Attendance Monitoring
Policy and Procedure

Policy
1. This policy is to support Standard 11 of the ESOS National Code.
2. This policy applies to the College's ELICOS students/international students who enrol full time in an EAL/English as an Additional Language course and staff.
3. This policy does not apply to the College's VET/Vocational Education and Training students because the College implements the Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy) for its vocational education and training courses.
4. The CEO is responsible for the implementation of this policy and to ensure that staff are aware of its application and that staff implement its requirements.

Procedure

Purpose
The purpose of this procedure is to monitor international students' attendance.

Requirements
1. The College systematically monitors students' compliance with student visa conditions relating to attendance. The College is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. The College reports students under Section 19 of the ESOS Act who have breached the attendance requirements.
2. The College must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is an ELICOS course (in this case an EAL/English as an Additional Language course).
3. For its EAL course, the College must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:
   a. requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend at least 80 per cent of the scheduled course contact hours
   b. manner in which attendance and absences are recorded and calculated
   c. process for assessing satisfactory attendance
   d. process for determining the point at which the student has failed to meet satisfactory attendance; and
   e. procedure for notifying students that they have failed to meet satisfactory attendance requirements.
4. For its EAL courses, the College's attendance policy and procedure must identify the process for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (before the student’s attendance drops below 80 per cent).
5. For its ELICOS courses/ EAL Courses, the College must regularly assess the attendance of the student in accordance with the College’s attendance policy and procedure.

6. Where the College has assessed the student as not achieving satisfactory attendance for an EAL course, the College must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the College'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.

7. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College must notify the ESOS Agency (ASQA) through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

8. For the EAL courses, the College may only 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 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.

Procedure

1. 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 to come for counselling.
   b. STEP TWO (80% projected attendance) - A student will be sent a Final Warning Letter and counselled.
   c. STEP THREE (below 80% projected) - A student will be sent an Intention to Report Letter (Students may be reported to the ESOS Agency/ Department of Immigration and Border Protection (DIBP))

2. The Student Support Officer sends warning letters and an intention to report letter to students who are falling under a relevant category. The warning letters and Intention to Report Letter will be sent to students' addresses and email addresses.

3. 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.

4. The College will have the discretion to report or not to report a student to DIBP 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 DIBP. Students who do not supply evidence of reasons for absence will be reported to DIBP.
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.