

ELICOS ATTENDANCE POLICY

1. PURPOSE

The purpose of this policy is to ensure The Lan-Grove Office Training Centre trading as The Sydney English Language Academy's (SELA's) compliance in monitoring attendance and academic performance for international Students studying an ELICOS course at SELA. The requirements for attendance are set out in the Education Services for Overseas Student Act 2000 (ESOS Act) and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (The National Code 2018), Standard 11.

2. STUDENT CONTACT DETAILS

It is a condition of enrolment at SELA that students accept responsibility for checking their official email address on a weekly basis to ensure they receive important and ongoing correspondence from the school.

3. SCOPE

This procedure applies to all international students on an overseas student visa enrolled to study a course at SELA.

4. DEFINITIONS

Study Period	Study period is a period of academic weeks used as the basis for calculating academic performance and attendance. For ELICOS students a study period is the duration of their course less any periods of extension made after the commencement of their course. The duration of each eCoE is used as the basis for calculating ELICOS study periods where a student has extended his or her enrolment in fifty percent (50%) of their study period.
Current Attendance	Current Attendance is the attendance rate calculated based on the hours elapsed from the beginning of a study period to the date of observation. For example, at the end of the second week of a study period, 40 hours has elapsed.
Overall Attendance	Overall Attendance is the attendance rate calculated based on the hours elapsed from the beginning of a study period to the date of observation plus the number of hours remaining until the end of the study period. This is the maximum attendance the student is able to achieve if there are no further hours of absence between now and the end of the study period.
Compassionate or Compelling Circumstances	<ul style="list-style-type: none"> ❖ 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: <i>involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime</i>

5. GENERATION OF CLASS ROLLS

All students are allocated to a class roll by 12-noon each Friday for the following week. Class rolls for the following week are printed and placed in the teachers' pigeon hole for collection by teachers.

6. ATTENDANCE RECORDING

Attendance during timetabled class hours is recorded on class rolls. Teachers are responsible for marking class rolls and ensuring their accuracy. For all ELICOS classes, rolls are marked for each hour. Class rolls are scanned and attached in PDF format into the college administration system.

7. DATA ENTRY OF ABSENCES

Data entry of absences commences each Friday morning of an academic week.

The hours of absence for each day are recorded by class against the date the absence occurred into the college administration system.

Where a student is on approved leave (due to compassionate or compelling circumstances) the system will automatically mark the recorded attendance as "uncounted".

Absences due to general short-term illness, even when supported by a medical certificate, will still be counted and affect a student's attendance. Students are advised of this during orientation, and again via email if they supply a medical certificate for dates that have already elapsed and approved leave cannot be granted.

8. ATTENDANCE CALCULATIONS

Attendance is calculated automatically each week based on the hours of absence. The calculation is run at 5am each Saturday. The calculation system divides the number of hours of required attendance less the sum of the absent hours contained within the study period by the product of the number of weeks elapsed since the commencement of the study period and 20 (hours) to get a percentage of hours attended, which is then rounded up to the nearest whole integer. Simplified, the calculation is $((\text{elapsed weeks} * 20) - \text{hours of absence}) / (\text{elapsed weeks} * 20)$.

9. SATISFACTORY ATTENDANCE

To achieve satisfactory attendance students must attend at least 80% of the scheduled contact hours in a study period. Students will be considered to have achieved satisfactory attendance if they attend at least 70% of the scheduled contact hours in a study period and can produce documentary evidence clearly demonstrating compassionate or compelling circumstances. See page 3 for the description of compassionate or compelling circumstances.

10. COUNSELLING OF STUDENTS

Student's attendance is monitored weekly and an email is sent to them automatically informing them of their weekly attendance and reminding them of the importance of maintaining 80% attendance.

Where a student has a current attendance rate of less than 80% they will receive a warning. The warning will be sent via email to the personal email address provided by the student.

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Students that are absent for **four consecutive days** are sent a further warning email that includes their current and overall attendance rate and requesting that they see reception staff to make an appointment if there is an issue preventing them from attending.

Students that fail to respond during the week following the warning will be telephoned by the Student Services Coordinator requesting an appointment. Students that are unreachable by telephone will be sent an SMS message to their mobile phone and/or a message to come to reception urgently to make an appointment.

11. REPORTING ATTENDANCE BREACHES VIA PRISMS

Where a student's overall attendance falls below 80% mid-way of a study period, despite counselling, the Student Services Coordinator reviews the student's circumstances to determine whether issuing of an Intention to Report notice is warranted.

Where an Intention to Report notice is warranted a standard ITR notification is issued by the Student Services Coordinator which is emailed to the student at their last known Australian residential address.

The ITR letter advises the student that the Academy intends to report the breach via PRISMS and advises them they have 20 working days in which to access SBTA's internal complaints and appeals process.

If the student chooses not to access the Academy's complaints and appeal's process the breach will be reported to PRISMS by the Registrar's office. Diary notes are retained for each step in the process.

12. REASONS WHY AN INTENTION TO REPORT NOTICE MAY NOT BE ISSUED

As per Standard 11.9 of the revised National Code, SBTA may only decide not to report a student for breaching the 80 percent attendance where:

- a) Student is attending at least 70 per cent of the scheduled course contact hours for the course in which he or she is enrolled and has been counselled by the Student Services Coordinator to maintain satisfactory attendance; and
- b) The student can produce documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend class) apply; and

Compassionate or compelling circumstances includes:

- a) serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b) serious illness or bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);

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- c) major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- d) a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - 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
 - an experience or circumstances which has or will impact on the student's ability to study.

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. SELA will use its professional judgement and will assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SELA will consider documentary evidence provided to support the claim. Copies of documentary evidence will be kept in the student's file.

13. WHAT HAPPENS IF A STUDENT CHANGES COURSE OR EXTENDS HIS OR HER ENROLMENT?

For ELICOS courses, if a student changes course and gets a new CoE, or extends his or her enrolment in the current course, thereby getting a new CoE, the student's attendance is monitored over each of the CoEs separately, rather than over the entire period of the student's enrolment. The complete period of study will be separated into its distinctive components where there are separate CoEs. If the student falls below the 80 per cent requirement for the length of a CoE, SELA will report on the CoE via PRISMS. SELA may choose not to report a student for attending less than the 80 per cent attendance requirement as outlined in 11.9 of the revised National Code (see clause 12 above).

14. EVIDENCE

- ELICOS Orientation manual
- Policies and procedures

15. CONTINUOUS IMPROVEMENT

This policy and procedure will be reviewed according to the Continuous Improvement Cycle on an annual basis.

16. RELATED STANDARD

Standard 11, National Code of Practice 2018
ESOS Act 2000
Standards for RTOs
The Migration Act 1958
Student Visa Conditions 8202
Privacy Act 1988

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17. RESPONSIBILITY

- PEO/CEO
- Director of Studies (ELICOS)
- Registrar
- Student Services Coordinator

Approved by: Jane Koch

Position: Chief Executive Officer

Signature: 

Date: 18 January 2018

<i>Version</i>	<i>Created by:</i>	<i>Date created</i>	<i>Reason for update</i>	<i>Implementation date after circulation of draft to all stakeholders</i>
1	CEO	2015	Initial creation	2015
2	CEO	Dec 2016	Updated to align with Standards	2016
3	CEO	2017	Updated to align with Standards	18 January 2018