



ELICOS ATTENDANCE POLICY AND PROCEDURE

PREAMBLE

As directed by the National Code the College monitors and records attendance of overseas students for ELICOS courses in which overseas students are enrolled.

The College monitors and records its students' attendance and reports for visa compliance purposes on its English language courses. The College uses the attendance information it gains to identify and support those students at risk of not meeting their attendance requirements and to ensure students receive the most from the delivery and learning associated with their enrolled English programme of study.

This Policy is only applicable to ELICOS courses. For VET courses, please refer to the VET Attendance Policy and Procedure.

DEFINITIONS AND ACRONYMS

“CoE” means Confirmation of Enrolment.

“College” means Australian Pacific College, English Unlimited and Australian Pacific Travel and Tourism.

“Compassionate or Compelling Circumstances” means circumstances which are generally those beyond the control of the student that are having an impact on the student's progress through a course. These could include, but are not limited to:

- i. serious illness,
- ii. bereavement of close family members such as parents or grandparents,
- iii. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies,
- iv. an experience or circumstances which has or will impact on the student's ability to study,
- v. where the College was unable to offer a pre-requisite unit,
- vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.

The above examples serve as a guide only. For circumstances to be considered as compassionate or compelling evidence would need to be provided. For further information please see Student Care.



“**DHA**” means the Department of Home Affairs.

“**DoE**” means the Department of Education.

“**ELICOS**” means English Language Intensive Courses for Overseas Students.

“**ESOS Act**” means the Education Services for Overseas Students Act 2000 (Cth)

“**National Code**” means the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

“**Policy**” means this ELICOS Attendance Policy and Procedure.

“**PRISMS**” means the Provider Registration and International Student Management System.

“**Satisfactory Course Attendance**” means attendance of at least 80% of scheduled course contact hours for the Study Period.

“**Study Period**” means for ELICOS courses, the lesser of 6 months (26 weeks) or half the length of the CoE for the course.

“**VET**” means vocational education and training.

1. ATTENDANCE REQUIREMENTS

1.1 The College will monitor, record and assess the attendance of each student and identify, notify and assist students at risk of not meeting attendance requirements.

1.2 Student attendance shall be:

- a) checked and recorded daily by use of a class roll;
- b) overall attendance is calculated weekly during each Study Period (overall attendance is calculated and monitored as per clause 6 of this Policy);
- c) attendance will be monitored more frequently for some students because of the short length of their course.

1.3 The College expects students to maintain 100% attendance. Student visa holders are required under the conditions of their visa and the National Code to attend at least 80% of the scheduled course contact hours.



2. PROCEDURE FOR MARKING ROLLS

- 2.1 ELICOS teachers are required to mark and sign off daily class rolls for each lesson and upload the information in the College's student management system (rolls shall be printed from the student database for each class). Teachers shall use the following codes when marking class rolls:

/ = Present for 1 hour

X = Present for 2 hours

A or a = Zero attendance

There is also space for the teacher to write down the total hours that the student was absent that day.

- 2.2 Class rolls are to be scanned at the end of each week.

3. PROCEDURE FOR MONITORING ABSENCE DUE TO ILLNESS

- 3.1 All absences due to illness should be accompanied by a medical certificate.

4. ABSENCES FOR UNDER 18YR OLD STUDENTS

- 4.1 All absences should be explained in writing by the student's carer, preferably prior to the lessons from which they will be absent.
- 4.2 All absences due to illness should be accompanied by a medical certificate or an explanatory communication from the student's carer.
- 4.3 Parents/guardians of students will be contacted each time the student has an unexplained absence. This means that if a student is absent without explanation, the teacher will contact either Student Care, the ELICOS Academic Coordinator, or the Campus Director/Manager after the attendance rolls have been marked and that person, or their delegated staff member, will contact the student's parent or guardian.
- 4.4 A file note will be placed on the student's file by Student Care, the ELICOS Academic Coordinator or the Campus Manager/Director confirming contact had been made with the student's parent/guardian and indicating the reason for the absence.

5. ABSENCES OF 5 CONSECUTIVE DAYS

- 5.1 Any absence longer than 5 consecutive days without the approval of the College will be investigated as a matter of urgency after the 5 days have passed (i.e. on the 6th day) as follows:



- a) Student Care will attempt to contact the student by phone or email.
- b) If contact with the student cannot be made Student Care will contact the student’s education agent, if any.
- c) If contact with the student is made, College staff will provide counselling as necessary in relation to attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
- d) If contact with the student cannot be made, the Campus Director or Campus Manager is notified of the absence and takes appropriate steps including making further enquiries and/or making a report to the relevant authorities (for example, Police, DHA or DoE).

5.2 The steps in clause 5.1 above should be completed within two working days.

6. CALCULATING ATTENDANCE

6.1 Student attendance will be monitored by the Administration Officer every week on the Friday during a Study Period to assess each student’s “**overall attendance**”. The overall attendance is the student’s attendance as at the relevant Friday expressed as a percentage and is calculated as follows:

$$\text{Overall attendance} = ((A - B) / A) \times 100$$

Where:

A is the total scheduled course contact hours

B is the number of course contact hours that the student has been absent up to the relevant Friday

6.2 In calculating the attendance, any period of exclusion or suspension from class **will not be included** in student attendance calculations.

6.3 **Warning** – Students whose **overall attendance** falls below **86%** but is **80% and above** will be sent a warning letter by email/SMS informing them that they are in danger of being reported to the DoE and to see Student Care immediately for counselling and support, including advice on how to improve their attendance.

<p>Student Tip If you have difficulty keeping attendance above 80% please seek help from Student Care as early as possible. If your attendance falls below 80% you risk being reported to the DoE via PRISMS which may affect your visa.</p> <p>Student Care can help you keep</p>	<p>Staff guidance The warnings may only be sent when the student’s overall attendance falls below 86% but is 80% and above (i.e. if attendance is below 86% then you should contact the student without delay).</p> <p>Staff must focus on keeping students attendance above 80%.</p>
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<p>your attendance above 80%. If you are experiencing difficulties you should be aware that the following options may be available to you:</p> <ol style="list-style-type: none"> 1) Suspension of course 2) Reduction in scheduled course contact hours 3) Additional classes 	<p>The email/SMS warning is to notify students that they are at risk of failing to meet attendance requirements and subsequently staff are to provide support and counselling to these students to ensure that their attendance does not fall below 80%.</p>
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7. INTENTION TO REPORT FOR FAILING TO MEET ATTENDANCE REQUIREMENTS

- 7.1 If a student’s overall attendance falls **below 80%**, the College will notify the student of the College’s intention to report the student for failing to meet the Satisfactory Course Attendance requirements by email.
- 7.2 The intention to report notice must inform the student of the reasons for the intention to report and advise the student that he/she has 20 working days in which to access the College’s internal complaints and appeals process (except in the circumstances outlined in paragraph 7.4 below). The student will be given a copy of the Student Complaints and Appeals Policy and this will be discussed in a meeting with Study Progress.
- 7.3 The College will notify the DoE via PRISMS of the student not achieving Satisfactory Course Attendance as soon as practicable where:
 - a) the student doesn’t access the College’s complaints and appeals process within 20 days; or
 - b) the student has chosen not to access the external complaints and appeals process; or
 - c) the student withdraws in writing to the College, from the College’s complaints and appeals process or the external complaints process, or
 - d) the result of the College’s complaints and appeals process and/or the external complaints process supports the College’s decision.
- 7.4 ELICOS students will not be reported for failing to meet Satisfactory Course Attendance if:
 - a) the student produces documentary evidence clearly demonstrating Compassionate or Compelling Circumstances, and
 - b) their attendance has not fallen below 70%.
- 7.5 Where paragraph 7.4 applies and a student’s attendance is 80% or less, Student Care will assess whether a suspension of studies (as per the College’s Deferment, Suspension and Cancellation Policy) or a reduction in the study load (so as to reduce the scheduled course contact hours) is in the interest of the student.



- 7.6 If the student referred to in paragraph 7.5 does not obtain a suspension of studies under the College's Deferment, Suspension and Cancellation Policy, or the College does not grant a reduction in the student's study load, and the student falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance will occur as outlined in paragraphs 7.1, 7.2 and 7.3.

8. RECORDS

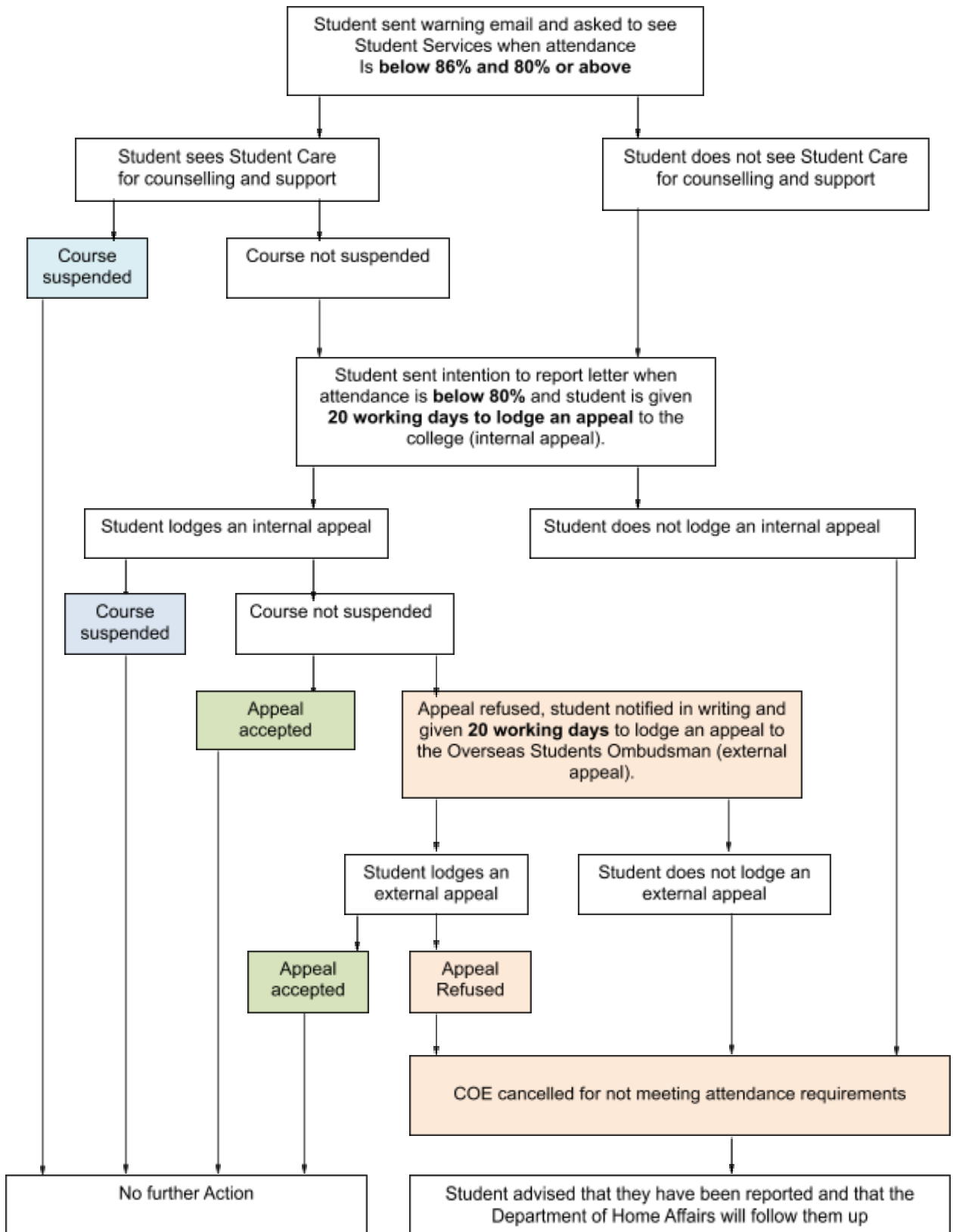
- 8.1 The College should keep all correspondence sent to and received from students in relation to their attendance. If there is any counselling offered by the College this should also be recorded and kept on the student's file.

PUBLICATION OF POLICY

This Policy will be made available to students and staff by way of the College website(s) and through student/staff orientation handbooks.



STAGES OF COUNSELLING AND SUPPORT FOR ATTENDANCE MONITORING





POLICY REVIEW

This Policy will be reviewed as part of the College’s three year policy review cycle or as required by regulatory changes.

RELEVANT LEGISLATION

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards	
Commonwealth	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students Act 2000

RELATED POLICIES AND PROCEDURES

This document references the following College policies and/or procedures:

Related Policies and Procedures	
Policies	Student Complaints and Appeals Policy, Deferment, Suspension and Cancellation Policy

KEYWORDS

Keywords	Attendance, monitoring attendance, marking rolls, absence, intention to report
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POLICY OWNER

Owner	Learner Experience Enterprise Unit
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POLICY/PROCEDURE HISTORY

Policy History			
Current version	Current version release date	Author	Description of changes
Attendance Policy and Procedure v2.3R	18 May 2015	Sharon Luhr	Original Document
Attendance Policy and Procedure v2.5R	February 2018	Sara Gaudry	Full update in accordance with the Policy and Procedure Template v1.0, Guidelines for Drafting Policies and Procedures v1.0 and the National Code.
ELICOS Attendance Policy and Procedure v1.0R	June 2019	Sara Gaudry	Division of the Attendance Policy and Procedure v2.5R into ELICOS Attendance Policy and Procedure v1.0 and VET Attendance Policy and Procedure v1.0 and updated letterhead.