

# Attendance Monitoring and Intervention Strategy Policy and Procedure

## Policy

1. This policy is to support Standard 8 of the ESOS National Code 2018.
2. This policy applies to the College's international ELICOS students and staff.
3. This policy does not apply to the College's VET/ Vocational Education and Training students because the College monitors overseas students' course progress for its vocational education and training courses. However, the college has an attendance monitoring procedure to support VET students to achieve satisfactory course progress by regularly following up with VET students to attend their classes minimum 80% of the scheduled class hours. The VET students' attendance is monitored every fortnight. The attendance monitoring for VET students are not used for the purpose of reporting to the ESOS Agency/ Department of Home Affairs.
4. The college is to ensure students participate in 20 schedule course contact hours per week including implementing systems to monitor this and take appropriate action in relation to students who do not attend as required.
5. The College monitors overseas students' attendance for ELICOS students in each ELICOS course which the overseas student is enrolled every week.
6. The College clearly outlines and informs the relevant overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period.
7. The College has and implements these documented policy and process for monitoring and recording attendance of the overseas student, specifying:
  - a. requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours
  - b. the method for working out minimum attendance under this standard
  - c. processes for recording course attendance
  - d. details of the College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
  - e. processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
8. Where the College has assessed the overseas student as not meeting attendance requirements, the College must give the overseas student a written notice as soon as practicable which:
  - a. notifies the overseas student that the College intends to report the overseas student for unsatisfactory course attendance
  - b. informs the overseas student of the reasons for the intention to report
  - c. advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.
9. The College must only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
  - a. the internal and external complaints processes have been completed and the decision or recommendation supports the College, or

- b. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
  - c. the overseas student has chosen not to access the external complaints and appeals process, or
  - d. the overseas student withdraws from the internal or external appeals processes by notifying the College in writing.
10. The College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
  - the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.
11. The CEO is responsible for the implementation of this policy and to ensure that staff and relevant international students are aware of its application and that staff implement its requirements.

## Procedure

### For ELICOS Students

1. The ELICOS students' attendance is recorded in each session by the relevant trainers. The attendance record is entered in the college's attendance recording system by the Student Support Officer. The projection of students' attendance is calculated automatically by the system. Initially, the projected attendance for each student is 100% for a study period. Any absence from scheduled class will be deducted from the projected attendance.
2. Every week, the Student Support Officer monitors the attendance projection. Students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements as per the percentage thresholds below will be identified and notified and assisted. The Student Support Officer is to set up an automatic reminder in their electronic calendar so that on the scheduled attendance monitoring day, a reminder will be automatically sent to their email.
3. Failure of meeting attendance conditions will result in the following procedure:
  - a. STEP ONE (90% projected attendance/ absent for more than 5 consecutive days without approval) - A student will be sent an Initial Warning Letter-Unsatisfactory Attendance to come for counselling by the Student Support Officer.
  - b. STEP TWO (80% projected attendance) - A student will be sent a Final Warning Letter-Unsatisfactory Attendance and counselled by the ELICOS Coordinator.
  - c. STEP THREE (below 80% projected) - A student will be sent an Intention to Report Letter-Unsatisfactory Attendance (Students may be reported to the ESOS Agency/ Department of Home Affairs)
4. The Student Administration sends warning letters to students who are falling under a relevant category. The warning letters will be sent to students by email. If the students do not respond to the warning letters, the Student Support Officers will follow up with the students by contacting them by phone.
5. An Intention to Report Letter - Unsatisfactory Attendance will be signed by the Director of Studies and sent by the Student Administration to students by email.
6. A student may choose to access the College's Complaints and Appeals Procedures if he/she disagrees with the decision made by the College. This response must be made within 20 working days of receiving the Intention to Report Letter.

7. The College will have the discretion to report or not to report an ELICOS student to the ESOS Agency and Department of Home Affairs if the attendance percentage remains above 70%. However, the only exceptions to reporting attendance breaches will be if the College is satisfied that the student has a compelling or compassionate reason for falling below 80%. This evidence must be supplied by the student. (E.g. medical certificates or other documentation). Any student whose attendance is below 70% will be reported to the ESOS Agency and Department of Home Affairs. Students who do not supply evidence of reasons for absence will be reported to the ESOS Agency and Department of Home Affairs.
8. The Report to ESOS Agency-Unsatisfactory Attendance letter will be sent by email, a copy will also be kept on the student's file by the Student Administration.

Other steps such as contacting the student's agent and/or student's parent may also be taken in these situations, if deemed necessary by the College's management.

### For VET Students

1. The VET students' attendance is recorded in each session by the relevant trainers. The attendance record is entered in the Student Management System, Wisenet by the Student Support Officer. The projection of students' attendance is calculated automatically by the system. Initially, the projected attendance for each student is 100% for a study period. Any absence from scheduled class will be deducted from the projected attendance.
2. Every fortnight, the Student Support Officer monitors the attendance projection. Students who are at risk of not meeting attendance requirements as per the percentage thresholds below will be identified and notified and assisted. The Student Support Officer is to set up an automatic reminder in their electronic calendar so that on the scheduled attendance monitoring day, a reminder will be automatically sent to their email.
3. Failure of meeting attendance conditions will result in the following procedure:
  - a. STEP ONE (90% projected attendance) - A student will be sent a reminder email to attend classes regularly.
  - b. STEP TWO (80% projected attendance) - A student will be sent a reminder email to come for counselling by the Student Support Officer.
  - c. STEP THREE (below 80% projected) - A student will be sent a reminder email to come for counselling by the Director of Studies.
4. If the students do not respond to the warning letters, the Student Support Officers will follow up with the students by contacting them by phone.
5. The attendance monitoring for VET students is used for supporting the students in achieving satisfactory course progress and not used for the purpose of reporting to the ESOS Agency/ Department of Home Affairs.
6. The College may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly. Any students at risk of not meeting course attendance requirements will be identified, notified via email and assisted before failing to meet the attendance requirements. If students do not respond to the college's attempt to assist them, the VET students will be followed up/ contacted by phone to meet the Director of Studies or delegate so that an early intervention strategy can be implemented.

7. If the student who is at risk of not meeting the attendance requirements does not respond to the College's attempts to assist the student to meet the attendance requirements and the student is at risk of not meeting satisfactory course progress in the first study period, the student will be sent the Unsatisfactory Course Progress Initial Warning Letter by the Student Support Officer. The Student Support Officer is to check the student's assessment result records from Wisenet. The Final Unsatisfactory Course Progress Final Warning letter/ Intention to Report Letter - Unsatisfactory Course Progress Letter may be sent to the student if the student does not attend the classes regularly or does not respond to the College's attempts to assist the student in achieving satisfactory course progress.