

Attendance

Implementation Date: 23/03/2018

Audience

Version: 1.1

Education Queensland International (EQI), school staff, students.

Purpose

To ensure that schools are proactive in identifying, notifying and assisting students who are at risk of not meeting school attendance requirements. To outline the intervention thresholds and the steps to follow where a student:

- is at risk of not meeting attendance requirements
- has breached the minimum 80% attendance requirement for a school term.

Overview

This procedure outlines the roles and responsibilities of EQI and schools and the steps they follow to:

- record, calculate and monitor school attendance
- identify and notify students who are at risk of not meeting attendance requirements
- assist students who are at risk of not meeting attendance requirements
- report a student to the Commonwealth Government for breaching school attendance requirements.

This procedure should be read in conjunction with the Attendance policy.

Responsibilities

School staff

- inform student (and parent for primary-aged students) about school attendance requirements at orientation including:
 - start and finish times
 - late arrivals process
 - school absence phone number
 - serious illness, injury or critical incident process
 - student visa conditions relating to attendance
- regularly monitor attendance and liaise with relevant school staff
- intervene early and assist students who are at risk of not meeting school attendance requirements
- liaise with parent/homestay provider regarding attendance
- escalate issues and concerns to school principal

- maintain accurate and up to date records in OneSchool (for example, adding a record of contact in OneSchool for each contact with student).

Director, International Student Programs (ISP), EQI

- decide whether or not to report student for unsatisfactory attendance to the Commonwealth Government.

EQI

- report unsatisfactory attendance to the Commonwealth Government, as directed
- ensure safe and appropriate arrangements are in place for a student in homestay, in accordance with the Accommodation and welfare policy where a student's visa is cancelled
- provide advice and support to school principal and authorised school staff implementing this procedure.

School principal (or delegate)

- appoint sufficient and suitably qualified staff (school staff) to monitor student attendance (for example, an international student coordinator)
- reinforce school processes, Attendance policy and EQI Standard terms and conditions with student and parent highlighting the consequences for non-compliance
- inform Director, ISP, EQI regarding student attendance issues
- escalate unsatisfactory attendance to the Director, ISP, EQI.

Process

1. Monitoring attendance and intervention strategies

School staff

- 1.1 record student attendance as detailed in the Roll marking in state schools procedure
- 1.2 calculate student attendance percentages using OneSchool
- 1.3 review student attendance records regularly
- 1.4 identify, investigate and resolve unexplained absences by talking to student and/or their parent/homestay provider, as required
- 1.5 identify patterns of absence for example, regular late arrivals, early departures and/or absences from a particular class, absences for three or more consecutive days
- 1.6 implement age appropriate intervention strategies
 - counselling student to determine reason for absence and providing support
 - engage with parent/homestay provider
 - re-engagement program for student
 - support group for attendance
 - individualised attendance improvement plan
- 1.7 where there are absences of four consecutive days or more in any school term, contact student/parent/ homestay provider to discuss the reasons for student's absence

- 1.8 where student is, or is likely to be, absent for more than four school days due to an illness, injury or other serious event, consider whether a temporary suspension of enrolment on compassionate or compelling grounds is appropriate
- 1.9 assist student to complete a Temporary suspension request form (the form), ensuring that appropriate evidence (for example, a medical certificate) is attached
- the period of the temporary suspension will not be included in attendance monitoring calculations
- 1.10 **if attendance falls to 90%** in the term (generally where a student is absent five full days, or equivalent, in any school term):
- inform the student and their parent/homestay provider (if appropriate) that they must attend a meeting and bring any evidence supporting the reasons for absence (for example, a medical certificate) consider using the template Attendance meeting letter
 - discuss student's reasons for absence at meeting, referring to Attendance policy and potential consequences for non-compliance (for example, student may be reported to the Commonwealth Government and the student's visa may be cancelled)
 - develop and implement an intervention strategy to assist student to improve their school attendance
 - continue to monitor student attendance
- 1.11 escalate to school principal when attendance falls to 85% or below.

School principal

- 1.12 **if attendance falls to 85%** in the term (generally where a student is absent for 7.5 days, or equivalent, in any school term):
- issue Attendance warning letter
 - meet with student, and parent/homestay provider (if appropriate), to discuss student's reasons for absence, and to reinforce the Attendance policy and potential consequences for non-compliance (for example, student may be reported to the Commonwealth Government and student's visa may be cancelled)
 - develop and implement an intervention strategy to assist student to improve their school attendance
 - inform Director, ISP, EQI
- 1.13 **if attendance falls below 80%** in the school term (generally where student is absent for 10 full days, or equivalent, in any school term):
- notify Director, ISP, EQI by sending an email to EQInternational@ged.qld.gov.au, including:
 - "(student name), unsatisfactory attendance, (school name)" in subject line of email
 - a list of all relevant documents, in chronological order, in the body of email (for example, school attendance records, records of contact, meeting notes, evidence of compassionate or compelling circumstances, appropriate intervention strategies)
 - confirmation of attendance percentage as at the date the email is sent

- assurance the school has complied with this procedure
- email any new, relevant and credible information to EQInternational@qed.qld.gov.au with “(student name), failure to maintain satisfactory attendance, further information” in the subject line of the email, if required.

2. Reporting unsatisfactory attendance

Director, ISP, EQI

- 2.1 as soon as practicable after receiving a notification from a school principal that a student's attendance has fallen below 80%, issue an Attendance show cause notice to student and parent
 - ask student/parent to show cause, within three working days, why student should not be reported to the Commonwealth Government for unsatisfactory school attendance
 - ask for evidence demonstrating that compassionate or compelling circumstances apply
- 2.2 assess application by a student/parent for an extension of time to make a submission in response to the show cause notice, if required
- 2.3 where a submission is received, consider it and decide, within three working days, whether or not the student should be reported to the Commonwealth Government for unsatisfactory attendance:
 - if yes, issue an Intention to report for unsatisfactory attendance letter to student
 - if no (sufficient evidence of compassionate or compelling circumstances supplied, they can demonstrate that attendance is above 80%),
 - issue a Decision not to report for unsatisfactory attendance letter to student making it clear that EQI will issue an Intention to report for unsatisfactory attendance letter if student's attendance falls below 70% for the term
 - inform school principal who will liaise with student and relevant school staff to assist student to improve their attendance and to emphasise EQI will issue an Intention to report for unsatisfactory attendance letter if student's attendance falls below 70% for the term
- 2.4 where no submission is received, issue an Intention to report for unsatisfactory attendance letter to student
- 2.5 **if attendance falls below 70%** for the term, issue an Intention to report for unsatisfactory attendance letter to the student
- 2.6 follow Complaints and appeals policy and procedure after issuing an Intention to report for unsatisfactory attendance letter:
 - if no appeal is received within 20 working days, instruct EQI staff to notify the Commonwealth Government of the student's unsatisfactory attendance, in PRISMS, as soon as practicable.
 - if an appeal is received within 20 working days, wait to be provided with an outcome for appeal (internal appeal)

- if internal appeal decision is that student should not be reported to the Commonwealth government for unsatisfactory attendance, instruct EQI staff to liaise with school staff to inform them of the decision and to make a plan to improve student's school attendance
- if internal appeal decision supports reporting student for unsatisfactory attendance, wait to see if student lodges an external appeal within 10 working days
- if no external appeal is lodged within 10 working days, instruct EQI staff to notify the Commonwealth Government of student's unsatisfactory attendance, in Provider Registration and International Student Management System (PRISMS), as soon as practicable
- if an external appeal is lodged within 10 working days, wait to be provided with an outcome for appeal
- if external appeal decision is that student should not be reported to the Commonwealth government for unsatisfactory attendance, instruct EQI staff to liaise with school staff to inform them of the decision and to make a plan to improve student's school attendance
- if external appeal decision supports reporting student for unsatisfactory attendance, instruct EQI staff to notify the Commonwealth Government of student's unsatisfactory attendance, in PRISMS, as soon as practicable
- if student/parent appeals but later notifies EQI, in writing, that they are withdrawing from appeals process, instruct EQI staff to notify the Commonwealth Government of the student's unsatisfactory attendance, in PRISMS, as soon as practicable

EQI

- 2.7 follow instructions of Director, ISP, EQI
- 2.8 issue applicable template letters under the Complaints and appeals procedure
- 2.9 report student to the Commonwealth Government, in PRISMS, as soon as practicable, whether or not the student has withdrawn from the course, as instructed by Director, ISP, EQI
- 2.10 if student's visa is cancelled, move to cancel student's enrolment in accordance with the EQI initiated suspension and cancellation policy

Director, ISP, EQI

- 2.11 if student's unsatisfactory attendance is reported but their visa is not cancelled, discuss situation with school principal and decide to either:
 - cancel student's enrolment in accordance with EQI initiated suspension and cancellation policy
 - maintain student's enrolment, providing opportunity for improvement.

School staff

- 2.12 closely monitor student's attendance:
 - if improvement is seen, continue enrolment and closely monitor student
 - if no improvement is made, follow steps above to intervene and inform EQI.

EQI staff

2.13 cancel student's enrolment in accordance with EQI initiated suspension and cancellation policy.

Definitions

Compassionate circumstances	<ul style="list-style-type: none"> • are not in your control or created by you; and • adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify).
Compelling circumstances	Are circumstances which, in our opinion, are in your best educational interests.
Course	A course of education or training registered on CRICOS offered by Department of Education trading as Education Queensland International.
Enrolment agreement	A written agreement with the overseas student or intending overseas student and their parent, which includes Standard Terms and Conditions, an Initial Invoice and Statement of fees; signed by the overseas student as well as parents or legal custodians.
Offer of Enrolment	Email package sent to applicant (via education agent if applicable). Package includes the Enrolment agreement (including Standard terms and conditions, Statement of fees, Initial invoice) and Payment notification form, school enrolment pack or other school enrolment information and instructions on how to accept the offer.
OneSchool	<p>OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations:</p> <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting.
EQI	Education Queensland International and employees of EQI.
Overseas student	Student in Australia on visa subclass 500 (schools sector).
School	Queensland state schools accredited by EQI to deliver international student programs.
School staff	Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal.
Student	Overseas student enrolled in an EQI registered course.



Legislation

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.

Related policies

- [Attendance policy](#)
- [Complaints and appeals policy](#)
- [EQI initiated suspension and cancellation policy](#)
- [Student initiated deferral, suspension and cancellation policy](#)

Related procedures

- [Complaints and appeals procedure](#)
- [EQI initiated suspension and cancellation procedure](#)
- [Managing Student Absences and Enforcing Enrolment and Attendance at State Schools](#)
- [Roll marking in state schools procedures](#)
- [Student initiated deferral, suspension and cancellation procedure](#)

Guidelines

- [PRISMS User Guide](#)

Supporting information/websites

- [Attendance meeting letter](#)
- [Attendance warning letter](#)
- [Every day counts](#)
- [Request to temporarily suspend studies form](#)
- [Student visa conditions](#)

Contact

International Student Programs

Department of Education International

Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)

Email: EQInternational@qed.qld.gov.au



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01/01/2020

Superseded versions

Nil.

