



# ELICOS ATTENDANCE POLICY AND PROCEDURE

## PREAMBLE

The College monitors and records its students' attendance and reports for National Code and 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.

## DEFINITIONS AND ACRONYMS

**“CoE”** means Confirmation of Enrolment.

**“College”** means English Unlimited.

**“Compassionate or Compelling Circumstances”** means circumstances generally beyond the control of the student which have an impact on the student's course progress or wellbeing. 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. a traumatic experience or circumstance which has or will impact on the student's ability to study (these cases should be (where possible) supported by police or psychologists reports),
- v. where the College was unable to offer a prerequisite unit, or
- 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)



**“Medical Certificate”** means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

**“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 duration of the student’s enrolment.

**“Underage Student”** means a student of the College who is under the age of 18 years (calculated from the time of the student’s date of birth) at the date of enrolment with the College.

## 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, the Student Management System and the Learner Management System;
- b) overall attendance is calculated weekly throughout the duration of their enrolment (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 for the duration of their enrolment (this is considered Satisfactory Course Attendance).

## 2. PROCEDURE FOR MARKING ROLLS

2.1 ELICOS teachers are required to enter student attendance directly into the Student Management System and sign off daily class rolls for each lesson (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 The data from class rolls are to be uploaded into the College's student management system at the end of each class.

### 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/Manager, 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:
- Student Care will attempt to contact the student by phone or email.
  - If contact with the student cannot be made Student Care will contact the student's education agent, if any.
  - If contact with the student is made, College staff will provide counseling as necessary in relation to attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
  - 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 throughout the duration of their enrolment 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:

Overall attendance = ((A - B) / A) x 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 to between 86% and 80% 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 counseling and support, including advice on how to improve their attendance.

Table with 2 columns: Student Tip and Staff guidance. Student Tip includes advice on seeking help and a list of options (Suspension of course, Reduction in scheduled course contact hours, Additional classes). Staff guidance includes when warnings can be sent and the requirement to focus on keeping attendance above 80%.

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 College's 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 80% 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

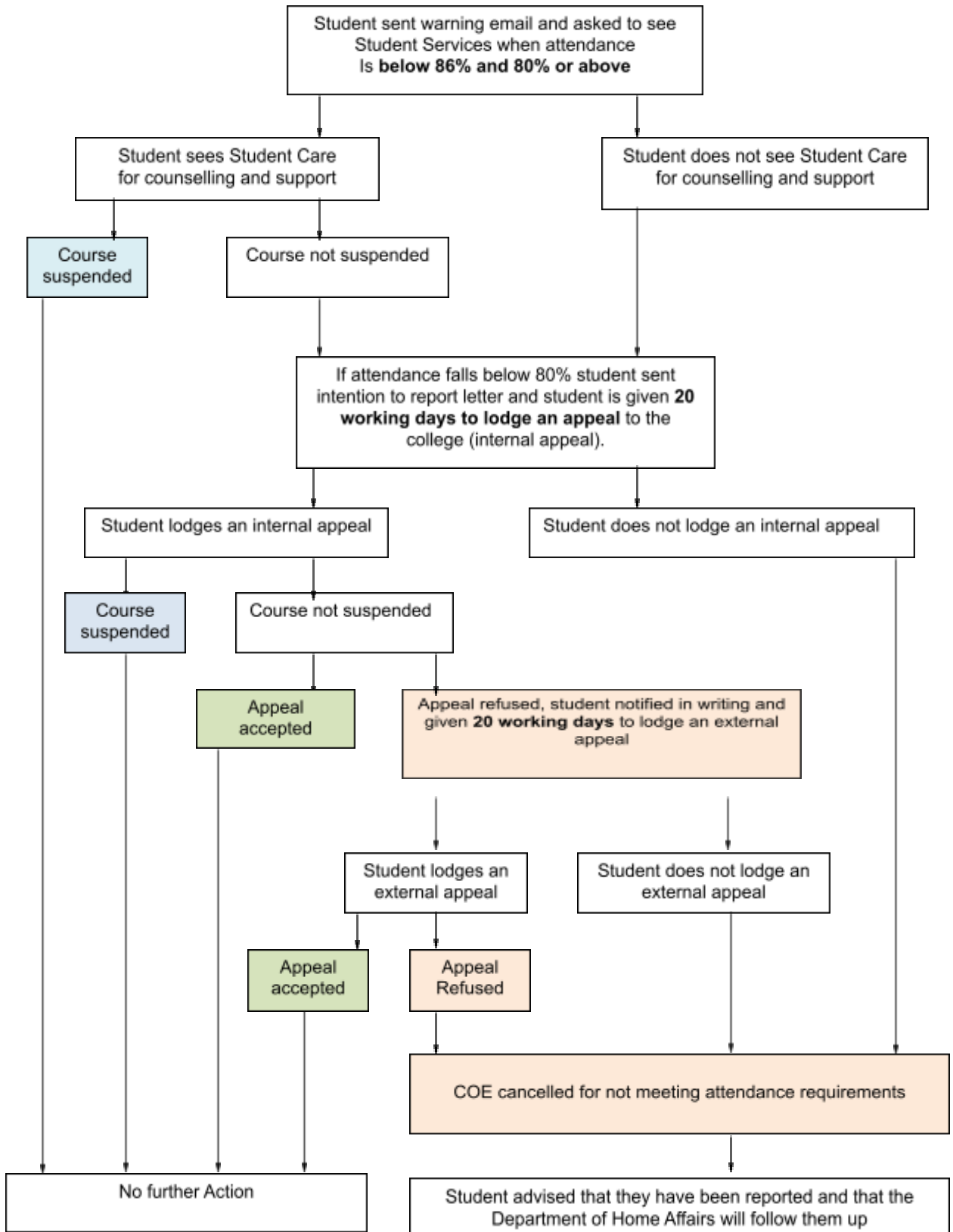
- 8.1 The College should keep all correspondence sent to and received from students in relation to their attendance. If there is any counselling offered by the College this should also be recorded and kept on the student's file.

## 9. UNDERAGE STUDENTS

- 9.1 All written communication to the Underage Student about attendance must be copied to their parent or carer and stored in the Student Management System. All verbal communication with the student must also include the student's parent/carers and Campus Manager.



### STAGES OF COUNSELLING & 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	
<b>Commonwealth</b>	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	
<b>Policies</b>	Student Complaints and Appeals Policy, Deferment, Suspension and Cancellation Policy

**KEYWORDS**

<b>Keywords</b>	Attendance, monitoring attendance, marking rolls, absence, intention to report
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**POLICY OWNER**

<b>Owner</b>	Learner Experience 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, Guidelines for Drafting Policies and Procedures 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 and VET Attendance Policy and Procedure and updated letterhead.
ELICOS Attendance Policy and Procedure v1.1R(EU)	March 2021	Sara Gaudry	General review
ELICOS Attendance Policy and Procedure v1.2R(EU)	June 2022	Sara Gaudry	Addition of under 18s clause (see clause 9) and definition of underage student and removal of reference to VET Attendance Policy which has been made redundant. Change to percentage in clause 7.6 from 70% to 80%.