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ELICOS Attendance Monitoring & Intervention Policy & Procedure

Important Definitions

1. 'Course' is defined as any period of study covered by a single eCoE or a VoE.
2. 'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students.
3. 'Current Attendance' is the attendance rate within a particular period of time.
4. 'eCoE' is defined as an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course.
5. 'Level' refers to the level of English language proficiency such as Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate etc. in the General English course. Students are taught for 10 weeks in each level in the GE Course.
6. 'PRISMS' is the Provider Registration and International Students Management System.
7. 'Satisfactory attendance' is defined as a student who achieves more than 80% for any study period.
8. 'Total Attendance' is the attendance rate referring to the overall enrolment duration.
9. 'Unsatisfactory attendance' is defined as failure by a student to achieve more than 80% attendance for any study period.

Purpose

The purpose of this policy is to ensure Insight Academy (IA) is compliant with all legislative & regulatory requirements in monitoring attendance for international students studying ELICOS at IA.

The requirements for attendance monitoring of ELICOS students are set out in:
- Education Services for Overseas Students Act 2000 (ESOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standard 8: Overseas student visa requirements.

Insight Academy recognises that student's satisfactory attendance is directly related to the achievement of their course outcomes. Thus, IA systematically records, monitors and assesses student attendance. If the student records indicate that the student has 'unsatisfactory attendance' and/ or the student is at risk of not meeting course requirements due to low attendance, Insight Academy's academic intervention strategy will be triggered.

The IA intervention strategies are based on this policy & procedure.

Scope

This policy applies to all international students studying ELICOS at Insight Academy either as student visa holders or other visa holders as well as all IA staff responsible for teaching and supporting students enrolled in ELICOS at IA.

Policy

This policy will govern the procedure for monitoring the attendance to reflect both, compliance as well as best practices with all aspects of the legislative and regulatory requirements of a CRICOS registered provider of education services to international students on Australian student visa as well as otherwise.

All ELICOS students studying at IA are required to maintain a minimum attendance rate of 80% for the full course duration. The implementation of this policy allows for early detection of a student's attendance rate in case it is projected to fall below the minimum specified level of 80%.

Students are made aware of attendance requirements through:
- Pre-enrolment information provided to students,
- Student Orientation program undertaken on commencement,
- Constant communication from the assigned teachers.

IA provides the students an opportunity to rectify their situation before being reported for breaching attendance requirements while on a student visa or before course cancellation due to non-attendance while on other visas.

The attendance monitoring also supports the identification of students who may have compelling and/ or compassionate grounds for poor/ insufficient attendance so that the academic support team is able to provide strategic intervention support as required.

Procedure

Recording the student attendance

The student attendance is recorded every session of the scheduled class/ shift by the class teacher. The teachers are responsible for updating & monitoring this attendance record and ensure that it is accurate at all times.

At the end of each week, the attendance record is passed to the Academic Support team and the same is recorded in the Student Management System which then calculates the projected attendance of each student if they were to attend all remaining classes.

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As a fair practice and for the purpose of valid attendance calculation, all Public Holidays (if falling in the student's study weeks) are counted as attended classes.

Monitoring & Intervention

All ELICOS students are required to attend 20 scheduled contact hours at IA as per the shifts chosen by the students (Morning/ Afternoon/ Evening).

Student Attendance Status	IA Action
The student is absent for 2 classes/ shifts (4 Hrs each) during a week without prior approval.	The student will be contacted electronically and a '**Weekly Attendance reminder**' is sent to understand the reason for absence and to inform them of the need to attend classes and the effect of such absence on their projected attendance %.
The student's projected attendance falls below 90% for their full course duration.	The student is sent a '**Student Attendance: At Risk Warning'** electronically & in person (if possible) 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 (sent electronically) will detail the consequences of not achieving 80% attendance for the total course duration.
The student's projected attendance falls below 85% for their full course duration.	The student is sent a '**Student Attendance: Below 85% – 2nd Warning'** electronically & in person (if possible) informing them of their projected attendance and the requirement for them to organise a meeting with the Academic Support team to discuss their poor attendance as well as the intervention strategies to ensure they stay above 80% attendance for their full course duration. (The meeting with academic support team is organised via ELICOS Intervention meeting request form) If the student does not respond within 5 business days a follow up email is sent, and they are advised of the consequences personally if they are attending the classes. If not, then the absence from

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	classes is recorded as per the process and further action is taken.
The student's projected attendance falls below 80% for their full course duration.	If the student is: • **studying as an international student on Student Visa** - an 'Insufficient Student Attendance- Intention to Report' (ITR) letter is sent electronically &/ or in person indicating they have breached the course attendance requirements detailed in their visa conditions. This ITR letter will notifying the student of IA's intention to report them via PRISMS and that they can access IA's Complaints and Appeals Process to lodge an internal appeal within 10 working days. • **Studying as an international student on other visas** – a 'Insufficient Student Attendance - Final Notice' is sent electronically &/or in person indicating that they have breached the course attendance requirements. The Final Notice will notify the student of IA's intention to cancel their course enrolment and that they can access IA's Complaints and Appeals Process to lodge an internal appeal within 10 working days. If the students fail to access the IA's Complaints & Appeals Process within the given timeframe, IA will take action to cancel the student's: • eCoE (for Student Visa holders) & report them via PRISMS. • Course enrolment (for other visa holders). If the student appeals, a meeting is organised with the ELICOS Manager/ Coordinator to discuss their poor attendance reasons and any intervention strategies that may be implemented in order to make up for the lost attendance or for their attendance to at least stay above 70% of the total

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	course duration considering their course progress otherwise. If the student's internal appeal is unsuccessful, they are advised to access the external appeal process within ten (10) working days and provide evidence of the same. If the external appeal is made, IA will wait for the response from the Ombudsman and action accordingly. **The student is advised to continue attending the classes as per the schedule while the appeal process is going on.**
Cancelling student enrolment &/ or reporting 'Breach of Course Attendance Requirement'	As identified above, when a student fall below a projected attendance of 80%, and has no compassionate and compelling grounds, or loses their internal and external appeals, the student enrolment is cancelled, and they are informed electronically.

Exemptions

Students whose attendance falls below 80% are not reported/ their enrolments are not cancelled in the following circumstances:
- When the student produces verifiable evidence clearly demonstrating compassionate or compelling circumstances during the appeal meeting (e.g., medical certificate, Statutory Declarations); and
- IA teaching team confirms that the student is attending at least 70% of scheduled course contact hours and has satisfactory course progress.

Intervention Strategies

IA team implements various intervention strategies to either:
- ensure the students' attendance stays above 80% for their full course duration. Or
- make up for the lost attendance period. Or
- ensure the student' attendance is at least above 70% of the total course duration.

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These intervention strategies may include but are not limited to:

- Reviewing factors impacting attendance such as work schedules & counselling the students about their course requirements.
- Providing make-up classes outside scheduled course hours.
- Course extensions when the student needs more time to make up for achieving the academic goals.
- Temporary suspension of the course for compassionate & compelling (mostly medical) reasons.

Related Documents

This policy & procedure must be read in conjunction with the following:

- Warning letters for ELICOS Attendance
- Intention to Report for Insufficient ELICOS Student Attendance
- ELICOS Assessment and Course Progress Policy & Procedure
- Complaints & Appeals Policy & Procedure
- Complaints & Appeals Form
- Intervention & Support Strategy Form

Management Action & Responsibility

Operations Manager in consultation with the ELICOS Manager/ Coordinator is responsible for managing this Policy and its implementation.

Any suggested revisions to the policy in future will be approved by the CEO.