

ATTENDANCE POLICY

1.0 PURPOSE

- Compliance with The National Code 2007
- To set guidelines and procedures for monitoring the attendance of international students and to implement a fair and equitable intervention policy for the welfare of the students.

2.0 SCOPE

Shall apply to all international students' enrolments at all of Seluna Pty Ltd's campuses.

3.0 PRELUDE

Cancellation of a student's enrolment may affect the student visa and any change will be reported to DEEWR via the PRISMS. If a student's enrolment is terminated, suspended or cancelled by the institute, the student has 20 working days to access the institute's internal complains and appeals process through the complains and appeals form. The student's enrolment status will not be affected during the internal complains and appeals process.

4.0 DEFINITIONS

4.1 Staff

Any person employed by the Institute, including full-time, part-time, sessional, casual or contractual staff.

4.1 Student

Any person enrolled or seeking enrolment as a part-time or full-time student in the Institute.

4.1 Campus

A premise of the Institute or one used by Seluna for delivering education to students.

5.0 MINIMUM STANDARDS & POLICY

Students are expected to achieve the following requirements in order to meet the satisfactory course progress requirements and be allowed to re-enrol without restriction:

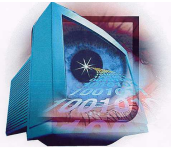
- Minimum attendance of 80% at scheduled classes per term (of 10 weeks approximately).

6.0 POLICY

- Suspension or cancellation of a student's enrolment may affect the student visa and any change will be reported to DEST via the PRISMS.
- If a student's enrolment is terminated, suspended or cancelled by the institute, the student has 20 working days to access the internal complains and appeals process. The student's enrolment status will not be affected during the internal complains and appeals process except in extenuating circumstances.
- The institute will monitor student attendance in each unit of enrolment. The attendance is recorded every session and monitored every 14 days. If a student is found to be at risk or likely to breach the 80% potential requirement for the term, the institute will initiate intervention strategies to help students improve and meet their attendance requirements. A warning letter will be issued and the student will be permitted 20 working days to access the institute's complains and appeals process.
- Records will be maintained in the student's file. In case there are valid reasons for absence eg., medical supported by documents, the institute will establish a support program at stages 1,2,3 of the intervention procedure which may include one or more of the following:
 - Arranging extra classes at stipulated cost to the student; students should be aware that this cannot be guaranteed and is a much more costly exercise.
 - Attending tutorial or study groups in existing batches, where possible.
 - referred to various support services
 - attending counselling either by institute academic staff or external;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - a combination of the above
- A record of the intervention measures implemented will be kept in the student's file.

▪ APPEALS

Seluna seeks to prevent appeals by ensuring that students are satisfied with their course and its outcomes. Personnel are expected to be fair, courteous and helpful in all dealings with students. Students have the right to appeal all consequences imposed for failing to meet the requirements for re-enrolment. Any compassionate or compelling circumstances will be considered. Appeals must be lodged in writing and addressed to the Director within twenty days of the date of the student being notified of the exclusion. The process will commence within 10 working days from the date of receipt of the student's appeal.



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A student may be assisted or accompanied by a support person regardless of the nature of the grievance or complaint. Institute will maintain a student's enrolment while a complaint and appeal process is on-going, however, this does not exclude Institute from reserving the right to suspend a student from attending class or visiting the Institute campus if that is considered necessary during this period.

Students may also seek legal redress through the usual court processes if they feel unsatisfied. All records of any complaints will be kept on file.

NOTE:

If the decision of the complaint or appeal supports the student, the College will immediately implement the decision and advise the student of the outcome.