



**KEYSTONE COLLEGE**  
OF BUSINESS & TECHNOLOGY

# ELICOS ATTENDANCE POLICY AND PROCEDURE

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## **Purpose**

The purpose of this policy and procedure is to outline KCBT's ELICOS department's practice for recording and monitoring student attendance. This applies to students who are enrolled with KCBT on a student visa and studying onshore in Australia. KCBT ELICOS requirements for achieving satisfactory course attendance is a **minimum of 80%** of the scheduled contact class hours as per 8.6.1 of the National Code 2018.

## **Policy**

KCBT recognises the importance of monitoring student attendance to help ensure student achieve their learning goals and to maintain regulatory compliance.

### **National Code 2018 Standard 8.6 states:**

"The registered provider of a school. ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student.."

### **National Code 2018 Standard 8.15 states:**

"The registered provider may decide not to report the overseas students for breaching the attendance requirements if the overseas student is still attending at least 70% of the scheduled course contact hours and:

18.15.1 for school. ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply."

If the student's attendance is under 70% overall at any time for any reason then they must be reported to the Department of Home Affairs (DoHA) as per this policy.

The Australian government requires that student attendance be checked, monitored and reported for all courses. If a student has one course and one CoE, their attendance is calculated for that one course.

## **Attendance Monitoring**

KCBT calculates a student's attendance in two ways:

1. **Current attendance (CA)** - A student's actual attendance up to the last time this is reported (on a weekly basis).
2. **Overall attendance (OA)** - Is the best possible attendance a student can achieve if they do not miss any more classes for all the courses under their CoE.

Overall Attendance is monitored for each student using a four-stage model:

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Stage	Attendance	Action taken by KCBT	Action to be taken by Student
1	Overall Attendance is under 90%	Send a letter to the student informing them about their attendance status and advise them to speak with their teacher. <b><u>(Letter – Attendance Warning 1 - under 90%)</u></b>	Improve attendance – Attend classes on a regular basis.  Communicate – Speak with the teacher.
2	Overall Attendance is under 85%	Send a letter to the student informing them about their attendance status and advise them to speak with their Student Support Manager.  <b><u>(Letter – Attendance Warning 2 - under 85%)</u></b>	Improve attendance – Attend classes on a regular basis.  Communicate – Meet with the Student Support Manager to discuss their attendance.
3	Overall Attendance is under 80%	Send a letter to the student informing them about their attendance status explaining KCBT’s process to report them to Immigration for failure to maintain attendance (visa condition 8202) and outline steps for the student to follow.  <b><u>(Letter – Attendance under 80% - Notice of Intention to Report)</u></b>	Meet with the Student Support Manager.  Bring evidence to support why KCBT shouldn’t report you e.g. medical certificates.  Write a formal appeal letter.

## Procedure

### 1. Informing students of attendance requirements

- 1.1 Prior to and at the time of enrolment, students are advised of the minimum satisfactory attendance requirements.
- 1.2 Students are provided with a Student Handbook containing information regarding the minimum satisfactory attendance requirements. (Please see Student Handbook)
- 1.3 Students are informed in detail of the attendance monitoring procedures and the minimum attendance requirements during the Orientation Program.

### 2. Recording Attendance/Absences (including lateness)

Teachers mark students’ absences, late arrivals, and early departures for each scheduled teaching session.

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- 2.1 If a student arrives between 15 and 30 minutes late for a scheduled session, they are marked 30 minutes absent for that session.
- 2.2 If a student arrives 30 minutes after the start of a scheduled session, they are marked absent for the entire session. It will be up to the teacher to decide if the student is allowed in the class for that session.
- 2.3 If a student leaves between 10 and 30 minutes prior to the end of a scheduled session, they are marked 30 minutes absent for that session.
- 2.4 If a student leaves more than 30 minutes prior to the end of a scheduled session, they are marked absent for the entire session.

KCBT gives students the 10 minutes 'leeway' at the start of each class. If students arrive for class before the end of the leeway/cut off time they will not be marked absent for the period missed.

(Timetables are subject to change and students will receive an updated timetable pre-arrival but that the leeway periods remain the same in duration).

However, if students arrive for class later than the above leeway/cut-off times they will be marked absent for each full 30-minute period missed from the scheduled class start time to the point they are allowed to enter the class.

Class start time	The leeway 10-minute period (no attendance deducted)
8:30am	8:30am to 8:40am

## Recording Absences

If during the recording of attendance, the class teacher identifies the below situations then they must follow the stated procedure:

Situation	Procedure
Students absent for 3 consecutive days	<p>Students who have been absent 3 consecutive days without prior notification is flagged by the teacher.</p> <p>Teacher to advise Student Services, who then contacts the student via telephone and/or email in relation to their absence.</p> <p>Student Services to create a note in SMS logbook in relation to the contact made with the student and any follow-up required.</p> <p>If the student indicates they are having difficulties meeting their attendance requirements due to welfare issues, Student Support Services will follow up to determine what assistance can be provided to help the student, and all details will be documented in the student's</p>

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	SMS logbook.
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### *Recording Medical Certificates*

The weekly monitoring of absences may be supported by medical certificates:

1. Students provide medical certificates to reception or by email to student services if unable to visit physically.
2. Student Services will take a copy (electronic or hard) and saves it in the relevant folder
3. Student Support Manager confirms the students whose absences can be un-counted back and notes that medical documentation was provided as a way of record to the student and teacher.

## Monitoring Attendance

The weekly monitoring of attendance through SMS is to be completed after the recording of attendance and the recording of medical certificates. The monitoring is calculated using the student's overall attendance (OA) at the time of running the report.

### *Attendance Monitoring Report*

1. The SSO (or equivalent) extracts the attendance monitoring report from the SMS and identifies the students who have moved into a new stage. Letters are sent to students as per the stages below:

#### Stage 1: Overall Attendance Under 90%

Students whose overall attendance percentage has fallen to 90% or below will receive their first warning letter via email advising the student in relation to the attendance requirement and Attendance Policy.

#### Stage 2: Overall Attendance Under 85% -

##### **Meet with Student Support Manager**

Students whose overall attendance percentage has fallen to 85% or below will receive their second warning via email and be informed of a scheduled appointment for them to attend to discuss any issues they may have affecting their ability to attend. If the student is unable to attend the scheduled appointment, they must contact the college to reschedule. Details will be documented in SMS logbook.

#### Stage 3: Overall Attendance Under 80% -

##### **Report to Immigration**

Students whose overall attendance percentage has fallen below 80% have breached their attendance requirements and will be given a written 'Notice of Intention to Report' by either Student Services or the

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Student Support Manager, notifying them of the college's intention to report their attendance breach to the Department of Home Affairs.

The letter will detail the student's overall attendance and the implications of breaching their attendance requirements. It will also include details of how to access the KCBT's Complaints and Appeals process should the student wishes to appeal the decision.

The student has 20 working days from the date of issue of the notice of intention to report in which to appeal. To initiate the Appeals Process the student is required to submit a letter in person or email to Student Services explaining their reasons for their absence and providing any further evidence to support their case.

If the student chooses to appeal, this will be reviewed by the Compliance Manager. The student will be informed of the final decision in writing within 5 working days. (Please see Internal Appeals Process/Grievance Procedure).

These students will be reported unless

- a. They have attended at least 70% of the scheduled course contact hours for the course in which they are enrolled.
- b. They can produce documented evidence clearly demonstrating compassionate or compelling circumstances that have prevented them from attending their course scheduled hours.

### *Intent to Report Information Meeting*

1. The Student Support Manager will meet with the student to:
  - Explain the KCBT's ELICOS Policy & Procedure – Complaints Handling and Appeals
  - Advise the student of why KCBT intends to report them.
  - Explain the internal and external appeals process.
  - If the student's enrolment is ongoing, instruct the student to continue attending their course as normal during the appeal period and ensure the student understands that their attendance will continue to be monitored as per the KCBT's ELICOS attendance monitoring policy and procedure
2. The Student Support Manager and the student will both sign the initial meeting minutes.

## **Reporting breach of attendance and Appeals**

If the student chooses not to access the complaints and appeals process within 20 working days or withdraws from the appeals process, the college will notify the Secretary of DEEWR via PRISMS (as per the PRISMS Provider User Guide) that the student is in breach of their attendance requirements.

If the appeals process (internal and external) is completed and results in a decision supporting the college's intention to report, the college will notify the Secretary of DEEWR via PRISMS (as per the PRISMS Provider User Guide) that the student is in breach of their attendance requirements.

If a student is reported via PRISMS for breach of visa conditions, the Student Support Manager (Or Equivalent) will send a Notice of Cancellation of eCOE to the student/agent via email and a copy will be saved in the 'Student logbook in SMS'.