

ELICOS Attendance Monitoring Policy

Institution	Australian Institute of Language and Further Education
Policy Name	ELICOS Attendance Monitoring Policy
Policy Governance	Course Coordinator
Reference to Standards	National Code 2018 – Standard 8 ELICOS Standards 2018 – Standard C1.1K

1 PURPOSE

Australian Institute of Language and Further Education establishes this policy and procedure to:

- 1.1 Comply with the requirements of the ESOS Act 2000, 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 Enable AILFE to proactively notify, counsel, and assist students who are at risk of failing to meet attendance requirements, and to ensure reporting obligations under ESOS Act 2000 s.19 are met, including reporting via PRISMS within 31 days of a breach, after internal and external appeals are completed.

2 DEFINITIONS

AILFE/The College	Australian Institute of Language and Further Education
SMS	Student Management System
NIR	Notice of Intention to Report
DoHA	Department of Home Affairs
SSO	Student Service Officer
Attendance	The attendance a student achieves during a Study Period
Study Period	AILFE uses 'term' to define a study period. The term duration, usually a contact period of ten (10-12) weeks, is considered a study period.

3 POLICY

- 3.1 It is College policy to monitor the attendance of students, identify students at risk, and provide timely and appropriate intervention/support strategies. The College ensures students are supported to complete their course satisfactorily and to comply with their student visa conditions. Students must maintain at least 80% attendance, unless compassionate or compelling circumstances apply.

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3.2 In accordance with ESOS Act 2000 s.19, students who fail to meet attendance requirements will be reported to the Department of Home Affairs via PRISMS within 31 days of the breach, after all appeals have been finalised. Students are provided 20 working days to access the complaints and appeals process before reporting occurs.

4 RESPONSIBILITY

4.1 The Course Coordinator and Administration Manager 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 Course Coordinator, Student Service 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 holder's 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"> Course Coordinator SSO 	<ul style="list-style-type: none"> All students receive a copy of the Orientation slides including the minimum 80% attendance requirement 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 student is marked as absent). 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.
Prepare hard copies of Class Attendance Sheets for teachers to take attendance	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> Hard copies will be printed on Friday for the following week and placed in teacher's Class Diaries
Student attendance is taken daily, at the beginning of each session.	<ul style="list-style-type: none"> Teacher 	<ul style="list-style-type: none"> If a student is absent for part of the session (arriving late or leaving early), the appropriate minutes is deducted from their days attendance in 15 minute increments
Collect and upload weekly attendance onto SMS	<ul style="list-style-type: none"> SSO 	<ul style="list-style-type: none"> Completed Class Attendance Sheets are collected on Fridays and uploaded into the SMS

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

5.2 The following table outlines steps and actions for sending out 1st Low Attendance Warning Letter, 2nd Low Attendance Warning Letter, and NIR Letters:

ATTENDANCE SCEANRIO	ACTION
Maximum Possible Attendance to date has fallen below 90%	<ul style="list-style-type: none"> First Attendance Warning Letter is sent to the student's Email address Student is asked to attend counselling session with SSO Outcome of counselling (and phone calls if any) to student are recorded in SMS
Maximum Possible Attendance to date has fallen below 85%	<ul style="list-style-type: none"> Second Attendance Warning Letter is sent to the student's Email address Student is asked to attend counselling session with Course Coordinator Results of counselling (and phone calls if any) to student are recorded in SMS
Maximum Possible Attendance to date has fallen below 80%	<ul style="list-style-type: none"> Notice of Intention to Report to DoHA is sent to the student's Email address The NIR advises the student of the potential breach of visa condition due to unsatisfactory attendance and their right to appeal within 20 working days Students are advised to provide evidence of compassionate and compelling circumstances (if any) 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 current course. A Student Complaints and Appeal Form needs to be filled up by Course Coordinator in this process. However, if no appeal and compelling or compassionate circumstances documentation is provided and accepted,

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	<p>then the student will be reported for Unsatisfactory Attendance via PRISMS</p> <ul style="list-style-type: none"> ▪ 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. ▪ 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. ▪ If a student is to be reported via PRISMS, the Course Coordinator will inform the Admissions Manager to report the student for unsatisfactory attendance. ▪ All documents listed above are to be stored in electronic form in the student file.
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5.3 College may only decide not to report a student for breaching the 80 per cent attendance requirement where:

- the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances (for example illness where a medical certificate states that the student is unable to attend classes) apply; and
- 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.

College will use its professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, college should consider documentary evidence provided to support the claim, and should keep copies of these documents in the student's file.

5.4 For students who are enrolled in a duration of less than 4 weeks it may not be practical to provide 2 warnings due to the maximum possible attendance being greatly affected by any absences, therefore they will be provided one warning email when their maximum possible attendance falls below 90% and a Notice of Intention Report Letter sent via email when the maximum possible attendance drops below 80%.

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Compliance Mapping

Requirement	Policy Reference	Source
Monitor attendance (80%) and support students at risk	Policy Statement; Procedure	ELICOS Standards 2018 – C1.1K; National Code 2018 – Standard 8.12
Early identification and warnings	Procedure (Warning System)	National Code 2018 – Standard 8.13
Provide counselling and written warnings	Procedure (Warning Letters)	National Code 2018 – Standard 8.13
Compassionate or compelling circumstances considered	Procedure (Appeals)	National Code 2018 – Standard 8.15
Issue Notice of Intention to Report	Procedure (NIR Process)	National Code 2018 – Standard 8.14
20 working days for appeals before reporting	Procedure (Appeals)	National Code 2018 – Standard 8.19
Report via PRISMS within 31 days	Procedure (Reporting)	ESOS Act 2000 – s.19
Retention of records for 2 years	Procedure (Recordkeeping)	National Code 2018 – Standard 8.21

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