



GLOBAL COLLEGE AUSTRALASIA

ATTENDANCE POLICY

AND

PROCEDURE



RTO No: 45088 | CRICOS Code: 03564F



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INTRODUCTION

CRICOS Attendance and Progress Policy and Procedure at Global College Australasia.

At our institution, we understand the unique challenges and opportunities that come with being an international student. Maintaining satisfactory attendance and academic progress is not only essential for fulfilling visa requirements but also for achieving academic success and making the most of an educational journey in Australia. We are committed to supporting our international students through this journey, ensuring that they have all the resources and support needed to meet their obligations and excel academically.

This policy outlines our collective responsibilities and the processes in place to monitor attendance and academic progress, emphasising our dedication to providing a supportive and inclusive learning environment for all our students. Here at Global College Australasia, each student success is our priority, and we stand ready to assist all students in meeting both the regulatory requirements and personal educational goals.

Policy Scope:

The CRICOS Attendance and Progress Policy and Procedure at Global College Australasia is specifically designed to address the needs of international students holding a student visa. This policy applies to all students enrolled in courses provided by the college that fall under the CRICOS framework, ensuring compliance with the Educational Services for Overseas Students (ESOS) Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The policy's scope encompasses:

Full-time International Students on a Student Visa: This primary category includes all international students who are in Australia on a student visa (subclass 500) and are enrolled in full-time study programs.

Potential Students Holding a Visa with Study Rights: Individuals holding visas other than the student visa but with rights to study in Australia for a certain duration are also included under this policy, to the extent that their visa conditions allow for educational engagement.

The policy aims to ensure that these categories of students maintain satisfactory course attendance and academic progress, as required by their visa conditions and as a fundamental aspect of their successful educational journey. Global College Australasia is committed to providing targeted support and interventions for international students to help them meet these requirements, recognising the importance of these measures in safeguarding the students' ability to continue their studies in Australia.

Policy Purpose:

The purpose of the CRICOS Attendance and Progress Policy and Procedure at Global College Australasia is twofold: to ensure compliance with the regulatory requirements set forth by the Educational Services for Overseas Students (ESOS) Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and to support the academic success and wellbeing of our international student community.

This policy serves as a proactive framework designed to identify students at risk of not meeting attendance and academic progress requirements at an early stage. By doing so, it allows for the implementation of supportive interventions tailored to individual student needs. The objectives of this policy are to:



1. **Promote Awareness:** Educate students about their responsibilities regarding attendance and academic progress to ensure they understand the implications of non-compliance on their visa status and academic standing.
2. **Early Identification:** Implement monitoring mechanisms that enable early identification of students who are at risk of failing to meet the attendance and academic progress criteria, allowing for timely intervention.
3. **Supportive Interventions:** Offer a range of support services and interventions designed to assist at-risk students. These may include academic counselling, personal advising, additional tutoring sessions, language support services, and mental health resources.
4. **Preventive Measures:** Introduce preventive measures that address common barriers to satisfactory attendance and academic progress. This includes flexible scheduling where possible, culturally sensitive support services, and clear communication of expectations and resources.
5. **Engagement and Inclusion:** Foster an engaging and inclusive learning environment that encourages regular attendance and active participation in the academic community.
6. **Compliance and Support:** Balance the requirement for compliance with visa conditions with a compassionate approach to student support, recognising that each student's circumstances are unique.

Through these efforts, Global College Australasia aims not only to assist students in maintaining their visa status by adhering to attendance and academic progress requirements but also to enhance their overall educational experience. The ultimate goal is to ensure that all students, especially those at risk, have the opportunity to achieve their academic potential while studying in Australia.

Policy and Procedure Statement Enhancements:

ATTENDANCE:

The CRICOS Attendance and Progress Policy and Procedure mandates all students to maintain a minimum attendance rate as required by their visa conditions. To facilitate accurate and timely recording of attendance, Global College Australasia utilises a digital attendance system, specifically the VETTrak Portal. This system allows for immediate capture and storage of attendance data, ensuring transparency and reliability in monitoring student commitments.

Submitting Medical Evidence for Absences:

In the event of an absence due to medical reasons, students are required to submit a medical certificate or documentation from a qualified healthcare provider. The documentation must explicitly state the period of absence and, if possible, the nature of the illness or medical condition.

Students should submit this documentation to the Student Support Office within five working days of their return to classes. The VETTrak Portal will be updated accordingly to reflect the excused absence, ensuring that the student's attendance record accurately reflects their circumstances.

For absences exceeding three consecutive days due to illness, students may be asked to engage in a discussion with a Student Support Officer to determine if additional support is needed to facilitate their return to study.



Academic Progress:

For the purposes of this policy, a "study period" at Global College Australasia is defined as one semester or term, typically encompassing a duration of 10 weeks of scheduled academic instruction, depending on the course and mode of study.

Definition and Examples of Two Consecutive Study Periods:

Two consecutive study periods refer to back-to-back semesters or terms without a break in enrollment, excluding scheduled holiday periods between semesters or terms. For instance, if a student is enrolled in the Autumn Semester (Study Period 1) and continues their studies into the Spring Semester (Study Period 2), these are considered two consecutive study periods.

Academic progress is monitored closely across these periods to ensure students are achieving satisfactory progress, defined as achieving competency in at least 50% of the units or modules undertaken in each study period. Failure to meet this criterion over two consecutive study periods will trigger an academic review process, potentially leading to intervention strategies to support the student's progress.

By clearly defining the process for reporting absences and the criteria for academic progress, including what constitutes a "study period," Global College Australasia aims to provide clarity and support for students in meeting their academic and attendance requirements, thus safeguarding their success and compliance with visa conditions.

Document Management:

Global College Australasia is committed to the meticulous management, access, and protection of documents related to attendance and academic progress. This commitment ensures the confidentiality of student information and full compliance with data protection laws and regulations.

Document Handling and Storage:

Digital Storage: All documents, including attendance records, medical certificates for absences, File Note template records, warning letters, and academic progress reports, are stored digitally within secure college management systems such as the VETTrak Portal. These systems are protected by robust security measures, including encryption and access controls.

Access Control: Access to these documents is strictly limited to authorised personnel only, such as Student Support Officers, academic staff, and administrative staff who are directly involved in student management and support. Each staff member's access is tailored to their role, ensuring they only access information necessary for their duties.

Physical Copies: Any physical copies of documents are stored in locked cabinets in secure areas, accessible only by authorised personnel. Physical documents are digitised and stored electronically as soon as practical to minimise the use of paper records.

Confidentiality and Compliance:

Data Protection: The college adheres to the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other relevant data protection laws. This adherence ensures that student information is collected, used, stored, and disclosed responsibly and only for the purposes of academic administration, support, and compliance with legal obligations.



LEGISLATIVE/STATUTORY REQUIREMENTS:

Global College Australasia's CRICOS Attendance and Progress Policy and Procedure is guided by and complies with the foundational principles set out in the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. These legislative and statutory requirements are pivotal in ensuring the quality and integrity of education provided to international students in Australia. Below is a summary of key points from these documents that directly relate to the policy's scope:

Education Services for Overseas Students (ESOS) Act 2000:

Student Protection: The ESOS Act ensures international students receive a high quality education in Australia, protecting their rights while promoting quality education and consumer protection.

Provider Registration: Requires providers offering education to international students to be registered and to meet specific quality standards.

Compliance and Reporting: Providers must report certain changes and events regarding student enrollment and progression, including attendance and academic performance, to the Australian Government.

National Code of Practice for Providers of Education and Training to Overseas Students 2018:

Standard 8 – Overseas Student Visa Requirements: Specifies that education providers must monitor, record, and act upon international student compliance with visa conditions relating to attendance and academic progress.

Standard 10 – Monitoring Course Progress: Requires providers to systematically monitor students' course progress, ensuring students complete the course within the duration specified on their Confirmation of Enrolment (CoE). Providers must identify and assist students at risk of not meeting course progress requirements.

Standard 11 – Monitoring Attendance: Stipulates that for courses not delivered online, providers must monitor students' attendance and intervene when students are at risk of failing to meet the minimum attendance requirements.

These legislative and statutory frameworks underscore the importance of monitoring and supporting the academic progress and attendance of international students. By adhering to these requirements, Global College Australasia ensures that its policies not only protect the interests and rights of international students but also uphold the standards of education and training expected by the Australian government. The college's commitment to these principles is reflected in the diligent implementation of its CRICOS Attendance and Progress Policy and Procedure, facilitating a supportive and compliant educational environment for all students.

Confidentiality: Staff are trained in confidentiality and privacy obligations, ensuring that student information is handled with the utmost care and respect. Information is shared on a need-to-know basis, and all discussions related to student attendance and academic progress are conducted in private settings.

Document Retention and Destruction:

Retention Schedule: Documents are retained for a period specified by regulatory requirements and the college's internal policies. This period typically aligns with the requirements of the ESOS Act, the National Code, and other regulatory bodies.



Secure Destruction: Upon reaching the end of their retention period, documents are destroyed in a secure and confidential manner. Digital records are permanently deleted from all systems and backups, and physical documents are shredded or otherwise destroyed securely.

This comprehensive approach to document management ensures that Global College Australasia not only meets its legal and regulatory obligations but also upholds the trust placed in the institution by its students and their families. The college is dedicated to maintaining a secure and supportive environment where students' academic journeys are recorded and managed with professionalism and integrity.

Roles and Responsibilities:

The effective monitoring of attendance and academic progress under the CRICOS Attendance and Progress Policy and Procedure at Global College Australasia requires the coordinated efforts of various roles within the institution. Below are the specific responsibilities associated with key roles to ensure clarity, expectation, and accountability in the implementation of this policy:

Student Support Officer:

Monitoring and Support: Actively monitor student attendance and academic progress using the VETTrak Portal and other relevant systems. Identify students at risk of not meeting the policy requirements.

Intervention and Counseling: Provide early intervention and counseling to students identified at risk. Develop personalised support plans that may include academic tutoring, language support, and time management strategies.

Documentation and Reporting: Maintain accurate records of interventions, support provided, and student progress. Report on student compliance and progress to the college administration and relevant regulatory bodies as required.

Trainers and Assessors:

Attendance Recording: Ensure accurate and timely recording of student attendance in each class, workshop, or scheduled activity using the designated digital system (e.g., VETTrak Portal).

Academic Monitoring: Monitor the academic progress of students within their respective subjects or courses. Provide feedback and academic support to students, highlighting areas for improvement.

Reporting Concerns: Report any concerns regarding student attendance or academic performance to the Student Support Officer promptly, ensuring that at-risk students are identified and supported early.

Training Manager:

Policy Implementation: Oversee the implementation of the CRICOS Attendance and Progress Policy and Procedure across all academic departments.

Compliance Monitoring: Monitor compliance with the policy across departments, ensuring that trainers and assessors are fulfilling their responsibilities regarding attendance and academic monitoring.

Support and Training: Provide training and support to academic staff on the policy, its importance, and their roles in its enforcement. Ensure staff are equipped to identify and support at-risk students.



DIRECTOR, CEO and NCOO:

Oversight and Compliance: Ensure the institution's overall compliance with the ESOS Act and the National Code of Practice. Provide leadership and resources necessary to support the policy's implementation.

Policy Review and Improvement: Regularly review the effectiveness of the policy and procedures, incorporating feedback from staff and students to drive continuous improvement.

Students:

Engagement and Communication: Attend all scheduled classes and fulfill academic requirements. Communicate any difficulties or circumstances that may affect their attendance or academic performance to the Student Support

Student Support Officer or relevant staff.

Compliance with Support Plans: Engage with support plans and interventions provided by the Student Support Officer or academic staff to improve attendance and academic progress.

These roles and responsibilities are designed to create a supportive environment that encourages student success while ensuring compliance with regulatory requirements. Through clear expectations and dedicated support mechanisms, Global College Australasia aims to foster academic excellence and maintain the highest standards of attendance and progress for all international students.

Communication Strategy:

Global College Australasia is committed to ensuring that all students are well-informed about the CRICOS Attendance and Progress Policy and Procedure, including any updates or modifications. Communication to students will be carried out through a multi-channel approach to ensure accessibility and comprehension:

Orientations: The policy will be introduced to new students during orientation sessions at the beginning of their enrollment. These sessions will provide an overview of the policy's purpose, scope, and the students' responsibilities.

Student Handbooks: A detailed version of the policy will be included in the student handbook, which is distributed to all students upon enrollment and is accessible in digital format on the college's website.

College's Website: The policy will be prominent on the Global College Australasia Moodle platform, accessible to students. Updates to the policy will be posted along with a summary of the changes and the effective date.

Email Notifications: Students will receive email notifications of any significant updates or changes to the policy, ensuring they are aware of the latest requirements and procedures.

Monitoring and Review:

The effectiveness of the CRICOS Attendance and Progress Policy and Procedure will be monitored and reviewed on an annual basis by the Academic Team, in consultation with the DIRECTOR, CEO and NCOO. This review process will include:

Data Analysis: Analysis of attendance and academic progress data to identify trends, areas of concern, and opportunities for improvement.

Stakeholder Feedback: Collection and incorporation of feedback from students, staff, and other stakeholders through surveys, focus groups, and individual feedback mechanisms.



Regulatory Compliance: Ensure the policy remains in alignment with current ESOS Act and National Code of Practice requirements.

Recommendations for Improvement: Based on the review findings, recommendations will be made for policy adjustments or enhancements. These recommendations will be discussed with senior management and implemented as approved.

Accessibility and Support Services:

Global College Australasia offers a range of support services designed to assist students in achieving their academic and personal goals:

Academic Counseling: Students can access academic counseling services for advice on course progress, study strategies, and academic challenges.

Language Assistance: For students needing assistance with English, language support services including English as a Second Language (ESL) classes and tutoring are available.

Mental Health Services: Mental health and wellbeing support services are provided to students, offering counseling, stress management, and referral services as needed.

These services can be accessed through the Student Support Office, where students can receive guidance on the appropriate resources based on their individual needs.

Contact Information:

For further assistance or clarification regarding the CRICOS Attendance and Progress Policy and Procedure, students are encouraged to contact the Student Support Office:

Wellington Street Campus

Address: 176 Wellington St East Perth WA

Phone: 1300 886 340

Email: info@globalcollege.edu.au

College opening Monday to Sunday 730am to 6:30pm each day

Address: Moore Street Campus 21 Moore St East Perth WA

Students can reach out to the Student Support Office for any inquiries related to the policy, to report issues affecting their attendance or academic progress, or to seek information on available support services.



Related Standards and Legislation

For the CRICOS Attendance and Progress Policy and Procedure, compliance is aligned with specific acts and legislation relevant to the policy content:

Legislation/Standard	Relevance to Policy
Education Services for Overseas Students (ESOS) Act 2000	Directly governs the delivery of education to overseas students, outlining legal obligations for attendance and academic progress monitoring.
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Establishes standards for protecting international students' rights and outlines provider responsibilities for attendance and academic performance.
Privacy Act 1988	Ensures the protection and confidentiality of students' personal information collected and processed in monitoring attendance and academic progress.
Disability Discrimination Act 1992	Supports the policy's provisions for equitable treatment and support for students with disabilities, ensuring they are not disadvantaged in meeting attendance and progress requirements.
Anti-Discrimination Act 1977	Emphasises the importance of fair treatment in the policy's application, preventing discrimination based on race, gender, disability, or other characteristics.

Responsibility Table

Role	Responsibility
Director, CEO, and NCOO	Oversee overall compliance with relevant laws and ensure the policy's integration into the institution's strategic objectives.
Training Manager	Manage day-to-day operations related to the policy, including coordination between departments, staff training on policy updates, and maintaining high education and training standards.
GCA Administration Team (Student Support Officers)	Monitor student attendance and academic progress, provide necessary interventions and support, and maintain accurate records.
Students	Adhere to the policy by maintaining satisfactory attendance and academic progress, communicate any issues impacting their ability to meet requirements, and engage with support services.



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Role	Responsibility
Trainers & Assessors	Accurately record attendance, assess academic progress, identify at-risk students, and facilitate communication with the GCA Team and Training Manager for student support and compliance.
General Public	Be aware of the policy's existence and its implications for student obligations and rights, even though not directly responsible for the policy's implementation.

Version Control

Version	Created by:	Date	Reason for Update	Reviewed by	Implementation Date
1.0	Michelle Tilley	10/01/2022	New Format	Brodie Smith	24/01/2022
2.0	Michelle Tilley	09/01/2023	Review Point	Brodie Smith	06/02/2023