



AUSTRALIAN NATIONAL COLLEGE

STUDENT ATTENDANCE MONITORING POLICY AND PROCEDURE FOR ELICOS



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STUDENT ATTENDANCE MONITORING POLICY AND PROCEDURE FOR ELICOS

PURPOSE

The Attendance Monitoring Policy and Procedure for ELICOS ensures that the Australian National College (ANC) 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 Senior Academic Staff 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 AND 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
Satisfactory Course Progress	Students meet satisfactory course progress when they score at least 60% in each assessment within one study block (see <i>Study block</i> definition below.)
At Risk	Student not meeting satisfactory course attendance/progress requirements
Intervention	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
Study block	Australian National College defines one study block as being 10 weeks for all the courses delivered by the College
Special Consideration	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 have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is 20 hours per week, face to face in-class contact time between a student and a Teacher

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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 assess’ 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 policy and procedures 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 apply (for example illness where a medical certificate states that the student is unable to attend classes);
 - 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. This ‘Class Attendance Record Sheet’ will be populated by the Student Administration Officer 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.

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

Session 4 Hours per session (am/pm)	Meaning
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 Administration Officer at the end of each day. The Student Administration Officer 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 Support team/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 meeting/monitoring by the Academic Staff.

5.2. ATTENDANCE MONITORING

The Student Support Officer/Academic Staff 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.

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 Administration Officer 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 Administration Officer to ensure all attendance records are up to date and are accurate.

At this time, once per week, the Academic Staff 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:

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Student Attendance Status	Australian National College Action
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 successful, the Academic Staff is to be informed and shall attempt to identify the student's current contact details.</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.</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 Academic Staff 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%	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' (Appendix B) 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 to also contain the consequences of not achieving a projected attendance of 80%.</p>
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 Academic Staff 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 Administration Officer 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><i>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.</i></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 CEO/PRISMS</p>

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	<p>Administrator 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>
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5.3. REPORTING 'BREACH OF STUDENT ATTENDANCE'

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 CEO/PRISMS administrator and admin Staff 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 Academic Staff 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.

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

To ensure the integrity of the attendance data and records the Academic Staff shall regularly review a sample of attendance records to verify the data included in the projected attendance spreadsheet is accurate.

The Academic Staff review the following documents to ensure the data is consistent and accurately recorded between each document:

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

The review of this data will occur at the end of each academic term.

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.

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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 twice per session – once at the start of the session and once at the end of the session - Students are given a 15-minute leeway at the beginning of the session.

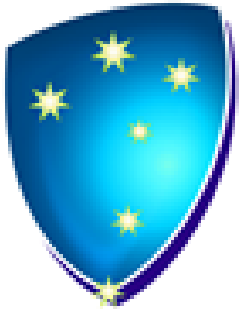
Session 4 Hours (Per session am/pm)	Meaning
Student Signature	Full Attendance Achieved
No Signature	No Attendance

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

Hours attended and absent are added for the day 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.

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AUSTRALIAN
NATIONAL COLLEGE PTY LTD

General English – ELEMENTARY				
Date	Date	Date	Date	Date
Start Time <u>9:00</u>	Start Time <u>13:30</u>	Start Time <u>9:00</u>	Start Time <u>13:30</u>	Start Time <u>9:00</u>
End Time <u>13:00</u>	End Time <u>17:30</u>	End Time <u>13:00</u>	End Time <u>17:30</u>	End Time <u>13:00</u>
Monday		Tuesday		Wednesday

	Student #	FIRST NAME	SURNAME	START DATE	END DATE	Monday		Tuesday		Wednesday
						AM	PM	AM	PM	AM
1										
2										
3										
4										

Trainer Name

PH : PUBLIC HOLIDAY

Trainer Signature

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Study Block details

Start date:

End date:

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APPENDIX B: STUDENT ATTENDANCE 1ST WARNING LETTER

CRICOS NO:

Date:

Student Name:

Student Number:

Student address:

Dear _____,

Our records indicate that your attendance is low (Below 90%).

All students enrolled in ANC are expected to attend 20 hours per week. As a student it is your responsibility to attend classes. 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). This can be achieved by making sure you attend classes on time every day.

Going to class every day is not just important for your education – it is your visa obligation as well. It is important that you:

- provide us with an explanation as soon as possible if you are away.
- arrange for a medical certificate to explain absences if we ask for one.
- contact us if you are having difficulties.

As an education provider we are committed to improving the quality of education we deliver to every student. We need you to attend classes regularly unless you are unwell or there is another acceptable reason for the absence.

This letter is your 1st warning letter, and you **must** contact the Student Administration Officer/Student Support Officer **in person immediately** and arrange a meeting with the Student Administration Team 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 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).

You need to contact ANC Student Support Officer immediately regarding your attendance.

We have a number of support services for students which we can discuss during the meeting. If you would like to know more please ask for further information from any of ANC staff members. We can also make referral to external counselling (if needed).

To make an appointment or if you have any questions or would like further information or assistance, please do not hesitate to contact us on **03 9662 3300**.

Yours sincerely,

Student Administration Officer

APPENDIX C: STUDENT ATTENDANCE 2ND WARNING LETTER

CRICOS NO:

Date:

Student Name:

Student Number:

Student address:

Dear _____,

Our records indicate that your attendance is low (below 85%).

All students enrolled in ANC are expected to attend 20 hours per week. As a student it is your responsibility to attend classes. 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). This can be achieved by making sure you attend classes on time every day.

Going to class every day is not just important for your education – it is your visa obligation as well. It is important that you:

- provide us with an explanation as soon as possible if you are away;
- arrange for a medical certificate to explain absences if we ask for one;
- contact us if you are having difficulties;

As an education provider we are committed to improving the quality of education we deliver to every student. We need you to attend classes regularly unless you are unwell or there is another acceptable reason for the absence.

This letter is your 2nd warning letter and you **must** contact the Student Administration Officer **in person immediately** and arrange a meeting with the Student Administration Team 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 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).

You need to contact ANC Student Support Officer immediately regarding your attendance.

We have a number of support services for students which we can discuss during the meeting. If you would like to know more please ask for further information from any of ANC staff members. We can also make referral to external counselling (if needed).

To make an appointment or if you have any questions or would like further information or assistance, please do not hesitate to contact us on **03 9662 3300**.

Yours sincerely,

Student Administration Officer

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APPENDIX D: FINAL WARNING LETTER: BREACH RECORDED LETTER

CRICOS NO:

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

Our records indicate that your attendance is **below 80%**. Students must meet satisfactory course attendance as a condition of their student visa by attending at least 80% of scheduled contact hours in a study period.

This means you are at the breach of attendance requirements.

This is highly serious matter which causes ramification to your enrolment and visa requirements if not dealt in a timely manner. You are to take this notice as a Final Warning.

You need to contact ANC immediately to schedule a meeting with ANC Student Support Officer regarding your attendance.

ANC must follow its monitoring attendance policy and processes to report students to Australian government Department of Education, and Department of Home Affairs via PRISMS who do not meet attendance requirements.

We have a number of support services/counselling services for students. If you would like to know more, please ask for further information from any of staff members. We can also make referral to external counselling (if needed).

To make an appointment or if you have any questions or would like further information or assistance, please do not hesitate to contact us on **03 9662 3300**.

Yours sincerely,

Student Administration Officer

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APPENDIX E: UNSATISFACTORY COURSE ATTENDANCE REPORTING

CRICOS NO:

{ Current Date }

{ Student No }

{ First Name } { Last Name }

{ Student Local Address Line 1 } { Student Local Address Line 2 } { Student Local Address Line 3 }

{ Student Local Suburb } { Student Local State } { Student Local Post Code }

Dear { First Name }

As you are aware that Australian National College is monitoring attendance for your chosen course.

Subsequent to our issuing to you Unsatisfactory Course Attendance Letters and our attempts to counsel you through this issue, our records indicate your projected Course Attendance has fallen below the required 80% for the Study period (Semester).

This is in Breach of Course Attendance Requirement and also of your Visa conditions.

You were provided with an opportunity to access the ANC Internal Appeals process which you have not availed.

Please be advised that you are in breach of your Student Visa Course Attendance requirement, your enrolment with ANC has been cancelled and ANC has notified Department of Education and Department of Home Affairs (DHA) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor Course Attendance in your course and wish to appeal this reporting of the breach of Course Attendance requirements and if you do not agree with the ANC's decision, you may wish to contact The Overseas Student Ombudsman an external appeals and Complaints body. The details are as follows:

The Overseas Student Ombudsman (OSO) – For International Students Only

Phone: 1300 362 072 International: +61 2 6276 0111

Complaints: Online Complaint Form

<https://www.ombudsman.gov.au/complaints/how-to-make-a-complaint>

Post: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

This reporting may have an adverse impact on your Student Visa, so you are advised to seek legal advice on this matter.

Should you require to speak with the ANC Student Support Officer, please feel free to contact us on 03 9662 3300.

Yours sincerely

Academic Staff