report (Overseas student only)
  - Parents informed that enrolment for following year may be at risk (Domestic students only)
  - Pending N for breach of school attendance requirements (Domestic and Overseas VCE students only)

**Stage 1 Intervention - Interview with Student Support Services**

*When:*

- 5 days’ absence without approval
- Continuous absence from a class
- Regular pattern of absences
- Emailed concern from a class teacher
- Risk of not meeting the 80% attendance requirement

1. An attempt to contact the student via phone will be made by SSS. An appointment is made for the student to meet with a member of the Student Support Services team to ascertain the reason/s for non-attendance. The student is referred to the Attendance Pathway Flow Chart (Appendix A) and reminded of the attendance requirements (at least 80% attendance of all scheduled contact hours for the duration of the course). The student will be counselled and encouraged to discuss his/her situation. Details of attempted contact/s, any information/evidence about reasons for non-attendance (e.g. medical certificates), strategies for improvement and actions taken (including referrals to other support staff where appropriate) will be recorded on the Attendance Interview Form-Student Support Services (Appendix A).

2. The first formal Attendance letter will be sent to parents/caregiver/sponsor following this interview (Appendix A- Overseas Students: letter following SSS Attendance Interview and Domestic Students: letter following SSS Attendance Interview). This letter outlines the school’s concern regarding the student’s poor attendance record and acts as a formal warning that the student may be at risk of not making the 80% attendance requirement if the current pattern of attendance continues.
3. An electronic copy of all correspondence must be held on Study Global.

**NOTE**

If there is evidence that the student may be missing, SSS must notify a Head of Student Support. The following procedure should be followed:

- Call the student
- Establish the make-up of the student’s friendship group to facilitate contact with the missing student
- Check Facebook account if possible (enlisting the help of the friendship group)
- Visit the student’s nominated address
- Contact the parent or caregiver (or sponsor)
- Contact the education agent
- If no contact with the student can be established, contact the Police to file a missing person’s report

**Stage 2 Intervention - Interview with a Head of Student Support**

*When:*

*Stage 1 intervention has not resulted in changed behaviour (Refer to action plan agreed to in Stage1 interview)*

1. Student Support Services will recommend a second interview be conducted by a Head of Student Support. An appointment is made for the student to meet with the Head of Student Support for the program in which the student is enrolled. The student is referred to the Attendance Pathway Flow Chart (Appendix A). A second warning will be issued to the student, again reminding him/her of the condition of at least 80% attendance. The student is encouraged to discuss his/her situation. Recommendations and actions taken (including referrals to other support staff where appropriate) will be documented on the Interview Form - Head of Student Support (See Appendix).

2. The student is placed on a Focus Slip (Appendix A) to closely monitor attendance. A student can be placed on a Focus Slip for a minimum of 3 weeks. Each subject teacher is required to enter a daily comment regarding the student’s punctuality, attendance and overall application. The student must report to the Head of Student Support at the end of each week to submit the completed Focus Slip for that week and to discuss the progress (or lack of) being made.

3. **An additional requirement may be initiated for any overseas student who is under 18 and from a level 1 & 2 country with no current caregiver. In this situation it is recommended that parents be contacted in order to arrange a care-giver for the student. (Refer to Welfare of Younger Students policy).**

4. The second formal Attendance letter will be sent to parents /caregiver /sponsor following the interview (Appendix A- Overseas Students: letter following Head of Student Support Interview and Domestic Students: letter following Head of Student Support Interview). This letter outlines the school’s continuing concern regarding the student’s poor attendance record and the serious nature of the consequences if the student’s attendance does not improve.
5. If the student’s attendance has not improved (in accordance with the action plan agreed to during the Stage 2 attendance interview), a final verbal warning will be given by the Head of Student Support at the end of the third week of the student’s use of a Focus Slip. The student is again referred to the Attendance Pathway Flow Chart.

This warning is to remind the student that:

- **Overseas student** –
  - ‘Notice of Intention to Report for Unsatisfactory Attendance’ may be issued
  - VCE students only - Pending N letter may be issued (Not Satisfactory VCE unit result) for a substantial breach of school attendance rules

- **Domestic student** –
  - Parents will be informed that the enrolment for the following year may be at risk
  - Pending N letter may be issued (Not Satisfactory VCE unit result) for a substantial breach of school attendance rules

**Stage 3 Intervention** –
- **Notice of Intention to Report (Overseas student only)**
- **Parents informed that enrolment for following year may be at risk (Domestic students only)**
- **Pending N for breach of school attendance requirements (Domestic and Overseas VCE students only)**

**When:**
*At below 80% potential*

---

**Domestic Students only**

Parents contacted and informed that future enrolment may be at risk because of unsatisfactory attendance.

**Domestic or Overseas VCE Students** -

Pending N letter issued (Not Satisfactory VCE unit result) for a substantial breach of school attendance rules. This will be issued by the head of the relevant faculty for any VCE unit in which the student’s attendance is below 80% (refer to Academic Pathway – Policy for Academic Monitoring).

**Overseas Students only (and Reporting to DIAC)**

An overseas student will **not** be reported to DIAC in the following circumstances:

1. **TELP & VCE students**
   
   There is documentary evidence demonstrating that compassionate or compelling circumstances exist and the student is attending at least 70% of the course contact hours for which he or she is enrolled.

2. Compassionate and compelling circumstances 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 a close family member, such as a parent or grandparent (where possible a death certificate should be provided);

- Major political upheaval or natural disaster in the home country requiring emergency travel and/or this has impacted on the student’s studies; or

- A traumatic experience which has impacted on the student (these cases should be supported by police or psychologists’ reports) and could include:
  - involvement in, or witnessing of a serious accident, or
  - witnessing or being the victim of a serious crime.

**NOTE:** The above are only some examples of what may be considered compassionate or compelling circumstances. The Principal will use his/her professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the Principal will consider documentary evidence provided to support the claim, and will keep copies of these documents in the student’s file.

3. **Temporary suspension of studies** - Where a student is too ill to continue his/her studies immediately and is at risk of his/her attendance falling below 70%, the student may apply for special leave and have his/her enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. (Refer to the Deferral, Suspension & Cancellation Policy).

### Reporting to DIAC – Overseas Students

1. Where a student has breached 80% attendance requirement SSS will submit to the relevant Head of Student Support a Notification of Overseas Student Attendance form (Appendix A) in order to commence the process of reporting the student to DIAC. A student will only be reported to DIAC if:

   - **TEL P & VCE students**

     - There is no documentary evidence demonstrating that compassionate or compelling circumstances exist
     - The student is not attending at least 70% of the course contact hours for which he or she is enrolled

2. Students who have breached attendance requirements must be advised in writing of the intention to report them to DIAC and of their right to lodge an appeal against the decision (Appendix A–Notice of Intent letter). A copy of the letter shall be filed in the student’s file.

3. The student is informed in person by the relevant Head of Student Support that a Notice of Intent to Report for unsatisfactory attendance is about to be made.

The Notice of Intent letter is given to the student and the student must be advised:

- of the contents of the letter and
- of the right to lodge an appeal within 20 working days by accessing the Taylors Senior College complainants and appeals process before that report is made.
4. A note will be placed in Study Global to record the receipt of the letter by the student. A copy of the letter will be sent to the parents/caregiver/sponsor.

5. The student must remain enrolled and attend classes until the completion of all internal and external appeals. Students will not be reported to DIAC until such time as internal and external appeals processes have been finalised and the finding is against the student.

6. Taylors Senior College will notify DIAC that the student is not achieving satisfactory attendance if the student:

   - fails to lodge a written appeal within 20 working days, or
   - withdraws from the appeals process or
   - the outcome of the appeal supports the decision to report the student for breach of attendance

7. Students in breach of attendance requirements are reported to DIAC via PRISMS.

8. Students may be contacted by DIAC regarding their visa status. The student may be required to show a new Confirmation of Enrolment and/or provide DIAC with evidence that he or she has accessed an external appeals process.
APPENDIX A-Associated Forms and Letters

1. Attendance Interview Form for Student Support Services
2. Overseas Student (VCE/TELP)- Letter 1: Attendance Letter following SSS interview
3. Domestic Student (VCE)- Letter 1: Attendance Letter following SSS interview
4. Interview Form for Head of Student Support (VCE/TELP)
5. Focus Slip (VCE/TELP)
6. Overseas Student (VCE)- Letter 2: Attendance Letter following Head of Student Support interview
7. Domestic Student (VCE)-Letter 2: Attendance Letter following Head of Student Support interview
8. Overseas Student (TELP)-Letter 2: Attendance Letter following Head of Student Support interview
9. Notification of Overseas Student Attendance Form
10. Flow Chart — Notification Form
11. Notice of Intent Letter to overseas student
12. Flow Chart – Attendance Pathway - Stages
13. Flow Chart – Attendance Pathway - Students
## ATTENDANCE INTERVIEW FORM - STUDENT SUPPORT SERVICES

### STUDENT DETAILS

<table>
<thead>
<tr>
<th>Student ID:</th>
<th>Family Name:</th>
<th>Given Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of Birth:</th>
<th>Mobile:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Caregiver: Yes/No</th>
<th>Sponsored: Yes/No</th>
<th>Other contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes/No</td>
<td>Yes/No</td>
<td></td>
</tr>
</tbody>
</table>

### COURSE DETAILS

<table>
<thead>
<tr>
<th>Program:</th>
<th>Intake:</th>
<th>Attendance %:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### INTERVIEW DETAILS

<table>
<thead>
<tr>
<th>Living Arrangements</th>
<th>Date________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homestay</td>
<td>Unilodge</td>
</tr>
<tr>
<td>UniLodge</td>
<td>UniLodge</td>
</tr>
<tr>
<td>Approved Accommodation Provider:</td>
<td></td>
</tr>
<tr>
<td>Other:</td>
<td></td>
</tr>
</tbody>
</table>

#### Employment Details (if any)

#### Student’s Explanation for current attendance

#### DISCUSSION & Possible Strategies for Improving Attendance

- Oversleeping/Time Management/ Health Issues (Please circle)
- Tip Sheet Provided (if appropriate)
- Personal issues: Referral to School Counsellor
- Course Difficulty: Referral to Head of Faculty or Manager of Academic Progress
- Other: ___________________________________________________________________

#### SSS Action Taken:

- Attendance Pathway Explained
- Flow Chart shown to student
- Letter to Parents/Caregiver
- Referral made to Counsellor/Head of Student Support
- Appointment organised
- Note entered in Study Global/Excel spreadsheet/SSS report
- Other: ___________________________________________________________________

#### COMMENTS (if any)

________________________

### ATTENDANCE AGREEMENT

(An improvement in my attendance will be demonstrated by the following:)

---

**Student Acknowledgement (Overseas Student):**

I understand that if I do not improve my attendance I am placing both my student visa and my academic progress in jeopardy. I agree to make use of the support services available to me. I understand that my parents/caregiver will be informed in writing of my attendance, and of the consequences if I do not improve my attendance.

**Student Acknowledgement (Domestic Student):**

I agree to make use of the support services available to me. I understand that my parents will be informed in writing of my attendance, and of the consequences if I do not improve my attendance.

---

**Student’s signature** | **SSS staff Signature**
---|---
OVERSEAS Students: VCE/TELP Letter 1: Letter sent following SSS Attendance Interview

<date>

<parent/caregiver/sponsor name>

< mailing address>

Dear < name>

Re: Attendance at Taylors Senior College

I am writing to advise you that your <son/daughter> has been interviewed and counselled in regard to <his/her> recent poor attendance. This counselling is the first formal stage in the Taylors Senior College Attendance Pathway.

A requirement of the overseas student visa granted under the Australian Government’s Education Services for Overseas Students (ESOS) Act 2000 is that a student must attend at least 80% of classes. Attendance is calculated from the published school orientation date. Our attendance records indicate that if your <son/daughter>’s pattern of attendance continues <he/she> may be at risk of not making the 80% attendance requirement.

I would be grateful if you would discuss the importance of attending classes with your <son/daughter> to ensure that this problem is corrected. If the attendance does not improve <Name> will be referred to the Head of Student Support and placed on the second stage of the attendance pathway.

Please note that Taylors Senior College has a range of services for international students which can assist your <son/daughter> to continue <his/her> studies or resolve difficulties <he/she> may be experiencing. These include: student counselling, study skills advice, extra study support and student support services.

If you wish to discuss this matter you are welcome to contact the Head of Student Support <VCE/ TELP> at <email address>.

Yours sincerely,

<name> <name>

Student Support Services Head of Student Support <VCE /TELP>

<table>
<thead>
<tr>
<th>STAGES</th>
<th>TAYLORS SENIOR COLLEGE ATTENDANCE PATHWAY FOR OVERSEAS STUDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAGE 1</td>
<td>• Interview with Student Support Services</td>
</tr>
<tr>
<td></td>
<td>• Student counselled and informed of consequences of continued poor attendance</td>
</tr>
<tr>
<td></td>
<td>• Letter sent to Parents/Caregiver/Sponsor</td>
</tr>
<tr>
<td>STAGE 2</td>
<td>• Interview with Head of Student Support</td>
</tr>
<tr>
<td></td>
<td>• Student counselled and informed of consequences of continued poor attendance</td>
</tr>
<tr>
<td></td>
<td>• Student placed on a Focus Slip</td>
</tr>
<tr>
<td></td>
<td>• Second letter sent to Parents/Caregiver/Sponsor</td>
</tr>
<tr>
<td>STAGE 3</td>
<td>• Notice of Intent issued to student for ‘Unsatisfactory Attendance’</td>
</tr>
<tr>
<td></td>
<td>• VCE students only – Pending N letter may be issued for substantial breach of school attendance rules (as per Academic Pathway)</td>
</tr>
</tbody>
</table>
Domestic Students: VCE Letter 1: Letter to be sent following SSS Attendance Interview

<date>

<parent >

< mailing address>

Dear < name>

Re: Attendance at Taylors Senior College

I am writing to advise you that your <son/daughter> has been interviewed and counselled in regard to <his/her> recent poor attendance. This counselling is the first formal stage in the Taylors Senior College Attendance Pathway.

A requirement of the Taylors Senior College Attendance Policy is that a student must attend at least 80% of classes. Attendance is calculated from the published school orientation date. Our attendance records indicate that if your <son/daughter>’s pattern of attendance continues <he/she> may be at risk of not making the 80% attendance requirement.

I would be grateful if you would discuss the importance of attending classes with your <son/daughter> to ensure that this problem is corrected. If the attendance does not improve <Name> will be referred to the Head of Student Support and placed on the second stage of the attendance pathway.

Please note that Taylors Senior College has a range of services for students which can assist your <son/daughter> to continue <his/her> studies or resolve difficulties <he/she> may be experiencing. These include: student counselling, study skills advice, extra study support and student support services.

If you wish to discuss this matter you are welcome to contact the Head of Student Support (VCE) at <email address>.

Yours sincerely,

<name>  
Student Support Services

<name>  
Head of Student Support (VCE)

<table>
<thead>
<tr>
<th>STAGES</th>
<th>TAYLORS SENIOR COLLEGE ATTENDANCE PATHWAY FOR DOMESTIC STUDENTS</th>
</tr>
</thead>
</table>
| STAGE 1 | • Interview with Student Support Services  
           • Student counselled and informed of consequences of continued poor attendance  
           • Letter sent to Parents |
| STAGE 2 | • Interview with Head of Student Support  
           • Student counselled and informed of consequences of continued poor attendance  
           • Student placed on a Focus Slip  
           • Second letter sent to Parents |
| STAGE 3 | • Pending N letter may be issued for substantial breach of school attendance rules (as per Academic Pathway)  
           • Future enrolment may be at risk |
## INTERVIEW FORM – HEAD OF STUDENT SUPPORT (VCE/TELP)

<table>
<thead>
<tr>
<th>Date of Interview:</th>
<th>Location:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program:</td>
<td>Intake:</td>
</tr>
</tbody>
</table>

### STUDENT DETAILS

<table>
<thead>
<tr>
<th>Student ID:</th>
<th>Family Name:</th>
<th>Given Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>Caregiver: Yes/No</td>
<td>Sponsored:</td>
</tr>
</tbody>
</table>

### REASON FOR INTERVIEW

<table>
<thead>
<tr>
<th>Attendance</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pastoral Care</td>
<td></td>
</tr>
</tbody>
</table>

### If Attendance – Please complete attendance per unit

<table>
<thead>
<tr>
<th>CLASS</th>
<th>UNIT</th>
<th>Percentage attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Student’s explanation of concerns raised:

- [ ]
- [ ]
- [ ]

### Head of Student Support - Comments and recommendations:

- [ ]
- [ ]
- [ ]

### ACTION TAKEN

- [ ] Focus Slip
- [ ] Note entered in Study Global
- [ ] Letter to parents/caregiver
- [ ] Timetable change
- [ ] Email to teachers
- [ ] Referral to counsellor/careers
- [ ] Other

### Student informed of next stage of the Attendance Pathway:

- [ ] Yes/Flow Chart shown to student
- [ ] Not Relevant

### ATTENDANCE AGREEMENT

<table>
<thead>
<tr>
<th>(Action Plan agreed to by the student for improving attendance)</th>
<th>An improvement in my attendance will be demonstrated by the following:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overseas student to read</td>
<td>I understand that under the National Code of Practice (2007), when a student’s attendance in the scheduled course contact hours falls below 80%, attendance is regarded as unsatisfactory and the school must intervene. If my attendance is deemed unsatisfactory, a 'Notice of Intention to Report for Unsatisfactory Attendance' will be issued. This means that I could be reported to the Department of Immigration and Citizenship (DIAC) and this could result in the cancellation of my student visa. Further, a ‘Pending N’ letter may be issued for any VCE units in which my attendance falls below 80%.</td>
</tr>
<tr>
<td>Domestic student to read</td>
<td>I understand that according to the Taylors Senior College Attendance requirements when a student’s attendance in the scheduled course contact hours falls below 80%, attendance is regarded as unsatisfactory. If my attendance is deemed unsatisfactory, my future enrolment at the College may be at risk. Further, a ‘Pending N’ letter may be issued for any VCE units in which my attendance falls below 80%.</td>
</tr>
</tbody>
</table>

| Student’s signature | Head of Student Support Signature |
### Student Details

<table>
<thead>
<tr>
<th>Student ID:</th>
<th>Family Name:</th>
<th>Given Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date: Week ending</th>
<th>Caregiver: Yes/No</th>
<th>Sponsored:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Week ending</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Subject

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Any work still outstanding?

<table>
<thead>
<tr>
<th>Study Support</th>
<th>Yes/No</th>
<th>Yes/No</th>
<th>Yes/No</th>
<th>Yes/No</th>
<th>Yes/No</th>
<th>Yes/No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Day/Time</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Teacher's signature

**Please note**

**Teachers**

Enter a daily comment regarding the student's punctuality, attendance and overall application.

**Student**

Report to the Head of Student Support at the end of each week to submit the completed Focus Slip for that week and to discuss your progress.

### Student Acknowledgement:

I understand that I have reached Stage 2 in the Taylors Senior College Attendance Pathway. If my attendance does not improve the final stage may be activated.

**Overseas student (Final Stage)** –

- Notice of Intention to Report for Unsatisfactory Attendance may be issued
- VCE students only - Pending N letter may be issued (Not Satisfactory VCE unit result) for a substantial breach of school attendance rules (for any VCE units where attendance falls below 80%)

**Domestic student (Final Stage)** –

- VCE students only - Pending N letter may be issued (Not Satisfactory VCE unit result) for a substantial breach of school attendance rules (for any VCE units where attendance falls below 80%)
- Future enrolment may be at risk

**Student's signature**

**Date**

### Comment (if required)

**Head of Student Support – signature**

**Date**
Overseas Students (VCE)-Letter 2:
Letter to be sent following attendance interview with a Head of Student Support

«Date»

«Father_Mail» and «Mother_Mail» or «Sponsor_Mail»
«HA_Address1»
«HA_Address2»
«HA_Address3»
«HA_Suburb»
«HA_Country» «HA_PostCode»

Re: «Student Name» «Student Number»

Dear «Father_Mail» and «Mother_Mail» or «Sponsor_Mail»,

We have previously advised you of «Name» (ʼs) poor attendance. This letter is to inform you that «his/her» attendance has not improved and «he/she» is now at the second stage of the Taylors Senior College Attendance Pathway.

As at the «current date», «his/her» current attendance was at «% attendance». As a consequence «he/she» is not up to date with all class work. If this situation is not resolved «he/she» may find it difficult to achieve a successful outcome in the «program name» program. «Name» has been counselled regarding «his/her» frequent absences. I would be grateful if you would discuss the importance of attending classes with «Name» to ensure that this problem is corrected.

«Name» (ʼs) attendance per unit is as follows:

<table>
<thead>
<tr>
<th>«VCE »: Unit Name</th>
<th>Class</th>
<th>Percentage of classes attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students have been advised of the Taylors Senior College policy regarding the monitoring of attendance (Standard 11 of the National Code of Practice for Overseas Students, 2007) at orientation, through the Taylors Senior College Study Smart website at http://studysmart.studygroup.com.au/ and during previous counselling.

Under the National Code, when student attendance in the scheduled course contact hours falls below 80%, attendance is regarded as unsatisfactory and the school must intervene. If «Name» (ʼs) attendance is deemed unsatisfactory, a ‘Notice of Intention to Report for Unsatisfactory Attendance’ will be issued. This signifies that «he/she» may be reported to the Department of Immigration and Citizenship (DIAC.)

The Department of Immigration and Citizenship’s regulations state that: “attendance and satisfactory academic results must be maintained for each term or semester of a course. Breach by the student visa holder of these regulations will constitute a breach of visa condition 8202, and if this is established, the Minister or his/her delegate must cancel the visa.” As «Name» is here on a student visa, «his/her» visa may be cancelled if «his/her» attendance does not improve.

Further in accordance with section 7.1.2 of the VCE & VCAL Administrative Handbook a student can receive an N (Not Satisfactory VCE unit result) when one or more of the outcomes are not achieved because there has been a substantial breach of school attendance rules. If «Name» (ʼs) attendance is deemed unsatisfactory, a ‘Pending N’ letter may be issued for any VCE units in which «his/her» attendance falls below 80%.

If you wish to discuss any of these issues, you are welcome to contact me at «Name»@studygroup.com.

Yours sincerely,
For TAYLORS SENIOR COLLEGE

«Name»
Head of Student Support «VCE»

Monitoring Attendance – Policy & Procedures for Taylors Senior College v2.0

20
Overseas students are informed that (in compliance with the National Code of Practice for Overseas Students, 2007) a student who wishes to appeal any decision of the College may do so. It is the preference of Taylors Senior College that complaints and appeals initially are resolved informally. However, if this informal process is not successful or is inappropriate, a student may make a formal complaint or appeal in writing to:

The Grievance Officer - «Name»
Taylors Senior College
399 Lonsdale Street
Melbourne, 3000

A formal interview will then take place within 10 days of the written complaint or appeal being received. The student can be accompanied to the interview by a support person and will be offered the assistance of the College’s Complaints and Appeals Support Officer. A written outcome of the complaint or appeal will be then be sent to the student together with details of how the appeal or complaint can be taken further using resources outside the College. Students seeking external resolution of the appeal will be offered a process which will be at minimum cost to them.

All appeals or complaints must be lodged with the Grievance Officer within 20 working days of the relevant incident or occurrence taking place or within 20 working days of the date shown on the formal written intention to report a student to DIAC.

| STAGE 1 | • Interview with Student Support Services  
|         | • Student counselled and informed of consequences of continued poor attendance  
|         | • Letter sent to Parents/Caregiver/Sponsor |
| STAGE 2 | • Interview with Head of Student Support  
|         | • Student counselled and informed of consequences of continued poor attendance  
|         | • Student placed on a Focus Slip  
|         | • Second letter sent to Parents/Caregiver/Sponsor |
| STAGE 3 | • Notice of Intent issued to student for ‘Unsatisfactory Attendance’  
|         | • Pending N letter may be issued for substantial breach of school attendance rules (as per Academic Pathway) |
Dear «Father_Mail» and «Mother_Mail»

We have previously advised you of «Name» (‘s) poor attendance. This letter is to inform you that «his/her» attendance has not improved and «he/she» is now at the second stage of the Taylors Senior College Attendance Pathway.

As at the «current date», «his/her» current attendance was at «% attendance». As a consequence «he/she» is not up to date with all class work. If this situation is not resolved «he/she» may find it difficult to achieve a successful outcome in the program name program. «Name» has been counselled regarding «his/her» frequent absences. I would be grateful if you would discuss the importance of attending classes with «Name» to ensure that this problem is corrected.

«Name» (‘s) attendance per unit is as follows:

<table>
<thead>
<tr>
<th>VCE Unit</th>
<th>Class</th>
<th>Percentage of classes attended</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Students have been advised of the Taylors Senior College policy regarding the monitoring of attendance at orientation, through the Taylors Senior College Study Smart website at http://studysmart.studygroup.com.au/ and during previous counselling.

Please be advised that any student whose attendance falls below 80% is placing «his/her» future enrolment with the College at risk.

Further in accordance with section 7.1.2 of the VCE & VCAL Administrative Handbook a student can receive an N (Not Satisfactory VCE unit result) when one or more of the outcomes are not achieved because there has been a substantial breach of school attendance rules. If «Name» (‘s) attendance is deemed unsatisfactory, a ‘Pending N ’ letter may be issued for any VCE units in which «his/her» attendance falls below 80%.

If you wish to discuss any of these issues, you are welcome to contact me at «Name»@studygroup.com.

Yours sincerely,
For TAYLORS SENIOR COLLEGE

«Name»
Head of Student Support (VCE)
### STAGES

**TAYLORS SENIOR COLLEGE ATTENDANCE PATHWAY FOR DOMESTIC STUDENTS**

| STAGE 1 | • Interview with Student Support Services  
• Student counselled and informed of consequences of continued poor attendance  
• Letter sent to Parents |
| STAGE 2 | • Interview with Head of Student Support  
• Student counselled and informed of consequences of continued poor attendance  
• Student placed on a Focus Slip  
• Second letter sent to Parents |
| STAGE 3 | • Pending N letter may be issued for substantial breach of school attendance rules (as per Academic Pathway)  
• Future enrolment may be at risk |
Letter to be sent following attendance interview with a Head of Student Support

Dear «Father_Mail» and «Mother_Mail» or «Sponsor_Mail»,

We have previously advised you of «Name» ('s) poor attendance. This letter is to inform you that «his/her» attendance has not improved and «he/she» is now at the second stage of the Taylors Senior College Attendance Pathway. As at the «current date», «his/her» current attendance was at «% attendance». As a consequence «he/she» is not up to date with all class work. If this situation is not resolved «he/she» may find it difficult to achieve a successful outcome in the «program name» program. «Name» has been counselled regarding «his/her» frequent absences. I would be grateful if you would discuss the importance of attending classes with «Name» to ensure that this problem is corrected.

Students have been advised of the Taylors Senior College policy regarding the monitoring of attendance (Standard 11 of the National Code of Practice for Overseas Students, 2007) at orientation, through the Taylors Senior College Study Smart website at http://studysmart.studygroup.com.au/ and during previous counselling.

Under the National Code, when student attendance in the scheduled course contact hours falls below 80%, attendance is regarded as unsatisfactory and the school must intervene. If «Name» ('s) attendance is deemed unsatisfactory, a ‘Notice of Intention to Report for Unsatisfactory Attendance’ will be issued. This signifies that «he/she» may be reported to the Department of Immigration and Citizenship (DIAC.)

The Department of Immigration and Citizenship’s regulations state that: “attendance and satisfactory academic results must be maintained for each term or semester of a course. Breach by the student visa holder of these regulations will constitute a breach of visa condition 8202, and if this is established, the Minister or his/her delegate must cancel the visa.” As «Name» is here on a student visa, «his/her» visa may be cancelled if «his/her» attendance does not improve.

If you wish to discuss any of these issues, you are welcome to contact me at «Name»@studygroup.com.

Yours sincerely,
For TAYLORS SENIOR COLLEGE

«Name»
Head of Student Support « TELP»
Overseas students are informed that (in compliance with the National Code of Practice for Overseas Students, 2007) a student who wishes to appeal any decision of the College may do so. It is the preference of Taylors Senior College that complaints and appeals initially are resolved informally. However, if this informal process is not successful or is inappropriate, a student may make a formal complaint or appeal in writing to:

The Grievance Officer - «Name»
Taylors Senior College
399 Lonsdale Street
Melbourne, 3000

A formal interview will then take place within 10 days of the written complaint or appeal being received. The student can be accompanied to the interview by a support person and will be offered the assistance of the College’s Complaints and Appeals Support Officer. A written outcome of the complaint or appeal will be then be sent to the student together with details of how the appeal or complaint can be taken further using resources outside the College. Students seeking external resolution of the appeal will be offered a process which will be at minimum cost to them.

All appeals or complaints must be lodged with the Grievance Officer within 20 working days of the relevant incident or occurrence taking place or within 20 working days of the date shown on the formal written intention to report a student to DIAC.

<table>
<thead>
<tr>
<th>STAGES</th>
<th>TAYLORS SENIOR COLLEGE ATTENDANCE PATHWAY FOR OVERSEAS STUDENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAGE 1</td>
<td>• Interview with Student Support Services&lt;br&gt;• Student counselled and informed of consequences of continued poor attendance&lt;br&gt;• Letter sent to Parents/Caregiver/Sponsor</td>
</tr>
<tr>
<td>STAGE 2</td>
<td>• Interview with Head of Student Support&lt;br&gt;• Student counselled and informed of consequences of continued poor attendance&lt;br&gt;• Student placed on a Focus Slip&lt;br&gt;• Second letter sent to Parents/Caregiver/Sponsor</td>
</tr>
<tr>
<td>STAGE 3</td>
<td>• Notice of Intent issued to student for ‘Unsatisfactory Attendance’&lt;br&gt;• VCE students only – Pending N letter may be issued for substantial breach of school attendance rules (as per Academic Pathway)</td>
</tr>
</tbody>
</table>
# Notification of Overseas Student Attendance

This form is to be used by the following staff members:

1. **SSS to:**
   - Advise the Head of Student Support and the Principal (or Nominee) of an overseas student’s attendance.
   - Ensure all aspects of the Taylors Senior College Attendance procedure have been met prior to requesting a Notice of Intent

2. **Principal or Nominee to:**
   - Approve request to report a student to DIAC

3. **Admin Staff to:**
   - Verify completion of reporting in PRISMS

4. **SSS to:**
   - Verify DIAC outcome

## SECTION A

### STUDENT and PROGRAM DETAILS

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Name (Surname)</td>
<td></td>
</tr>
<tr>
<td>Given Name</td>
<td></td>
</tr>
<tr>
<td>Student Number</td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td></td>
</tr>
<tr>
<td>Program Name</td>
<td></td>
</tr>
<tr>
<td>Intake</td>
<td></td>
</tr>
</tbody>
</table>

### NON ATTENDANCE

This applies if the student can no longer meet 80% attendance of the scheduled contact hours.

- **Potential attendance?**
  - [ ] Yes
  - [ ] No

- **Were medical certificates provided?**
  - [ ] Yes
  - [ ] No

- **Were the following interviews held and warning letters issued?**
  - **SSS interview & letter**
    - [ ] Yes
    - [ ] No
  - **Head of Student Support Interview & letter**
    - [ ] Yes
    - [ ] No

- **Has the student been identified as ‘at risk’ of unsatisfactory academic performance?**
  - [ ] Yes
  - [ ] No

- **Have you followed the Taylors Senior College Attendance procedure?**
  - [ ] Yes
  - [ ] No

- **Have you attached a complete record detailing calculation of attendance?**
  - [ ] Yes
  - [ ] No

### Comment:

- [ ]
- [ ]
- [ ]

## SECTION B

### APPROVAL TO REPORT

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td></td>
</tr>
<tr>
<td>Position</td>
<td></td>
</tr>
<tr>
<td>Signature</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td></td>
</tr>
</tbody>
</table>

**REASON:**

---

Monitoring Attendance – Policy & Procedures for Taylors Senior College v2.0

26
SECTION C

REPORTING to DIAC

Was the Notice of Intent issued? □ Yes □ No □ Date

Was the student advised of the right to appeal within 20 working days? □ Yes □ No □ Date

Did the student appeal within 20 working days (Standard 8)? □ Yes □ No □ Date

Appeal successful?

Comment:

SECTION D

REPORTED TO DIAC: Student chosen not to access Complaints & Appeals/Appeal unsuccessful:

Date Reported: ___________________________ Entered into PRISMS by: ___________________________

Signature: ___________________________ Date: ___________________________

SECTION E

POSSIBLE OUTCOME:

<table>
<thead>
<tr>
<th>OUTCOME 1 - RETURN</th>
<th>OUTCOME 2 - CANCELLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student returning to school:</td>
<td>Last day of study on this COE:</td>
</tr>
<tr>
<td>New COE Created :</td>
<td>Cancelled Enrolment</td>
</tr>
<tr>
<td>Signature SSS:</td>
<td>Date :</td>
</tr>
</tbody>
</table>
Monitoring Attendance – Policy & Procedures for Taylors Senior College v2.0

FLOW CHART – NOTIFICATION FORM – Notification of Overseas Student Attendance

**SSS**
- Complete Section A to ensure attendance procedures have been followed prior to requesting a Notice of Intent to Report
- Pass on Notification Form to the Principal or Nominee

**Principal or Nominee**
- Complete Section B to grant approval to issue a Notice of Intent
- Inform Head of Program of outcome
- Return Notification Form to SSS

**Head of Student Support**
- If approval granted organise for Notice of Intent to be issued
- Issue a Notice of Intent to student
- Enter note in Study Global

**SSS**
- Complete Section C to document student action and appeals outcome (if appeal lodged)
- If no appeal lodged or appeal unsuccessful, pass on the Notification Form to administrative staff to enable reporting in PRISMS

**Administrative Staff**
- Complete Section D to verify reporting in PRISMS
- Return Notification Form to SSS

**SSS**
- Complete Section E to document outcome of reporting to DIAC
- Create new COE or commence cancellation
NOTICE OF INTENT LETTER TO OVERSEAS STUDENT IN BREACH OF ATTENDANCE REQUIREMENTS

Ref: TC/«Staff» «Students_ID»

Date

«Parents_Mailing»
«ADD1»
«ADD2»
«ADD3»
«ADD4»
«COUNTRY» «POST»

Dear «Parents_Mailing»,

**Notice of Intent to Report «Family_Name» «Given_Name» for not achieving satisfactory attendance.**

This is to inform you that it is our intention to notify the government authorities that your «GEN» is not achieving satisfactory attendance. Please be aware that «GEN1» has the right to appeal this decision as detailed below.

Overseas students are informed that (in compliance with the National Code of Practice for Overseas Students, 2007) a student who wishes to appeal any decision of the College may do so. It is the preference of Taylors Senior College that complaints and appeals are initially resolved informally. However, if this informal process is not successful or is inappropriate, a student may make a formal complaint or appeal by completing the complaint and appeal form available on Study Smart. This form must be returned in person to:

The Grievance Officer – «Name»
Room 1.11 (Level 1)
Taylors Senior College
399 Lonsdale Street, Melbourne, 3000

A formal interview will then take place within 10 days of the written complaint or appeal being received. The student can be accompanied to the interview by a support person. A written outcome of the complaint or appeal will be then be sent to the student together with details of how the appeal or complaint can be taken further using resources outside the College. Students seeking external resolution of the appeal will be offered a process which will be at minimum cost to them.

All appeals or complaints must be lodged with the Grievance Officer within 20 working days of the date shown on the formal written intention to report a student to DIAC.

I look forward to your early reply.

Yours sincerely,

For TAYLORS SENIOR COLLEGE

**TONY CRANSHAW**
Principal/Campus Director

cc: Student
FLOW CHART – ATTENDANCE PATHWAY – STAGES

STAGE 1
(Interview with SSS)

- Student identified as at risk of unsatisfactory attendance
- Interview with Student Support Services
- Student counselled and informed of consequences of continued poor performance
- Letter sent to parents/caregiver/sponsor

Stage 2
(Interview with Head of Student Support)

- Interview with Head of Student Support
- Student counselled and informed of consequences of continued poor attendance
- Student placed on a Focus Slip for 3 weeks and warning is given regarding the final stage of the Attendance Pathway
- Second letter to parents/caregiver/sponsor

Stage 3
(Final Stage)

- Overseas Student - Notice of Intent to report for unsatisfactory attendance (below 80%)
- Domestic Student - Future enrolment with the College now at risk
- VCE only (Overseas/Domestic) - Pending N for any VCE unit where one or more of the outcomes are not achieved because there has been a substantial breach of school attendance rules (attendance below 80%)
FLOW CHART – ATTENDANCE PATHWAY - Students

- Call school to inform of absence
- Obtain medical certificate or other relevant documentation
- Report to Student Support Services (SSS) on return to school
- 100% attendance expected
- MINIMUM ATTENDANCE REQUIREMENT at least 80% of scheduled course contact hours

---

SSS
(Make 1)

- Any student identified as 'at risk' of not meeting the attendance requirements will be interviewed by a member of Student Support Services
- Letter sent to parents/caregiver/sponsor

---

Head of Student Support
(Stage 2)

- Any student who has been interviewed by SSS and has not shown an improvement in attendance will be interviewed by the Head of Student Support
- The student will be placed on a Focus Slip to closely monitor attendance for a minimum of 3 weeks
- Second letter sent to parents/caregiver/sponsor

---

Decision to Report
(Overseas)
(Stage 3)

- Any student who fails to meet the 80% attendance requirement after they have been interviewed by the Head of Student Support will be deemed to be in breach of the Taylors Senior College attendance requirements.
- Overseas students (only) - A Notice of Intent to report for unsatisfactory attendance may be issued
- Domestic students - Future enrolment now at risk
- VCE (all students) - Pending (N) (Not Satisfactory) issued for any VCE unit where one or more of the outcomes have not been achieved because there has been a substantial breach of school attendance rules (attendance below 80%). Please refer to the Academic Pathway.

---

Notice of Intent to Appeal
(Overseas students only)

- An overseas student who has been issued with a Notice of Intent to Report has 20 working days to appeal
- An internal appeal can be made to the Taylors Senior College Grievance Officer if there is evidence that the data on the student’s attendance is wrong and/or the attendance pathway has not been followed, compassionate or compelling circumstances have not been taken into account, and/or there is new and relevant evidence that was not available at the time the student was reported
- An external appeal can be made to the Ombudsman Victoria if a student is dissatisfied with the outcome of the internal appeal

---

Overseas student reported to DfE

- If no appeal is made or if the appeal is unsuccessful the student is reported to the Department of Immigration
- Cancellation will be initiated
<table>
<thead>
<tr>
<th>Document</th>
<th>TIAS-TSC-11-01 Monitoring Attendance - Policy &amp; Procedures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author</td>
<td>Head of Student Support</td>
</tr>
<tr>
<td>Approver</td>
<td>Principal</td>
</tr>
<tr>
<td>Version</td>
<td>2.0</td>
</tr>
<tr>
<td>Date</td>
<td>26 March 2013</td>
</tr>
<tr>
<td>Replaces</td>
<td>1.0</td>
</tr>
<tr>
<td>Next review</td>
<td>January 2014</td>
</tr>
</tbody>
</table>