



## ELICOS Student Attendance Monitoring Policy

Responsibility for Implementation: RTO Compliance Manager

Date of Approval: 14 Oct 2016

Date of Review: Oct 2018, Oct 2019

This policy applies only to ELICOS courses; VET courses are under DET-DIBP Course Progress Policy and will not report students on attendance. However the attendance will be monitored to ensure students can achieve satisfactory course progress during their studies.

Students at risk of not meeting satisfactory course attendance under Standard 11 of the National Code must be identified and counselled as per the procedure. The procedures below specify:

1. Requirements for achieving satisfactory attendance, which at a minimum, requires overseas students to attend 80% of the scheduled course contact hours
2. The manner in which attendance and absences are recorded and calculated
3. The process for assessing satisfactory attendance
4. The process for determining the point at which the student has failed to meet satisfactory attendance and
5. The procedures for notifying that the student has failed to meet satisfactory attendance requirements.

Students who have been absent for five consecutive days and above without approval will be contacted and issued with an Attendance Warning Letter. This attendance warning letter will outline the requirements of Visa Condition 8202 which states that satisfactory attendance must be maintained. The letter will also encourage students to discuss any issues with the Operations Manager. All communication between the student and the Academy will be recorded on the Student file.

Students will be informed of this policy and its consequences through the following means:

1. Pre-Enrolment Information Guide, Application Form and Agreement with Student
2. Induction during Student Orientation
3. Thorough training of all Trainers to implement this policy and recording of sessions
4. Inclusion of the policy and procedures in the Student Handbook and Policy & Procedures Manual.
5. Inclusion on Elite Education Vocational Institute ('EEVI') website.

### Attendance Monitoring Procedure

- Student attendance is checked and documented during each session by the Trainer on each unit's Attendance Sheets.
- A First Caution Letter for Unsatisfactory Attendance (by email) will be sent to any student who has been absent for five consecutive days and above without approval or students whose projected attendance has fallen below 90%. The letter outlines *Student Visa Condition 8202*. Also the letter



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requests the student to contact either the ELICOS Course Coordinator or Student Service Manager immediately to explain any extenuating circumstances and provide any supporting documents for absences.

- Medical certificate is required for claimants of medical reasons which cover 20% non-attendance over the aggregate term. Students at risk of breaching this attendance requirements will be counselled and offered any necessary support.
- Any student whose projected attendance has fallen below 85% will receive a Second Caution Letter for Unsatisfactory Attendance delivered by email warning message informing them of the requirement to attend classes. The letter outlines Student Visa Condition 8202. The letter asks the student to attend an appointment with the Student Service Manager on a scheduled date and time to explain any extenuating circumstances and provide any supporting documents for absences. This letter will also outline Australian Academy of Commerce's intention to report the Student to DIBP via PRISMS for breaching the attendance conditions of the Student Visa if attendance drops below 80%.
- Aggregate calculations are over each ten-week term. Any period of deferral from class will not be included in student attendance calculations. Any other absence from class will be counted in student attendance calculations.
- If attendance is below 80% the student will be issued a Written Notice of Intention to Report Letter for Unsatisfactory Attendance, delivered by email. This letter will outline EEVI's intention to report the Student to DIBP via PRISMS for breaching the attendance conditions of the Student Visa for dropping below 80% attendance. The student will be informed of the appeal process and is given 20 days to make an appeal. During this time the student is required to attend all classes.

**ELICOS** – Attendance is kept daily and given to the ELICOS Course Coordinator at the end of each week. The ELICOS Course Coordinator will prepare warning letters on the Friday of each week.

Warning letters will be issued as follows:

- 1) Student's attendance is below 90%, they receive Warning Letter #1
- 2) Student's attendance is below 85% and they have already received Warning Letter #1, they shall now receive Warning Letter #2
- 3) Student's attendance is below 80% and they have already received Warning Letter #1 & Warning Letter #2, they shall now receive a Written Notice of Intention to Report.
- 4) Note – The Institute may use their discretion to not issue Written Notice of Intention to Report to students with attendance above 70% as long as they can clearly demonstrate that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply and they are maintaining satisfactory course progress as per National Code (Standard 11.9).

All warnings will be sent in writing to the student's nominated email account.

Students have the right to appeal within 20 working days from the warning being sent.

## Appeals processes



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- a. If, at the end of the 20 working day period, the appeals process has not been accessed the Institute will proceed with the reporting process through PRISMS.
  - b. The Institute will make further attempts, within reason, to contact students and instigate the appeal two to three working days prior to reporting.
  - c. If, at the end of the 20 working days period, the appeals process has been accessed and the student's appeal has been denied, the Principal will notify the student in writing of the unsuccessful appeal stating the reasons why the appeal was unsuccessful.
  - d. Students whose appeal is denied are informed of their right to an external appeal. Students wishing to access an external appeal must do so within 10 working days of the accessing the internal appeal.
  - e. If, at the end of the 20 working day period, the appeals process has been accessed and the student's appeal has been successful the Student Service Manager will notify the student in writing of the successful appeal stating the reasons why the appeal was successful.

EEVI will notify DIBP via PRISMS of the student **not** achieving satisfactory course attendance as soon as practicable where:

- The student does not access the appeals process within 20 working days, or
- Withdraws from the appeals process, or
- The appeals process results in a decision in favour of the Institute.

Students will **not** be reported for failing to meet the 80% threshold where:

- The student engages the appeals process within 20 working days of receiving a Written Notice of Intention to Report letter, or
- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g. Medical illness supported by a medical certificate, major family events or problems, traumatic events or personal problems seriously affecting the student's ability to focus on study), or
- The student is making satisfactory course progress, and the student is attending at least 70% of the scheduled course contact hours for the course in which they are enrolled.