

ENGLISH LANGUAGE PROGRAMS ATTENDANCE PROCEDURE

Attendance Procedure	
Absence Level	Action
Absent in week 1 of a study period for 2 or more days	Student Success Coordinator and/or Manager will attempt to contact the student via telephone and their Western Sydney student email address to arrange a time to discuss issues affecting their studies.
Absent from class for three (3) consecutive days	Student Success Coordinator will attempt to contact the student via telephone and their Western Sydney student email address. The Student Success Coordinator will alert the Manager.
Absent from class for more than five (5) consecutive days	Student Success Coordinator to alert Manager and attempts to follow up with students who have been absent for more than 5 consecutive days. In addition, the Manager alerts Welfare to make contact and Student Services and the Manager issues a notification to the student.
Consistent Pattern of absences	Student Success Coordinator and/or Manager will attempt to contact the student via telephone and their Western Sydney student email address to arrange a time to discuss issues affecting their studies.
Projected Attendance falls below 90%	First Warning Letter sent to students whose projected program attendance is below 90% in their course. Student to meet with Student Success Coordinator to discuss strategies and support needed. A student may be referred to other specialist learning, wellbeing and/or support services where required.
Projected Attendance falls below 85%	Second Warning Letter sent to students whose projected program attendance is below 85% in their course. Student is notified of the risk of being reported to DHA, in PRISMS. Students are required to meet with the Student Success Coordinator to discuss strategies and support needed and may bring a support person to the interview.
Projected Attendance falls below 80%	“Intention to Report” to the Department of Home Affairs notice is sent to the student whose attendance falls to 80% or less. The student is required to meet with the Manager to discuss this decision.
Appeal to Director	The student has 20 working days in which to make a written appeal against the intention to report. Appeals must be made in writing to the Director of the English Language Centre (Director). It must include information in one page or less and evidence provided. The student will be advised via their student email of the outcome of the review within ten (10) working days of the request for review being received.
Appeal to Deputy Chief Executive Officer	An unsuccessful appeal to the Director may be submitted to The College Deputy Chief Executive Officer (Deputy CEO) for review. This must be requested within five (5) working days of the date of the outcome of the appeal being issued. The student will be advised via their student email of the outcome of the review within ten (10) working days of the request for review being received.
External Complaint to the NSW Ombudsman	Students who are unsuccessful in the internal appeals may submit a complaint to the NSW Ombudsman within 20 working days of

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	receiving the Deputy CEO's Review outcome. The student must also inform The College within this 20-day period if the student decides to lodge a complaint with the NSW Ombudsman. If the student informs The College of their Ombudsman complaint, the student will not be reported to the Department of Home Affairs or have their CoE cancelled for unsatisfactory attendance until the Ombudsman resolves the case.
Exhausted Appeals	If a student's internal appeal and subsequent reviews including an external Ombudsman complaint (if requested) are not successful, the student will be reported to the Department of Home Affairs for not meeting their attendance requirements. Should a student be reported to the Department of Home Affairs for unsatisfactory attendance, they will have their CoE cancelled and will be prevented from further study under that CoE.

- 1.1. ELP informs all students of the Attendance Policy and Procedures on their first day of the Study Period during orientation and in the students' Handbook.
- 1.2. Students are responsible for ensuring they maintain their enrolment and to check their Western Sydney student email address regularly for information on their attendance.
- 1.3. For all under 18 students, parents or legal guardians will be contacted if the students do not meet the satisfactory attendance requirements.

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STATUS AND DETAILS

Status	Current			
Version	1			
Effective Date	21 March 2025			
Review Date	21 March 2028			
Approval Authority	The College Leadership Team			
Governing Authority	The College Leadership Team			
Endorsed by	The English Language Committee			
Unit Responsible	English Language Centre			
Enquiries Contact	Director, English Language Centre E: j.park@westernsydney.edu.au			
Available On	SharePoint	☐	Website	☒

Summary of Changes from Previous Version