

Student Attendance Progress Monitoring Policy and Procedure for ELICOS



1. Purpose

The Attendance Monitoring Policy and Procedure for ELICOS ensures to systematically monitor students' compliance with student visa conditions relating to attendance. The ELICOS Provider abiding by the policy has a soul purpose to be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements and consequently, report students under Section 19 of the ESOS Act who have breached the attendance requirements.

2. Scope

This policy is designed for potential or current students who are willing to enrol or enrolled in one of the ELICOS courses within the scope of the RTO. The ELICOS Academic Manager / Director of Studies (DOS) is responsible for monitoring the procedures outlined in this policy and ensure compliance at all times. All Trainers and Assessors as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

3. Relevant standards, acts ad legislations

The policy supports 'Standard 11-monitoring Course Progress' of the National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007', Standard 8 of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard P3-Teaching ELICOS and Standard P4- Assessment of ELICOS students of the ELICOS standards 2018.

4. Definitions

Term	Definition
Satisfactory Course Progress	Means obtaining a HD the student had a High distinction overall with more than 80% success. A result C (Credit) means the student achieved 70%-79% and a P for those who pass with 50%-69%. An overall score under 50% will be consider as F(Fail).
'At Risk'	Student not meeting satisfactory course progress requirements
'Intervention'	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
'Unit of Competency'	Subject that student will study in the qualification
'Special Consideration'	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is face to face contact with a trainer/assessor or equivalent attendance as approved by both the Training Manager and CEO
DIBP	Department of Immigration and Border Protection

4. Policy

The policy statement is outlined below:

The ELICOS Provider ensures to:

- A. Inform all staff and students about the Attendance Monitoring Procedures and is made available to all at all time.
- B. Record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled in any ELICOS course
- C. Regularly assess the attendance of students in accordance with their attendance policies and procedures. 'Regular assessment' means that attendance should be assessed frequently enough that a provider is able to make judgements about the student's level of attendance in each study period.
- D. To notify the student in writing of its intention to report the student for not achieving satisfactory attendance of 80%. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.
- E. To ensure careful review and recording of considerable compassionate and compelling students on deciding 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 its documented attendance policies and procedures; and
 - c. the registered provider 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.
- F. Record and secure
 - a. evidence on students' files of contacting and counselling students who have been identified as at risk of not meeting attendance requirements
 - b. Evidence of all breaching letters send to the student when attendance is below 80%
 - c. Evidence that the attendance policies and procedures have been provided to staff and students.

5. Procedure:

5.1. Attendance Recording

Student attendance is monitored each and every session of scheduled class time using the 'Class Attendance Record Sheet' (Appendix A). Each trainer will be provided a 'Class Attendance Record Sheet' that will include the names of all students currently enrolled in each class. This 'Class Attendance Record Sheet' will be populated by Student Administration at the beginning of each week. Each trainer shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.

This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session. A symbol

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shall be placed in the box beside each student's name to indicate their attendance. A student who arrives late or misses part of a session shall have their hours of attendance recorded on the 'Class Attendance Record Sheet'.

The following symbols are to be used in recording a student's attendance:

Session Hours	Meaning
√	Full Attendance Achieved
×	Attendance variation (Late arrival, leave early, missed Hours) Student late arrive time / leave early time will be recorded by trainer.
o	Absent (zero attendance)

Student attendance is then tallied for the day and the Trainer / Assessor will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student.

The 'Student Attendance Record Sheet' is to be submitted to Student Administration at the end of each day. Student Administration will ensure these record sheets are maintained securely and collated as required.

All attendance shall be recorded in the Student Data Management System and the RTO's Attendance System' (Excel Spreadsheet) which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration & Trainers / Assessors) are informed of this process and the importance for accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the Academic Manager.

5.2. Attendance monitoring

The Academic Manager will monitor student attendance. 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.

At the beginning of each course the Student Data Management System and the institute' Attendance System' (Excel Spreadsheet) will be set up with each of the students and their relevant required course hours.

All 'Student Attendance Record Sheet's' are to be submitted to the Student Administration department who will enter all data into the Student Data Management System and in the institute Attendance System (Excel Spreadsheet). At the end of each week it is the responsibility of the Student Administrator to ensure all attendance records are up to date and are accurate.

At this time, once per week, the Academic Manger checks the attendance percentage of all students and monitor the individual attendance of each student.

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Where an individual student attendance falls into the any of the following categories the associated action shall be taken:

Student Attendance Status	ELICOS Provider Action
Any student who has missed 5 consecutive days of classes without prior approval	<p>The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not unsuccessful the Academic Manager is to be informed and shall attempt to identify the student's current contact details.</p> <p>Where the student is not able to be contacted by phone / email, a 'Student Attendance 1st Warning Letter' (Appendix B) is to be sent to their address on file.</p> <p><i>It must be noted that students have been informed via the 'Enrolment Agreement' to notify the institute immediately of changing their address or contact details.</i></p> <p>If a student does not comply and does not attend classes after being contacted, the Academic Manager is to be notified and the student's location is to be identified or student enrolment status updated as required.</p>
When a student's projected attendance falls below 90%	The student is to be sent a 'Student Attendance 1st Warning Letter' (Appendix B) informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.
When a student's projected attendance falls below 85%	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' (Appendix C). This communication will indicate the student is required to organise an appointment with the Academic Manager to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days, the Student Administrator will attempt to contact the student and action the student enrolment status as required.</p>
When a student's projected attendance falls below 80%	The student shall be sent a 'Student Attendance Breach Recorded Letter' (Appendix D) letter indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their

	<p>course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' (Appendix E) notifying the student of the action taken.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Academic Manager who will, in conjunction with Student Administrator, monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

5.3. Reporting 'Breach of Student Attendance'

All students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Academic Manager who monitors the attendance records weekly. All warning letters, breach recorded letter, and breach reported letter are to be maintained on the student's file.

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated. It is the responsibility of the Academic Manager to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for the period that the

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student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)

Where a student is able to provide evidence that the attendance records are incorrect they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported. (Appendix F)

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

5.4. Ensuring Integrity of the Data

To ensure the integrity of the attendance data and records the Academic Manager shall regularly review a sample of attendance records to verify the data included in the projected attendance spreadsheet is accurate.

The Academic Manager shall use the 'Student Data (Attendance) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The class attendance record sheets
- Student Data Management System
- ELICOS Provider Attendance System (Excel Spreadsheet)
- The Intention to Report Register

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic term.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the Academic Manager.

5.5. Compassionate and Compelling Situation

The ELICOS Provider may decide not to report the student for breaching the 80% attendance requirement, only when the students can demonstrate with evidence of a compassionate and compelling situation as explained below:

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:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

or a traumatic experience which could include:

- involvement in, or witnessing of a serious accident; and
- 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) or where the registered provider was unable to offer a pre-requisite unit.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, the ELICOS Provider will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.