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**ABN**: 17 121 012 940 / **CRICOS** Provider Code : 02871C

# **Important Information for** **Student Visa Holders**

**Student Visa students are reminded of their visa conditions  
while studying in Australia.**

**If you have any problems understanding the conditions  
please ask for assistance.**

# Sydney International English College

It is the responsibility of the student to remain aware of the conditions of their visa and visa subclass to register for an SIEC course after the student has taken the letter of offer to DIAC for approval.

According to the Department of Immigration and Citizenship (DIAC); "to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". All overseas students on a student visa must maintain a minimum of 80 percent average course attendance and satisfactory academic performance at any stage of their course. Students not maintaining these conditions will be warned and subsequently reported to DIAC via Provider Registration and International Students Management System (PRISMS).

Additional information on student visa issues is available on the DIAC Internet site on <http://www.immi.gov.au>.

In accordance with student visa regulations, international students are required to:

- Ensure a study load which will allow the student to complete their program within the stated end date of their COE.
  - Attend at least 80% of scheduled classes.
  - Work no more than 20 hours per week during term providing a work permit has been granted.
  - Advise DIAC (Department of Immigration and Citizenship) of change of program / enrolment, and change of provider.
  - Advise SIEC of any change of address or other details within 5 working days from the change. Changes can be made at reception.
- 
- Renew a student visa before the expiry date.
  - Successfully progress in academic studies.
  - Maintain OSHC (Overseas Student Health Cover) that covers student visa duration

International students who do not comply with these regulations may have their enrolment and student visa cancelled.

In order to renew a student visa, students will be required to pay the term tuition fee and OSHC, and then receive an Electronic Confirmation of Enrolment form (ECOE). Students with poor academic progress and attendance records may have difficulty renewing their visa.

## **Unsatisfactory Attendance**

You are required to attend all classes and tutorials and any other activities for which attendance is compulsory.

Teachers will record your attendance at, or absence from, classes and tutorials on a class roll at the commencement and the end of each session. The class rolls will be checked every week by the administrator. If, owing to compassionate circumstances, you are unable to attend a class or tutorial you are required to notify the Administration/Teacher of your absence, by telephone 02 9411 2177 (Chatswood campus) or 9264 0073 (City campus) immediately and must submit a written evidence.

At your next attendance on campus, you are required to formalize your absence by completing with a medical certificate or any other written evidence to be submitted to the reception.

SIEC will consider extending the duration of the student's study where the student will not complete their

course within the expected duration due to:

- Compassionate or compelling circumstances

### **Notice to Report for Breach of Student Visa conditions**

If your attendance falls below 80%, you will receive an “intention to report to DIAC letter” from the college and you will be reported as a defaulting student to DIAC via PRISMS.

**Please remember that you will have 20 Working days in which to appeal the College’s decision in accordance with the college’s Complaints and Appeals Policy.**

Should you choose not to access SIEC’s complaints and appeals process within the 20 working day period, withdraw from the process, or the outcome of the process results in a decision supporting SIEC, then the Administrator will advise the Secretary of DEEWR via PRISMS that you have not been achieving satisfactory attendance. The Administrator will:

- generate a notice through PRISMS (Provider Registration and International Students Management System) which is electronically transmitted to DIAC; and
- send you a copy of the notice to your current address, or your last known address, as soon as practicable after the breach has occurred.

This action immediately initiates the automatic visa cancellation process, by DIAC.

### **Satisfactory Course Progress**

SIEC will monitor the workload of students to ensure they complete the course within the duration specified in their Confirmation of Enrolment (COE).

SIEC will monitor student progress at a minimum of twice during the study period with a course progress report, to ensure that the student is in a position to complete the course within the expected duration as specified in the students COE.

### **Additional Student Visa Details**

The College is required by law to take immediate action, including reporting action, if your circumstances change. The circumstances are briefly described below:

#### **Change of Address**

Upon arriving in Australia, you are required to advise SIEC of your residential address, email and the telephone number. A student must advise the college of any changes in address, contact details and/or in any circumstances **within 5 working days by submitting “Change of Address Form” at reception of the college.** When submitting the form, a student will be advised to send Form 929 to DIAC by post.

This advice is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000 SIEC is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. It is your responsibility to ensure that you always update your address details at SIEC to ensure you receive important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the Department of Immigration and Citizenship (DIAC) website site on [www.immi.gov.au](http://www.immi.gov.au)

### **Deferment, suspension or cancelation of a student's enrolment**

As a provider of education services to overseas students, SIEC will only permit you to defer or temporarily suspend your studies, or grant leave of absence during your course, through a formal agreement which is arranged in limited circumstances.

SIEC has developed and implemented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for a student, including keeping documentary evidence on the student's file of the assessment of the application.

### **Grounds for deferment or temporary suspension**

SIEC will defer or temporarily suspend your enrolment on the following grounds:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes); or
- your misbehaviour

When making a decision, SIEC will use its professional judgment to assess each case with fairness and without prejudice.

### **Notification to student and to DEEWR**

In the event that you defer your studies, or a temporary suspension has been applied or your studies are cancelled, SIEC will: inform you, in writing, that deferring, suspending or cancelling your enrolment may affect your student visa; and notify the Secretary of DEEWR via PRISMS as required under section 19 of the ESOS Act.

### **Notification of intention to terminate, suspend or cancel enrolment**

In the event that SIEC decided that it should terminate, suspend or cancel your enrolment as a student, SIEC will notify you in writing of our intention to report you to the Secretary of DEEWR, via PRISMS. The written notice that we provide to you will inform you of your right to access SIEC's Complaints and Appeals procedures and that you have 20 working days in which to do so.

In the event that you choose to access the Complaints and Appeals process, the termination, suspension or cancellation of your enrolment under this standard will not take effect until the process is completed, unless extenuating circumstances relating to your welfare apply.

In the event that you do not access the Complaints and Appeals process within the 20 working day period, you withdraw from the complaints and grievance process after commencing it, or the complaints and grievance process has been completed and results in SIEC's decision being supported, the college will notify the Secretary of DEEWR, via PRISMS that you have not achieved satisfactory attendance.

SIEC will not allow a student to defer commencement of their studies, or suspend their studies, except on the grounds of illness, evidenced by a doctor's Certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends their studies on any other grounds, SIEC will report the student as not complying with visa conditions to DIAC via PRISMS. For more information about deferring your course, please contact the Administrator.

### **Acceptance of Student**

The college will notify DEEWR within 14 days of your personal details and details of your course of study, via PRISMS (the Government on-line reporting system).

### **Duration of student's course changes**

The college will notify DEEWR, via PRISMS, of the prescribed information about any change to the duration of your course.

### **Change of Course with another Provider**

If you notify a change of course with another provider, the administrator will prepare a Student Course Variation (on PRISMS) within 14 days of the student leaving SIEC.

### **Transfer between registered providers**

SIEC's delivery of services to overseas students is required to assess requests for a transfer from one college to another within the first six months of the primary course. Should you request a transfer to another college within the first six months of your study with us, we will assess your request in accordance with the overseas students' policy and procedures.

### **Transfer of studies between institutions**

If you request a transfer of your studies from another institution to SIEC, it is not permitted to transfer within the first 6 months of the primary course unless there are exceptional circumstances which:

- a. the original registered provider has ceased to be registered or the course in which you were enrolled has ceased to be registered
- b. the original registered provider has provided a written letter of release;
- c. the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
- d. any government sponsor of you considers that the change is in your best interests and has provided written support for that change.

### **Student transfer policy and procedures**

SIEC has developed a student transfer request assessment policy and procedure which is available to staff and students. This policy specifies: a

- a. the circumstances in which your transfer to SIEC be granted;
- b. the circumstances which SIEC considers as providing reasonable grounds for refusing your request, including when your transfer is considered to be detrimental to you;
- c. the timeframe for assessing and replying to your transfer request.

### **Granting a letter of release**

SIEC will only grant a letter of release if you have provided a letter of offer from another registered provider confirming that a valid enrolment offer has been made.

### **Costs involved in providing a letter of release**

A letter of release, if granted, will be issued **at no cost** to you. The letter of release will also advise you to contact DIAC to seek advice on whether a new student visa is required.

### **Refusal to provide a letter of release**

In the event that SIEC refuses to provide you with a letter of release, you will be provided with the reasons for refusing your request, in writing, and you will be advised of your right to appeal our decision within 20 working days, in accordance with Complaints and Appeals policy.

### **Records of requests**

SIEC will retain records of any requests you make for a letter of release, including the assessment of your request, and the decision that is made. This information will be retained on your file.

### **Use of Personal Information**

The information provided by the student to SIEC, including any other student details e.g. personal and contact details, course enrolment details and changes, attendance; academic etc will be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. SIEC is required, under 19 of the ESOS Act 2000, to tell DEEWR about:

Changes to student's enrolment; and any suspected breach by students of student visa Conditions relating to attendance or satisfactory academic performance.

### **ESOS (Education Services for Overseas Students)**

#### **Legislative Framework**

The DEEWR regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. A simple explanation of the framework is the Easy Guide to ESOS.



## Attendance Monitoring Policy & Procedure

### INTRODUCTION

SIEC systematically monitors student's compliance with **student visa conditions** relating to attendance. SIEC is pro-active in notifying and counselling students who are at risk of failing to meet attendance requirements. This policy provides procedures to ensure attendance records are kept and monitored for all students within each course. This allows for early detection of poor attendance records and enables SIEC and the students an opportunity to rectify their situation before being reported as non-satisfactory attendees to the Department of Immigration & Citizenship (DIAC) via PRISMS (Provider Registration and International Student Management System).

Students & staff are made aware of the **80% attendance requirements for Student Visa holders** at enrolment, at the beginning of the course and throughout the program.

#### **Remember**

**Whilst only Student Visa holders have attendance conditions, all students irrespective of VISA, need an 80% attendance to obtain a certificate.**

### 1. POLICY

S.V. students at risk of not meeting Standard 11 of the National Code 2007 of satisfactory course attendance must be identified and counselled as per the documented procedure.

The documentation below specifies:

1. Requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend 80% of the scheduled course contact hours.
2. The manner in which attendance and absences are recorded and calculated
3. The process for assessing satisfactory attendance
4. The process for determining the POINT at which the student has failed to meet satisfactory attendance **and**
5. The procedures for notifying that the student has failed to meet satisfactory attendance requirements.

## 2. Procedure

### 2.1 Recording Student Attendance

Student attendance is recorded each and every session of scheduled class time by teachers using the attached Attendance Register - Class Roll. (See Appendix A)

This record sheet is broken down into sessions and requires an indication of attendance twice per session – once at the first hour and once at the second hour of the session. A forward stroke ('\') will indicate attendance at the first hour and a backward stroke (/' ) will indicate attendance at the second hour of the session. This forms an 'X' to indicate attendance for the full session(2-hour of study period). If a student is absent for the entire session then 'A' shall be placed in the box to indicate that no attendance was recorded.

A student, who misses part of a session or who goes out of the classroom during the lesson and do not comeback before that session finishes, shall be marked as absent for the hours missed during the session by allocating the hours attended in the last box of the day.

**Late arrival greater than 15 minutes** will result in a one hour loss of attendance.

#### Symbol in session

Symbol in Session Box	Meaning
\	Means present first hour(no later than 15 mins arrival)
/	Means second hour(no later than 15mins into the hour)
X	Means full attendance at 2-hour study period with arrival no later than 15 mins into the lesson
A	Means did not attend

**All 'Attendance Register' sheets are to be collected and submitted to the Admin officer at the end of each Friday .**

The Administration Officer will ensure these record sheets are current and available. The 'Attendance Register' is updated by an admin officer every week. Hours attended and absent are added for the day and tallied in the appropriate boxes and the teachers will be required to sign the Attendance Register at the end of each session to confirm the accuracy for the recorded attendance.

All teachers are informed of this procedure and the importance for accuracy when completing the form through induction and through regular monitoring by the Academic Manager.

### 2.2 Monitoring Student Attendance

The Administration Officer will monitor student attendance via a spreadsheet that will calculate the projected attendance of the students for each course. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

Every Monday, the spreadsheet will be updated with new student's details.

Once all contact hours for each student have been entered into the spreadsheet the 'Student Projected Attendance' will be calculated for the class hours attended.

All 'Attendance Register' sheets are submitted to admin staff at both campuses. Every week, it is the responsibility of the admin officer to ensure all attendance records from that week are entered into the 'Student Attendance Record Sheet'.

The Admin Officer will monitor these records every week to ensure the accuracy and processes are being adhered to by all staff.

At this time, once per week, the Admin Officer will review the projected attendance of all students and monitor the following points:

- **Any student who has missed 3 consecutive days of classes without prior approval** - will be immediately contacted by phone to gain an explanation and inform them of the need to attend and the effect on their projected attendance if they do not attend. If contact by phone is unsuccessful a letter (See Appendix B) will be immediately sent to the student by email or post.

(Students have been informed via the Student Handbook to notify the College **within 5 days** of changing their address or contact details.)

- If a student does not comply and does not attend after being contacted or the student's attendance is irregular the Admin Officer must notify the Principal Administrator immediately.

The Principal Administrator will direct any need for counselling to be provided after contacting and reviewing the student's situation.

- **When a student's projected attendance falls below 90%** - a '1st Warning Letter' will be given to the Student in person or will be sent by either email or post informing them of their projected attendance & the need to ensure they maintain 80% attendance level for the course. This letter also contains the consequences of not achieving a projected attendance of 80%. (See Appendix B)

Admin Staff is required to get student signature when the letter is given to student in person. In this case, admin staff needs to attach an original copy to student file and give a copy to the student.

- **When a student's projected attendance falls below 85%** - When a student reaches below 85% projected attendance the Admin Officer shall notify the Principal Administrator and a '2nd Warning Letter' shall be sent indicating the student is required to organize an appointment with the Principal Administrator to discuss their poor attendance record and strategies to ensure they stay above 80% for the course. (See Appendix C)

- If the student does not respond within 7 days the Admin Officer will attempt to contact via phone.

- **When a student's projected attendance falls below 80%** - The student shall be sent a 'Breach Recorded Letter - Intention to report to DIAC' indicating they are going to be reported to DIAC for unsatisfactory attendance of their course of study. They are also informed of their ability to access the appeals and complaints process and have 20 Working Days to do so. (See Appendix D)

- If the student does not go through any **appeal or complaint process within 20 working days**, the report shall be submitted via PRISMS. The student shall also be sent a 'Breach Reported Letter'

notifying him/her of the action taken. (See Appendix E)

- A student is only allowed to defer commencement or suspend studies of their course, and not be reported, only on medical grounds (with a doctor's certificate) or other exceptional compassionate circumstances. In these circumstances the student will not be reported until they fall below 70% of the course contact requirements. Where a student defers commencement or suspends studies on any other grounds, the college will report the student to DIAC via PRISMS, as not complying with visa conditions.

### **2.3 Reporting 'Breach of Student Attendance'**

All students who fall below 80% attendance and have no supporting reasons or students who have not accessed SIEC's internal complaints and appeals process within 20 working days after receiving intention to report to DIAC letter, shall be reported via PRISMS to DIAC for a breach of their Visa condition. This process of reporting breaches into PRISMS is the responsibility of the Principal Administrator who is reported by Admin Officer a list of students who have seriously bad attendance rate. When sending this letter, NCN-Letter (Non Compliance Letter) that is generated by PRISMS must be attached.

While a minimum required attendance rate is 80%, SIEC may decide not to report a student for breaching the 80 per cent attendance requirement where:

- a) the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- b) that decision is consistent with SIEC's documented attendance policies and procedures; and
- c) SIEC confirms that the student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b. bereavement of close family members such as parents or grandparents;
- c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; OR
- d. a traumatic experience which could include:
  - i. involvement in, or witnessing of a serious accident; and
  - ii. witnessing or being the victim of a serious crime.

and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Professional judgment should be used to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, documentary evidence should be provided to support the claim, and should be kept copies of these documents in the student's file.

- ***Main method of giving students attendance warning letter is "In person". However, SIEC also uses different methods to contact students if they can not be met at the college. In these circumstances, SIEC sends attendance warning letters via post or email and contact students via telephone to notify of such warnings. Thus, it is very important that any students who change their contact details such as address, email or phone number MUST inform the college of such changes within 5 days. SIEC does not take any responsibilities for the situations that are resulted by the student not informing of their contact detail changes.***
- ***While most student visa holders enrol for more than 20 weeks, some students only enrol for a short term. In this case, the admin staff MUST pay extra attention to observe attendance rate is satisfactory. SIEC defines a "short term" as enrolling less than 12 weeks.***
- ***A copy of all letters, emails sent to student, records of phone calls made, counselling records and reports MUST be kept. Also, a method of contacting students is to be recorded at the bottom of the attendance record sheet.***
- ***Please refer to page 166 ~ 181 of National Code Explanatory Guide for more information and examples of good practice.***

**<Appendix A> Attendance Register \_ Class Roll: AM Session (08:45 – 13:00)**

**(Session 1: 08:30 – 10:30 / Session 2: 10:45 – 12:45)**

Class	Elementary
Teacher	Jason
Week Starting	01/01/10

Symbol in Session Box	Meaning
\	Means present first hour(no later than 15 mins arrival)
/	Means second hour(no later than 15mins into the hour)
X	Means full attendance at 2-hour study period with arrival no later than 15 mins into the lesson
A	Means did not attend

	Name	English Name	Visa Type	Start	Finish	Gender	01/01/10 (Mon)		02/01/10 (Tue)		03/01/10 (Wed)		04/01/10 (Thu)		05/01/10 (Fri)		Remarks
							Atd	Hrs	Atd	Hrs	Atd	Hrs	Atd	Hrs	Atd	Hrs	
1																	
2																	
3																	
4																	
5																	
6																	
7																	
8																	
9																	
10																	
11																	
12																	
13																	
Holiday																	
Absent Long time																	

Teacher's Name:

Teacher's Signature:

**NB: Teachers MUST initial each column at the end of marking each time session.**

**\* Late arrival greater than 15 mins results in losing one hour of attendance**

- **Name:** Student's Original Name as shown on the passport
- **English Name:** Student's Nick Name called in classroom
- **Visa Type:** **S:** Student Visa / **W:** Working Holiday Visa / **T:** Tourist Visa / **G:** Guardian Visa  
/ **P:** Permanent Residency / **B:** Business Visa / **O:** Other Visa

All student visa holders will be marked as "**S**" in **Bold Letter**.

- **Start:** Course Start Date
- **Finish:** Course Finish Date
- **Gender:** M – Male / F – Female
- **Daily Attendance marking:** Marked \, /, **X, A.** Teachers are required to record total attended hours at the end of each day in the box provided. (Atd Hrs)
- **Remarks:** Teachers need to put any special comment regarding student attendance.  
Admin officer informs teachers of new students and graduating students by putting "New" or "leaving this week" in remarks box.

Teachers are required to give the admin officer a "Certificate Request Form" for graduating students **by the end of Tuesday** so the admin officer can issue a certificate by Thursday morning.

- **Student on Holiday:** Will be marked as "Holiday" on the Attendance Register and a holiday finish date will be put in the remarks box. When a student is on Holiday, the attendance record sheet should be left blank (Do not put "0") so the projected attendance is not calculated during the holiday period.
- The Attendance Register should be submitted to the Admin tray provided in the teacher's room at the end of each Friday so that the attendance can be updated in the following week.

## APPENDIX B: Below 90% Warning Letter



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## STUDENT ATTENDANCE 1st WARNING LETTER

Date:  
Student Name:  
Student Number:  
Student Address:

Dear (Student Name),

Our attendance records are showing that your current projected attendance is **at risk of** falling below the minimum 80% average attendance requirement.

The reason your average attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 3 consecutive days without a satisfactory reason OR
- Have irregular attendance without a satisfactory reason which has caused your projected Attendance to fall below 90% for the course you have enrolled.

**Your projected attendance rate is (    %),**    Your current actual attendance rate is (    %)

This letter is your 1st warning letter and your attendance will be monitored closely over the rest of the course. Please be advised that as soon as your projected attendance rate falls below the minimum 80% of attendance requirement, **Sydney International English College will notify Department of Immigration And Citizenship (DIAC)** via PRISMS that you have breached your VISA conditions.

If you have any reasons why you have not been able to or will not be able to attend the course at the required hours per week, you **MUST** contact the college in person **immediately** and arrange a meeting with the Principal Administrator to discuss how we can improve this situation.

At Sydney International English College, our aim is to assist your satisfactory progression through your chosen course of study.

We are very pleased to discuss any attendance problems and reach satisfactory solutions.

Yours sincerely

-----  
Principal Administrator

## APPENDIX C: Below 85% 2nd Warning Letter



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### STUDENT ATTENDANCE 2nd WARNING LETTER

Date:  
Student Name:  
Student Number:  
Student Address:

Dear (Student Name),

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum 80% average attendance requirement for Student Visa Holders

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen **below 85%**.

**Your projected attendance rate is (    %),**    Your current actual attendance rate is (    %)

You **must** contact the college **in person immediately** and arrange a meeting with the Principal Administrator to discuss how we can improve this situation.

Please be advised that as soon as your projected attendance rate falls below the minimum 80% of attendance requirement, **Sydney International English College will notify Department of Immigration and Citizenship (DIAC)** via PRISMS that you have breached your VISA conditions.

At the College, our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and reach satisfactory solutions.

Yours sincerely

-----  
Principal Administrator

## APPENDIX D: Below 80% Breach Recorded Letter



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## STUDENT ATTENDANCE BREACH RECORDED LETTER Intention to Report to DIAC (Department of Immigration and Citizenship)

Date:  
Student Name:  
Student Number:  
Student Address:

Dear (Student Name),

Subsequent to our issuing to you two (2) 'Attendance Warning' Letters and our attempts to counsel you through this issue, our records indicate that your projected attendance has fallen below the required attendance as per your VISA conditions.

***You are now under the 80% minimum course attendance.***

**Your projected attendance rate is (    %),**    Your current actual attendance rate is (    %)

Please be advised that you are in ***breach of your Student Visa attendance requirements*** and the College is now required to notify Department of Immigration and Citizenship (DIAC) via the PRISMS reporting system.

If you feel you have reasonable grounds for non-attendance of your course and wish to appeal this reporting of the breach of attendance requirement, you **MUST** contact the college **IN WRITING** within **20 Working Days** commencing from (put one day after the letter is sent) outlining your circumstances.

This process is outlined in the student hand book (Grievance Procedure) and further information on this process / decision can be gained from the Administration Officer at reception.

If no response is received within this timeframe the College will proceed with the reporting process. Please be advised that **you are still required to attend college until notified by DIAC.**

Yours sincerely

-----  
Principal Administrator

## APPENDIX E: Below 80% Breach Reported Letter



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## STUDENT ATTENDANCE BREACH REPORTED LETTER

Date:

Student Name:

Student Number:

Student Address:

Dear (Student Name),

Subsequent to previous notification that you are in breach of your Student Visa attendance requirements, it is noted that you haven't improved your attendance rate nor accessed the college's internal complaints and appeals process within 20 working days after you received our Intention to report to DIAC letter.

Please be advised that you have been reported to DIAC as non-satisfactory attendance rate. The College advises that you **MUST** read the attached NCN letter (Non-Compliance Letter) that has been generated from PRISMS and contact DIAC immediately to seek any advice on your student visa. SIEC advises that you have 28 days from this letter's issuing date to contact DIAC and seek any advice on your student visa. It is important that you take your passport as your identification.

Yours sincerely

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Principal Administrator