

# ELICOS Attendance Policy and Procedure

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## 1 PURPOSE

- 1.1 Della International College (DIC) is committed to the principles detailed in Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code 2018).
- 1.2 DIC ensures systematic monitoring of attendance for overseas students enrolled in English Language Intensive Courses for Overseas Students (ELICOS).
- 1.3 DIC is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- 1.4 Where it is determined that an ELICOS student has failed to achieve satisfactory attendance, DIC has systems to notify the Department of Home Affairs.
- 1.5 This policy guides the procedures for the monitoring of attendance for students in undertaking ELICOS at the college.
- 1.6 The policy:
  - establishes the framework for Student and Academic Services to determine satisfactory attendance;
  - outlines communication and intervention strategies to support student attendance;
  - outlines the methodology to identify students who do not meet, or are at risk of not meeting satisfactory attendance requirements; and provides direction to staff of the importance of appropriate, consistent and equitable support.

## 2 SCOPE

- 2.1 The policy applies to all students on a student visa enrolled at DIC at an ELICOS program.
- 2.2 DIC ELICOS teachers, Support Services staff and Compliance Manager have the responsibility for implementing and reporting against attendance.

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### 3 POLICY STATEMENT

- 3.1 A **minimum of 80 per cent (80%)** attendance of scheduled contact hours is required by students enrolled in an ELICOS program.
- 3.2 Students are to attend those classes for which they are enrolled and timetabled.
- 3.3 Attendance is based on the entire study period of the student as per his/her Confirmation of Enrolment (CoE).

### 4 PROCEDURE- MONITORING ATTENDANCE AND ATTENDANCE NOTIFICATIONS

- 4.1 Trainers submit the completed attendance sheets to the Admin Team by Monday for the previous week.
- 4.2 Attendance is recorded in the R6 Attendance Register-GE by the Admin Team.
- 4.3 The Admin team reviews the projected attendance percentage for each student and sends the ELICOS Student at Risk- report to the Compliance Manager. The report contains the list of students for the followings:
  - 4.3.1 Students who have missed more than 5 consecutive classes.
  - 4.3.2 Students' attendance falls below 90%
  - 4.3.3 Students' attendance falls below 85%
  - 4.3.4 Students' attendance falls below 80%

### 5 PROCEDURE- ATTENDANCE NOTIFICATIONS

- 5.1 The Compliance Manager/delegate sends the Attendance Notification to the students who miss more than five consecutive classes.
- 5.2 The Compliance Manager/delegate sends the Attendance Warning Notification -1st (L25) to the students whose attendance fall below 90%.
- 5.3 The Compliance Manager/delegate sends the Attendance Warning Notification -2nd (L26) to the students whose attendance fall below 85%.
- 5.4 Appropriate Intervention is to be offered to students to support attendance.

### 6 PROCEDURE-INTERVENTION

- 6.1 The Compliance Manager attempts to make contact with the students who were absent for more than five consecutive days or at risk of not meeting 80% attendance requirement by issuing the warning notifications in order to determine possible causes and explain their status and provide information about:
  - 6.1.1 the possible consequences of further poor attendance;
  - 6.1.2 relevant support services available to students for assistance;
  - 6.1.3 the requirement to attend a meeting with the Compliance Manager; and
  - 6.1.4 an intervention strategy for those students.

### 7 PROCEDURE - REPORTING FOR UNSATISFACTORY ATTENDANCE

- 7.1 When the attendance shows that a student will fail to meet the required 80% attendance, an Attendance Warning Notification -ITR (L27) will be issued. The Attendance Warning Notification -ITR (L27):
  - 7.1.1 notifies the overseas student that DIC intends to report the overseas student for unsatisfactory course attendance
  - 7.1.2 informs the overseas student of the reasons for the intention to report

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- 7.1.3 advises the overseas student of their right to access DIC's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 7.2 The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- 7.2.1 the internal and external complaints processes have been completed and the decision or recommendation supports DIC, or
  - 7.2.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or
  - 7.2.3 the overseas student has chosen not to access the external complaints and appeals process, or
  - 7.2.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 7.3 DIC 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.

## 8 CONSIDERATION FOR NON-ATTENDANCE

- 8.1 Consideration for non-attendance explains why a student is absent, it does NOT however excuse absence. A medical certificate or compelling and compassionate grounds still require a student to meet the minimum attendance requirements. Absences, irrespective of their nature, that result in a minimum attendance dropping below the required 80% attendance level will result in the student being issued with an Intention to Report (ITR).
- 8.2 'Compassionate or compelling circumstances' are those beyond the control of the student and which have an impact upon the student's attendance or wellbeing. These could include:
- a) Pregnancy or childbirth;
  - b) serious illness or injury supported by a medical certificate;
  - c) serious illness or bereavement of a family member;
  - d) involvement or being witness to a traumatic experience;
  - e) being the victim of or witness to a serious crime;
  - f) major political upheaval in your home country requiring emergency travel;
  - g) a major natural disaster in your home country requiring emergency travel; and/ or
  - h) Inability to commence or resume your studies due to visa processing delays.
- 8.3 Where compelling or compassionate circumstances exist, original or certified medical, psychological, police or other certificates must be provided to the classroom teacher/admin team.
- 8.4 A student must attend class while an appeal is in progress.
- 8.5 A student will also be provided the opportunity to access the external appeals process documented in the Student Complaints and Appeals Policy and Procedure if the outcome of their internal appeal is to uphold the decision by the college.

## 9 RESPONSIBILITIES

- 9.1 DIC classroom teachers, Student and Academic Services staff and Compliance Manager have responsibility for implementing and reporting against attendance.
- 9.2 The Compliance Manager is accountable for the policy.

## 10 RECORDS MANAGEMENT

- 10.1 Staff must maintain all records relevant to administering this policy and procedure in a recognised college recordkeeping system.

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### 11 RELEVANT DOCUMENTS

L24 Attendance Notification  
 L25 Attendance Warning Notification -1st  
 L26 Attendance Warning Notification -2nd  
 L27 Attendance Warning Notification -ITR  
 R6 Attendance Register-GE  
 RPT-002 Student At Risk-ELICOS

### 12 FEEDBACK

12.1 College staff and students may provide feedback about this document by emailing:  
[compliance@dellainternational.edu.au](mailto:compliance@dellainternational.edu.au)

### 13 APPROVAL DETAILS

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