

## ELICOS Attendance Monitoring Policy

<b>Institution</b>	Alpha English Academy
<b>Company Name</b>	Logic Entity Australia Pty Ltd (RTO: 91136)
<b>CRICOS Provider Code</b>	02658G
<b>Policy Governance</b>	Academic Manager
<b>Date of Approval</b>	30 March 2023
<b>Review Date</b>	30 March 2024
<b>Version No.</b>	1.0
<b>Reference to Standards</b>	National Code 2018 – Standard 8 ELICOS Standards 2018 – Standard C1.1K

### 1. PURPOSE

Alpha English Academy (referred to as “The College” within this document) establishes this policy and procedure to:

- 1.1 Comply with the requirements of the National Code 2018 - Standard 8 and ELICOS Standards 2018 - Standard C1.1K relating to attendance monitoring for students on an Australian student visa.
- 1.2 Proactively notify, counsel, and assist students who are at risk of failing to meet attendance requirements.

### 2. DEFINITIONS

<b>SMS</b>	Student Management System
<b>NIR</b>	Notice of Intention to Report
<b>DoHA</b>	Department of Home Affairs
<b>SSO</b>	Student Support Officer
<b>Current Attendance</b>	A student’s attendance averaged to date from commencement
<b>Overall Attendance</b>	The maximum possible attendance a student can achieve, if they are present for every single class moving forward

### 3. POLICY

It is College policy to monitor the attendance of students, to identify students at risk as well as to provide timely and appropriate intervention/support strategies. The College endeavours for all students to complete their course satisfactorily and to comply with their student visa conditions.

#### 4. RESPONSIBILITY

- 4.1 The Academic Manager (with the support of the Student Support Officer) is responsible for the implementation of this policy, and also ensuring that staff members and students are aware of and following this policy.
- 4.2 The procedure below also outlines the administrative responsibilities of the Academic Manager, Student Support Officer and the Teacher.

#### 5. PROCEDURE

- 5.1 The following procedure outlines the steps undertaken to monitor attendance for student visa holders. Non-student visa holders' attendance is monitored, however no Attendance Warning letters or NIR letters are sent.

ACTION	STAFF RESPONSIBLE	COMMENTS
At Orientation, student visa holders are informed of the conditions of their visa that pertain to attendance and the various actions that will be initiated when a student is identified to be at risk for unsatisfactory attendance.	<ul style="list-style-type: none"> <li>Academic Manager</li> <li>SSO</li> </ul>	<ul style="list-style-type: none"> <li>All students receive a copy of the Orientation slides and participate in Orientation during the enrolment process. Students are also verbally reminded of the importance of the minimum 80% attendance requirement.</li> <li>Students are requested to present valid and current medical certificates for absences due to illness to reception (medical certificates don't count towards attendance and students are marked as absent).</li> <li>Reception staff will photocopy the medical certificate, sign and date it as original sighted. The original copy is handed back to student while a hard copy is kept in the student file.</li> </ul>
Prepare hard copies of Class Attendance Sheets for teachers to take attendance	<ul style="list-style-type: none"> <li>SSO</li> </ul>	<ul style="list-style-type: none"> <li>Hard copies will be printed on Friday for the following week and placed in teachers' Class Diaries.</li> </ul>
Student attendance is taken daily, at the beginning of each session.	<ul style="list-style-type: none"> <li>Teacher</li> </ul>	<ul style="list-style-type: none"> <li>If a student is absent for part of the session (arriving late or leaving early), the appropriate minutes are deducted from their days attendance in 15 minute increments.</li> </ul>
Collect and upload weekly attendance onto SMS	<ul style="list-style-type: none"> <li>SSO</li> </ul>	<ul style="list-style-type: none"> <li>Completed Class Attendance Sheets are collected on Fridays and uploaded into the SMS.</li> </ul>

ACTION	STAFF RESPONSIBLE	COMMENTS
Attendance data is monitored closely to see if a student has been absent for 5 (five) consecutive days without approval	<ul style="list-style-type: none"> <li>SSO</li> </ul>	<ul style="list-style-type: none"> <li>SSO calls and sends an email to the student immediately and also informs the Academic Manager via email</li> <li>Student is asked if there is an emergency or specific situation. SSO asks if counselling is required.</li> <li>SSO asks student to bring in medical certificate (if appropriate).</li> <li>SSO adds contact log entry into SMS.</li> </ul>
Attendance is closely monitored every week immediately after data is uploaded onto the SMS. Depending on each student's Overall Attendance result, the associated action below is taken:	<ul style="list-style-type: none"> <li>SSO</li> <li>Academic Manager</li> </ul>	<ul style="list-style-type: none"> <li>Every Monday morning an attendance report showing Current Attendance and Overall Attendance data is compiled by an SSO</li> </ul>

5.2 The following table outlines steps and actions for sending out the following notifications: First Low Attendance Warning Letter, Second Low Attendance Warning Letter, and Notice of Intention to Report for Unsatisfactory Attendance Letter;

ATTENDANCE SCENARIO	ACTION
Overall Attendance has fallen and is between 85% and 89%	<ul style="list-style-type: none"> <li>First Low Attendance Warning Letter is sent to the student's:               <ul style="list-style-type: none"> <li>Email address</li> </ul> </li> <li>Student is asked to attend counselling session with SSO</li> <li>Outcome of counselling (and phone calls if any) to student are entered into the student's contact log entry on SMS</li> </ul>
Overall Attendance has fallen and is between 80% and 84%	<ul style="list-style-type: none"> <li>Second Low Attendance Warning Letter is sent to the student's:               <ul style="list-style-type: none"> <li>Email address</li> </ul> </li> <li>Student is asked to attend counselling session with Academic Manager</li> <li>Results of counselling (and phone calls if any) to student are entered into the student's contact log entry on SMS</li> </ul>
Overall Attendance has fallen and is 79% or below	<ul style="list-style-type: none"> <li>Notice of Intention to Report for Unsatisfactory Attendance Letter is sent to the student's:               <ul style="list-style-type: none"> <li>Email address</li> <li>Current postal address on SMS</li> </ul> </li> <li>The Notice of Intention to Report for Unsatisfactory Attendance Letter advises the student of the potential breach of visa condition due to unsatisfactory</li> </ul>

ATTENDANCE SCEANRIO	ACTION
	<p>attendance and their right to appeal within 20 working days</p> <ul style="list-style-type: none"> <li>▪ Students are advised to provide evidence of compassionate and compelling circumstances (if any)</li> <li>▪ If the review of compelling and compassionate circumstances is accepted, the student is provided an “outcome letter” advising they will not be reported for Unsatisfactory Attendance for the current course</li> <li>▪ However, if no appeal or compelling or compassionate circumstances documentation is provided and accepted, then the student will be reported for Unsatisfactory Attendance via PRISMS</li> <li>▪ If a student has submitted an appeal, which is deemed unsuccessful, the student is advised that their appeal is unsuccessful and they have 10 days to externally appeal and provide evidence. Otherwise, the College will report the student for unsatisfactory attendance.</li> <li>▪ If the student does externally appeal and evidence is provided, the College will place their decision to report on hold, until the external appeal process has reached an outcome.</li> <li>▪ If a student is to be reported via PRISMS, the College will notify DoHA of the student not achieving satisfactory course attendance as soon as practicable.</li> <li>▪ All documents listed above are to be stored in electronic form in the student file.</li> </ul>