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La Trobe Melbourne

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# ELICOS Attendance Policy

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## **National Code – Standard 11**

### **ATTENDANCE POLICY FOR ELICOS STUDENT VISA HOLDERS**

#### **POLICY**

La Trobe Melbourne records attendance of each student enrolled in ELICOS programs. In order to maintain satisfactory attendance, an international student who is enrolled in an ELICOS Program must attend at least 80% of the total scheduled contact hours for their course. This attendance percentage is the student's actual attendance in class. Students are informed of the policy during their orientation program and all classrooms have a copy of the policy on the notice board.

#### **PURPOSE**

The purpose of this policy is to ensure La Trobe Melbourne ELICOS students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

#### **SCOPE**

The policy applies to students who are on a student visa enrolled in the La Trobe Melbourne ELICOS Program.

#### **MONITORING STUDENT ATTENDANCE**

Procedure:

1. ELICOS Teachers record student absence every day. The Friday teacher records absences and ticks "completed" on the student portal.
2. ELICOS Coordinators check that teachers have submitted attendance each Monday and the Director of Studies conducts random checks to ensure that this is done.
3. Warning letters to students with overall attendance below 85% are sent on Wednesdays of weeks 2, 3 and 4 via their LTM email address and their personal email address by Student Support staff. Students sent warning letters are asked to meet with the Counsellor by making an appointment at Reception.
4. In weeks 2, 3 and 4, the Counsellor meets with the above students to provide early intervention strategies.
5. When a student has been absent for three consecutive days (1 day if the student is under 18), the teacher will notify the coordinator via email. The coordinator will call/send SMS message to the student, check they are well and remind them of the attendance policy. If the coordinator is unable to contact the student, they will email the Student Counsellor, who will contact the student's friends, homestay, parent, sponsor or agent to make sure the student is all right.
6. When a student's attendance falls below 80%, a formal letter is sent by the Director, Student Services, to notify the student of the intention to report them to the Australian Government via PRISMS for unsatisfactory attendance. Students are informed of their right

to appeal within 20 working days in writing.

7. If a student's attendance falls below 79% (but is above 70%) in their final 2 weeks of overall enrolment, Student Support staff will send the student's details to the relevant coordinator. If their academic progress is deemed to be satisfactory by the coordinator, no further action will be taken. The coordinator will record this decision in MAZE.
8. If a student appeals against being reported to the Australian Government via PRISMS, the matter will be considered by the Student Grievance Committee. The student is advised to attend classes while the matter is being considered. If the student provides satisfactory evidence for exceptional or compelling circumstances, no further action will be taken. A formal response to their appeal will be provided within 10 days.
  - If the appeal is successful the student may continue their studies.
  - If the student does not choose to make an appeal within 20 working days, the student is reported to the Australian Government via PRISMS, and sent a formal letter to their last known address.
  - If the internal appeal is unsuccessful, the student will be advised that they may follow the Student Grievance Policy and make an external appeal. The student must advise La Trobe Melbourne in writing within 10 days if they are submitting an external appeal. La Trobe Melbourne will maintain the student's enrolment until the outcome of the external appeal is determined and the student must continue to attend classes. If the student does not choose to make an external appeal, the student is reported to the Australian Government via PRISMS, and sent a formal letter to their last known address.
9. Extenuating or compelling and compassionate circumstances refer to:
  - Illness of the student
  - Illness of immediate family member
  - Death of family member
  - Domestic violence or other social issues
  - Injury due to violence or other traumatic event e.g. assault
  - Natural disaster in home country and resulting trauma
  - Drug or alcohol abuse
  - Visa extension problemsStudents must present evidence of their individual circumstances, when making an appeal, e.g. medical certificates, police reports.
10. Students who successfully appeal against being reported to the Australian Government via PRISMS but subsequently fall below 70% will be sent a second intention to report letter. They may appeal only on the grounds of errors on the student attendance portal. They have 20 working days in which to appeal.
  - If the appeal is successful, the student may continue their studies.
  - A student can appeal against being reported to the Australian Government twice within an enrolment period.
  - If the internal appeal is unsuccessful, the student will be advised that they may follow the Student Grievance Policy and make an external appeal. The student must advise La Trobe Melbourne in writing within 10 days if they are submitting an external appeal. La Trobe Melbourne will maintain the student's enrolment until the outcome of the external appeal is determined and the student must continue to attend classes.
  - If the appeal is unsuccessful or the student does not make an external appeal, the student is reported to the Australian Government via PRISMS and sent a formal letter to their last known address.

- If a student fails to appeal against their second ITR within one enrolment period, they may have their CoE cancelled.
- If a second internal appeal is unsuccessful within an enrolment period, the student may make an external appeal. If the latter is unsuccessful then their CoE will be cancelled.

<b>Policy Title</b>	ELICOS Attendance Policy	
<b>Policy Owners</b>	Director, Student Services, Director of Studies	
<b>Contact Persons</b>	Usha Rao, Juliana Kendi	
<b>Key Stakeholders</b>	Academic Staff Student Support Staff Students	
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<b>Relevant Legislation</b>	National Code 2007	
<b>Related Policies</b>	Student Grievance Policy	
<b>Related Guidelines</b>		
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