



# AUSTRALIAN NATIONAL COLLEGE

## Student Attendance Progress Monitoring Policy and Procedure for ELICOS

---

Ground Floor, 182 Capel Street, North Melbourne, VIC 3051 | AUSTRALIA

CRICOS PROVIDER CODE: 03009M | TOID: 22134

Web: - [www.anc.vic.edu.au](http://www.anc.vic.edu.au) Tel (+61 3) 9662 3300

Email:- [info@anc.vic.edu.au](mailto:info@anc.vic.edu.au)

---

## TABLE OF CONTENTS

Purpose.....	3
Scope .....	3
Relevant standards, acts ad legislations .....	3
Definitions .....	3
Policy .....	4
Procedure: .....	4
5.1. Attendance Recording .....	5
5.2. Attendance monitoring .....	5
5.3. Reporting 'Breach of Student Attendance' .....	7
5.4. Ensuring Integrity of the Data .....	8
APPENDIX A: Class Attendance Record Sheet .....	10
APPENDIX B: Student Attendance 1 <sup>st</sup> Warning Letter.....	12
APPENDIX C: Student Attendance 2 <sup>nd</sup> Warning Letter .....	13
APPENDIX D: Student Attendance Breach Recorded Letter .....	14
APPENDIX E: Student Attendance Breach Reported Letter .....	15

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

## PURPOSE

The Attendance Monitoring Policy and Procedure for ELICOS ensures that the College systematically monitors students' compliance with the student visa conditions relating to attendance. Australian National College will notify and counsel students who are at risk of failing to meet attendance requirements and will report students under Section 19 of the ESOS Act who have breached the attendance requirements.

## SCOPE

This policy is designed for potential or current students who are considering enrolling, or are enrolled in one of the ELICOS courses delivered by Australian National College. The ELICOS Student Support Team is responsible for monitoring the procedures outlined in this policy and ensuring compliance at all times. All Teachers as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

## RELEVANT STANDARDS, ACTS AD LEGISLATIONS

The policy supports Standard 8: Overseas student visa requirements of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard P3-Teaching ELICOS and Standard P4- Assessment of ELICOS students of the ELICOS standards 2018.

## DEFINITIONS

Term	Definition
<b>Satisfactory Course Progress</b>	Students meet satisfactory course progress when they score at least 60% in each assessment within one study period (see <i>Study Period</i> definition below.)
<b>At Risk</b>	Student not meeting satisfactory course progress requirements
<b>Intervention</b>	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
<b>Study Period</b>	Australian National College defines one study period as being 10 weeks for all the ELICOS courses delivered by the College
<b>Special Consideration</b>	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to

Term	Definition
	have those circumstances considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
<b>Attendance</b>	It is 20 hours per week, face to face in-class contact time between a student and a Teacher

## POLICY

Australian National College will:

- A. Inform all staff and students about the Attendance Monitoring Procedures and will make it available to all staff and students.
- B. Record the attendance of each student for the scheduled course contact hours for each ELICOS registered course in which the student is enrolled
- C. Regularly assess the attendance of students in accordance with attendance policies and procedures. 'Regular assessment' means that attendance should be assessed frequently enough that a provider is able to make judgements about the student's level of attendance in each study period.
- D. Notify the student in writing of its intention to report the student for not achieving satisfactory attendance of 80%. The written notice must inform the student that he or she is able to access Australian National College's complaints and appeals process as per Standard 10: Complaints and Appeals and that the student has 20 working days in which to do so.
- E. Carefully review and record compassionate and compelling circumstances when deciding whether to report a student for breaching the 80% 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;
  - b. Australian National College 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.
- F. Maintain records as follows:
  - a. Evidence on students' files of contacting and counselling students who have been identified as at risk of not meeting attendance requirements
  - b. Evidence of all breaching letters sent to the student when attendance is below 80%
  - c. Evidence that the attendance policies and procedures have been provided to staff and students.

## PROCEDURE:

## 5.1. ATTENDANCE RECORDING

Student attendance is monitored each session of scheduled class time using the 'Class Attendance Record Sheet' (Appendix A). Each teacher will be provided a 'Class Attendance Record Sheet' that will include the names of all students currently enrolled in each class. The Student Support Team populates class Attendance Record Sheet at the beginning of each week. Each Teacher shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.

The following method is followed in recording a student's attendance:

<b>Session 4/5/6.5/8 Hours (Per day)</b>	<b>Meaning</b>
Student Signature	Full Attendance Achieved
No Signature	No Attendance

Student attendance is then tallied for the day and the Teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student.

The 'Student Attendance Record Sheet' is to be submitted to the Student Support Team at the end of each day. The Student Support Team will ensure these record sheets are maintained securely and collated as required.

All attendance shall be recorded in the Australian National College's Attendance System (Excel Spreadsheet) which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration & Teachers) are informed of this process and the importance for accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the CEO.

## 5.2. ATTENDANCE MONITORING

The Student Support Team will monitor the student attendance. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

At the beginning of each course the Australian National College's Attendance System' (Excel Spreadsheet) will be set up with each of the students and their relevant required course hours.

All 'Student Attendance Record Sheet's' are to be submitted to the Student Support Team who will enter all data into the Australian National College's Attendance System (Excel Spreadsheet). At the end of each week it is the responsibility of the Student Support Team to ensure all attendance records are up to date and are accurate.

At this time, once per week, the Student Support Team checks the attendance percentage of all students and monitors the individual attendance of each student.

Where an individual student attendance falls into the any of the following categories the associated action shall be taken:

<b>Student Attendance Status</b>	<b>Australian National College Action</b>
Any student who has missed 5 consecutive days of classes without prior approval	<p>The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not unsuccessful, the Student Support Team is to be informed and shall attempt contact student.</p> <p>Where the student is not able to be contacted by phone / email, a 'Student Attendance 1st Warning Letter' (Appendix B) is to be sent to their address on file with appropriate column ticked.</p> <p><i>It must be noted that students have been informed via the 'Enrolment Agreement' to notify Australian National College immediately of changing their address or contact details.</i></p> <p>If a student does not comply and does not attend classes after being contacted, the Student Support Team is to be notified and the student's location is to be identified or student enrolment status updated as required.</p>
When a student's projected attendance falls below 90%	The student is to be sent a 'Student Attendance 1st Warning Letter' (Appendix B) with appropriate column ticked, 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 is contain the consequences of

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

	not achieving a projected attendance of 80%.
When a student's projected attendance falls below 85%	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' (Appendix C). This communication will indicate the student is required to organise an appointment with the Student Support Team to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days the Student Support Team will attempt to contact the student and action the student enrolment status as required.</p>
When a student's projected attendance falls below 80%	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' (Appendix D) indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p><b>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' (Appendix E) notifying the student of the action taken.</b></p>
Reporting 'Breach of Student Attendance'	<p>As identified above, when a student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Student Support Team who will, in conjunction with the Student Administration Officer, monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

## 5.3. REPORTING 'BREACH OF STUDENT ATTENDANCE'

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

All students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Student Support Team who monitors the attendance records weekly. All warning letters, breach recorded letter, and breach reported letter are to be maintained on the student's file.

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated. It is the responsibility of the Student Support Team to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)

Where a student is able to provide evidence that the attendance records are incorrect they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported. (Appendix F)

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

## 5.4. ENSURING INTEGRITY OF THE DATA



# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

To ensure the integrity of the attendance data and records the Student Support Team regularly review a sample of attendance records to verify the data included in the projected attendance spreadsheet is accurate.

The Student Support Team shall use the 'Student Data (Attendance) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The class attendance record sheets
- Australian National College Attendance System (Excel Spreadsheet)

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic term.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the Student Support Team 5.5. Compassionate and Compelling Circumstances

Australian National College may decide not to report the student for breaching the attendance requirement, only when the students can provide evidence of compassionate and compelling circumstances as explained below.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; and
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or where Australian National College was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, Australian National College will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

## APPENDIX A: CLASS ATTENDANCE RECORD SHEET

### Daily Attendance Record

Student attendance is monitored each and every session of scheduled class time. This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance per session, at the start of the session - Students are given a 15-minute leeway at the beginning of the session.

<b>Session 4/5/6.5/8 Hours (Per day)</b>	<b>Meaning</b>
Student Signature	Full Attendance Achieved
No Signature	No Attendance

All 'Class Attendance Record' sheets are to be collected and submitted to the Student Support Team at the end of each day.

Hours attended and absent are added for the day (excel sheet) and tallied in the appropriate boxes and the teacher will be required to sign the attendance record at the end of each session to confirm the accuracy for the recorded attendance.

Student late arrive time / leave early time will be recorded by the teacher.

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

<Course name> and <Class code>					DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>	DATE START TIME <u>9:00</u>  END TIME <u>17:30</u>							
S No.	STUDE NT #	FAMILY NAME	FIRST NAME	END DATE	MONDAY		TUESDAY		WEDNES DAY		THURSDA Y		FRIDAY		SATURDA Y		SUNDAY	
					AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
<b>1</b>		<b>Smi th</b>	<b>Joh n</b>															
<b>2</b>		<b>Doe</b>	<b>Jan e</b>															

Teacher Name: .....

Teacher Signature: .....

**Semester Details**

**Start date:**

**End date:**

---

## APPENDIX B: STUDENT ATTENDANCE 1<sup>ST</sup> WARNING LETTER

Date:  
Student Name:  
Student Number:  
Student address:

Dear

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions, you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason, which has caused your projected attendance to fall below 90% for your course duration (total contact hours).

This letter is your first warning letter and your attendance will be monitored closely for the remainder of your enrolment.

If you do not improve, your attendance the institute will require to instigate an intervention strategy aimed at maintaining an adequate attendance for the duration of your current study period.

Please be advised that as soon as your current rate of attendance falls below 80% over the course duration (total scheduled contact hours), Australian National College is required to notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

If you have any reasons why you will not be able to attend the course at the required hours per week, you **must** contact the Student Support Team in person immediately to arrange a meeting with the Administration Manager to discuss how we can improve this situation.

At Australian National College, our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Student Support Team

# Student Attendance Progress Monitoring Policy and Procedure for ELICOS

---

## APPENDIX C: STUDENT ATTENDANCE 2<sup>ND</sup> WARNING LETTER

Date:

Student Name:

Student Number:

Student Address:

Dear \_\_\_\_\_,

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions, you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason
- Or
- Have irregular attendance without a satisfactory reason, which has caused your projected attendance to fall below 85 % for your course duration (total contact hours).

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen **below 85%**. Further absenteeism (non-attendance) will result in your projected attendance falling below this required 80% and breaching your enrolment and Visa conditions.

This letter is your second warning letter and you **must** contact the Student Support Team **in person immediately** and arrange a meeting with the Academic Manager to discuss and agree to intervention strategies aimed at improving your current attendance situation.

Please be advised that as soon as your current rate of attendance falls below 80% over your current study period (total scheduled contact hours), Australian National College will notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

At Australian National College, our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Student Support Team

---

## APPENDIX D: STUDENT ATTENDANCE BREACH RECORDED LETTER

Date:  
Student  
Name:  
Student Number:  
Student Address:

Dear \_\_\_\_\_,

Subsequent to our issuing to you two (2) 'Attendance Warning' Letters and our attempts to counsel you through this issue, our records indicate your projected attendance has fallen below the required attendance as per your enrolment and Student Visa conditions.

***Your attendance has now fallen below 80% of the total scheduled course contact hours.***

Please be advised that you are now in breach of your Student Visa attendance requirements and the institute is now required to notify the appropriate government agency(s) via the PRISMS reporting system of this breach of your Visa conditions (section 19 of the ESOS Act).

If you feel you have reasonable grounds for non-attendance of your course and wish to appeal this decision of reporting the breach of attendance, you must contact the institute in writing within 20 business days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from the student support team.

If no response is received within 20 business days of the date of this letter, the institute will proceed with the reporting process.

Please be advised that you are still required to attend **Australian National College** until notified by the Department of Home Affairs.

Yours sincerely,

Student Support Team

## APPENDIX E: STUDENT ATTENDANCE BREACH REPORTED LETTER

Date:

Student  
Name:

Student Number:

Student Address:

Dear \_\_\_\_\_,

Subsequent to the institute issuing to you a Student Attendance Breach Recorded Letter, and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of attendance within 20 business days, I am advising you that **Australian National College** has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Home Affairs because of this report may cancel your student visa. I recommend that you contact the Department of Home Affairs regarding the status of your student visa.

Please also be advised that you will be still required to attend the institute's scheduled classes until notified by the Department of Home Affairs.

Yours sincerely,

Student Support Team