

ELICOS Attendance Monitoring & Intervention Policy & Procedure

1. Purpose

The purpose of this policy is to ensure Insight Academy effectively monitors and manages the attendance of students studying ELICOS. Regular attendance is essential for achieving successful learning outcomes, and Insight Academy recognises that unsatisfactory attendance can place a student at risk of not meeting course requirements. To support students in maintaining satisfactory progress, attendance is systematically recorded, monitored, and reviewed. Where attendance concerns are identified, the academic intervention strategies are activated to provide timely support and assistance.

2. Scope

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

3. Policy Statement

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.

For the purpose of this policy and related procedures it is important to understand the definitions of certain terms.

- 'Course' is defined as any period of study covered by a single eCoE or a VoE.
- 'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students.
- 'Current Attendance' is the attendance rate within a particular period of time.
- 'eCoE' is defined as an electronic Confirmation of Enrolment which is issued via PRISMS for a CRICOS registered course.

- 'Level' refers to the level of English language proficiency such as Elementary, Pre-Intermediate, Intermediate, Upper-Intermediate or Advanced in the General English course. Each level is made of 10 weeks of study in the GE Course.
- 'PRISMS' is the Provider Registration and International Students Management System.
- 'Satisfactory attendance' is defined as a student who achieves 80% or more for any study period.
- 'Total Attendance' is the attendance rate referring to the overall enrolment duration.
- 'Unsatisfactory attendance' is defined as failure by a student to achieve 80% attendance for any study period.

All ELICOS students studying at Insight Academy 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 via the website or through face-to-face counselling with the admissions and marketing team.
- Student Orientation program undertaken at the start of the course.
- Constant communication from the assigned teachers and student support staff.

Insight Academy 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.

4. Procedure

4.1 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 the attendance accurately on the Student Management System (STARS).
- All ELICOS students are required to attend 20 scheduled contact hours at Insight Academy as per the shifts chosen by the students (Morning/ Evening).

4.2 Monitoring & Intervention

- The teachers monitor the attendance and inform the Academic Support Officer to complete a '**Wellbeing Check**' where a student misses two (2) consecutive sessions.
- At the end of each week, the Academic Support Officer reviews the projected attendance of each student.
- 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.

Student Attendance Status	Insight Academy 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 ' Wellbeing Check ' is sent to understand the reason for absence and to check if the students would need any support. The students are also informed again about the attendance requirements and the effect of 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 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 details 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 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 Link provided in the warning letter.

	<p>If the student does not respond within 5 business days and continue to not attend regular classes, a follow up email is sent, and they are further warned about of the consequences of low attendance.</p>
<p>The student's projected attendance falls below 80% for their full course duration.</p>	<p>If the student is:</p> <ul style="list-style-type: none"> studying as an international student on Student Visa - an 'Insufficient Student Attendance- Intention to Report' (ITR) letter is sent electronically indicating they have breached the course attendance requirements detailed in their visa conditions. This ITR letter will notifying the student of Insight Academy's intention to report them via PRISMS. Studying as an international student on other visas – a 'Insufficient Student Attendance - Final Notice' is sent electronically indicating that they have breached the course attendance requirements. The Final Notice will notify the student of Insight Academy's intention to cancel their enrolment. The students are notified that they can access Insight Academy's Complaints and Appeals Process to lodge an internal appeal within twenty (20) working days. The appeals process commences within ten (10) working days of the lodgement of the appeal. <p>Students with CoEs of 10 weeks or less will be sent a 'Insufficient Student Attendance - Intention to Report' (ITR) letter OR 'Insufficient Student Attendance - Final Notice' with no prior warning letters if their overall attendance drops below 85% (i.e. 2-4 consecutive days).</p>
<p>Accessing the Complaints and Appeals Process</p>	<p>If the student appeals, an intervention meeting is organised with the ELICOS Manager/ Coordinator to discuss the reasons for their poor attendance.</p> <p>Students whose appeal is upheld will receive support, counselling and monitoring as necessary. Students will be</p>

	<p>required to comply with any conditions attached to the decision.</p> <p>Intervention & support strategies will be implemented in order to make up for the lost attendance or to ensure that their attendance stays at least above 70% of the total course duration considering their course progress otherwise.</p> <p>Important Note: Students whose attendance falls below 80% are not reported/ their enrolment is not cancelled in the following circumstances:</p> <ul style="list-style-type: none"> • When the student produces verifiable evidence clearly demonstrating compassionate or compelling circumstances during the appeal meeting (e.g., medical certificate, evidence documenting compelling/ compassionate grounds for non-attendance); and • It can be confirmed that the student has satisfactory course progress and will be able to finish the course with at least 70% of scheduled course contact hours. <p>All discussions and details of the intervention meeting are documented in the <i>Intervention Support Strategy Form</i>.</p> <p>Students are notified that they must continue to attend classes as scheduled until the completion of all internal and external appeals processes.</p> <p>If a student's program finishes during this time, Insight Academy reserves the right to not make a further offer of ELICOS to the student.</p>
Cancelling student enrolment &/ or reporting 'Breach of Course Attendance Requirement'	<p>If the students fail to access Insight Academy's Complaints & Appeals Process within the given timeframe: Insight Academy will take action to cancel the:</p> <ul style="list-style-type: none"> • eCoE (for Student Visa holders) & report them via PRISMS. • Enrolment (for other visa holders).

	<p>If the student's overall attendance continues to fall but is between 70-80% even after the intervention meeting, they will be issued an Intention to Report Letter or the Final Notice again and the process will recommence.</p> <p>If the student's attendance falls below 70%, they will be reported to the Department of Home Affairs via PRISMS without any further notification.</p> <p>If the student's internal appeal is unsuccessful (i.e. no compelling or compassionate grounds for non-attendance), the student is advised to access the external Appeals process within ten (10) working days. Students are required to provide evidence of the same (Lodgement Referral Number).</p> <p>If the external appeal is made, Insight Academy will wait for the response from the Ombudsman and action accordingly.</p>
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4.3 Intervention Strategies

Insight Academy 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
[Where compassionate and compelling circumstances are established for low attendance in the past]

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.

5. Supporting Documents

- Student Attendance: At Risk Warning letter
- Student Attendance: Below 85% – 2nd Warning
- Insufficient Student Attendance- Intention to Report (ITR)
- Insufficient Student Attendance - Final Notice
- Complaints & Appeals Form
- Intervention Support Strategy Form

6. Related Policies

- ELICOS Assessment and Course Progress Policy & Procedures
- Feedback, Complaints & Appeals Policy & Procedure
- Document Management and Records Retention Policy and Procedures

7. Roles and Responsibilities

- **CEO:** Ensures overall compliance with ESOS Act, National Code, and ELICOS Standards; approves policy updates and oversees implementation.
- **ELICOS Manager/ Coordinator:** Oversees daily attendance monitoring processes, ensures timely activation of intervention strategies, chairs intervention meetings, and reports critical breaches to senior management.
- **Academic Support Officer:** Reviews weekly attendance reports, conducts wellbeing checks, issues At Risk/Warning letters, coordinates intervention meetings, and maintains documentation.
- **ELICOS Teachers:** Accurately record attendance each session, communicate attendance concerns to the Academic Support Officer, remind students of attendance requirements, and support intervention plans.
- **Student Support Officer:** Communicates policy requirements to students at pre-enrolment and orientation, provides ongoing advice regarding visa compliance, maintains student records, and supports appeals processes.

- **Compliance Consultant:** Review ELICOS attendance and intervention records, and ensures all regulatory requirements are met.

8. Legislative Background

This policy and procedure align with the following legislation and standards:

- Standard P1 of the ELICOS Standards 2018 under the Education Services for Overseas Students Act 2000 (ESOS Act).
- Standards 8.6, 8.13 – 8.15 as well as standards 2 & 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) under the Education Services for Overseas Students Act 2000 (ESOS Act).

9. Monitoring and Improvement

This policy is reviewed annually or earlier in response to changes in regulatory requirements or audit outcomes. Review activities including, audit findings, and student, staff as well as industry feedback.