1.3.5 Attendance Monitoring Policy and Procedure ELICOS & VCE

1.0 Purpose

This document sets out the guidelines for monitoring a student's attendance in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, including compliance with student visa conditions, and for proactively identifying, notifying, and supporting students who are at risk of not meeting attendance requirements.

2.0 Scope

The content of this document applies to all ELICOS and VCE programs at Acknowledge Education (AE) / Stott's College.

3.0 Regulatory Context

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Victorian Curriculum and Assessment Authority (VCAA) regulations and procedures

4.0 Policy

The following principles underpin Acknowledge Education's approach to attendance in its ELICOS and VCE courses.

4.1 AE is committed to encouraging students to maintain satisfactory course attendance to maximise their learning opportunities and meet regulatory requirements.

4.2 AE will provide clear information at the commencement of all courses, and throughout each student's enrolment, regarding attendance requirements, including the minimum requirement of 80% of scheduled contact hours (or higher where required by legislation), and how attendance is calculated.

4.3 Expectations for attendance, including the method for calculating attendance and consequences of unsatisfactory attendance, are communicated at course commencement and reinforced throughout the course.

4.4 AE will implement documented processes for monitoring, recording, and calculating student attendance, ensuring accurate and timely records of all scheduled contact hours.

4.5 AE will proactively identify and intervene where students:

i. have been absent for more than five consecutive days without approval, or

ii. are at risk of not meeting the minimum attendance requirement before

attendance falls below 80%.

Intervention strategies will include contacting the student (and parent/guardian where appropriate), counselling, and advising on available support services.

4.6 Students identified as at risk of unsatisfactory attendance will be formally notified and provided with opportunities and support to improve their attendance.

4.7 AE will maintain current contact details for students and, where applicable, parents/guardians, who are required to notify AE of any changes as soon as practicable to support effective communication regarding attendance.

4.8 Students are expected to seek assistance from AE if experiencing academic or personal difficulties that may impact their attendance.

4.9 AE will have documented processes for determining when a student has failed to meet satisfactory attendance requirements, including when attendance falls below the required threshold.

4.10 All international students enrolled in ELICOS, or the VCE on a student visa must comply with attendance requirements as a condition of their visa.

4.11 AE is required to report students to the Department of Home Affairs (DHA) who fail to meet attendance requirements in accordance with visa conditions and regulatory obligations.

5.0 Procedure

5.1 Attendance Requirements

i. International students on a student visa are required to maintain a minimum of 20 hours attendance per week for scheduled face-to-face classroom hours. Attendance is recorded for every class and students' attendance rates are calculated based on the study period.

ii. Students are required to attend 80% or more of their classes every study period to achieve satisfactory attendance.

iii. If a student is absent due to circumstances beyond their control, they are required to provide a reason for their absence with supporting evidence.

5.2 Attendance Recording

i. Attendance is recorded by the teacher for all relevant classes and records are maintained on the Student Management System.

ii. Students who arrive late or leave their classes early will have their attendance recorded accordingly.

5.3 Attendance Monitoring

i. A Student Services Officer checks the Student Management System twice each day to identify absent students who require follow-up. Attendance is checked at the commencement of the school day and at the start of the session following the lunch break. Unexplained absences are followed up and students and/or parents/carers are contacted within one hour of the

school day commencing and within one hour of the lunch break ending.

ii. As an intervention strategy if a student is absent for three consecutive teaching days, the student will be contacted to provide reasons.

iii. During the interview, the student will be counselled on strategies to improve attendance. All records of contact and counselling with students and parents are retained in the Student Management System.

iv. If a student's attendance rate falls below 95%, a first warning letter will be issued to the student, who will receive counselling from the ELICOS or VCE Coordinator. If the student is under 18, his or her parents or guardian/carer will be notified.

v. If a student's attendance rate falls below 90%, a second warning letter will be issued to the student, who will receive counselling from the ELICOS or VCE Coordinator. If the student is under 18, his or her parents or guardian/carer will be notified.

vi. If a student's attendance rate falls below 85%, a third warning letter will be issued to the student, who will receive counselling from the ELICOS or VCE Coordinator. If the student is under 18, his or her parents or guardian/carer will be notified.

5.4 Reporting

i. When a student's attendance rate falls below 80% for the study period, a final warning letter stating AE's intention to report the students' unsatisfactory attendance on PRISMS and to cancel the student's enrolment will be issued. If the student is underage, his or her parents or guardian/carer will be notified.

ii. AE may decide not to cancel the student's enrolment and report a student for breaching the 80% attendance requirement when:

   a) The student produces documentary evidence that clearly demonstrates that compassionate and compelling circumstances apply, and

   b) The decision is consistent with AE's documented procedures, and

   c) the student is attending at least 70% of the scheduled course contact hours for the course.

iii. An international student will be reported via PRISMS for unsatisfactory attendance 20 working days after the date of the final warning letter if the student does not appeal. Student enrolment will be officially cancelled at this point (within five working days). If the student is under 18, his or her parents or guardian/carer will be notified.

5.5 Appeals

i. Any student who wishes to appeal AE's notice of intention to report unsatisfactory attendance may lodge an appeal (refer to the *Complaints and Appeals Policy and Procedure*).

ii. The student must submit an appeal within 20 working days of the date on the relevant attendance notification letter.

6.0 Definitions

Term	Definition
Attendance Rate	The percentage of scheduled contact hours a student has attended within a defined study period, calculated against total scheduled classes. A minimum of **80% attendance** is required for satisfactory attendance unless otherwise specified.
Compassionate and Compelling Circumstances	Circumstances beyond the control of the student that have a significant impact on attendance (e.g. serious illness, bereavement), supported by appropriate documentary evidence and assessed in accordance with AE policies.
Consecutive Absences	Continuous days of absence from scheduled classes without approved leave, which may trigger intervention actions.
Course Contact Hours	The scheduled face-to-face teaching hours for a course that a student is required to attend, forming the basis for attendance calculation.
Intervention Strategy	A structured process implemented by AE to identify, notify, and support students at risk of unsatisfactory attendance, including contact, counselling, and referral to support services.
PRISMS (Provider Registration and International Student Management System)	The Australian Government system used by providers to report international student compliance, including breaches of visa conditions such as unsatisfactory attendance.
Scheduled Classes	All timetabled teaching sessions that contribute to total course contact hours and are used to determine attendance requirements.
Satisfactory Attendance	Attendance that meets or exceeds the minimum requirement of **80% of scheduled contact hours** (or higher where required), as defined under the National Code and AE policy.
Student Management System (SMS)	The system used by AE to record, track, and manage student attendance, contact records, and intervention actions.
Study Period	A defined timeframe within a course (e.g. term or module) over which attendance is calculated and monitored.
Unsatisfactory Attendance	Attendance that falls below the required threshold (typically below 80% of scheduled contact hours), triggering intervention and possible reporting.
Warning Letters (Attendance Notifications)	Formal communications issued at defined attendance thresholds (e.g. 95%, 90%, 85%, and below 80%) advising students of their status, required actions, and potential consequences.

7.0 Related Documents

Document Name
VCE-POL-15 Student Support Policy
VCE-POL-14 Course Progress Monitoring Policy and Procedures
1.1.7 Deferment Suspension Cancellation and Withdrawal Policy
1.3.6 International Student Reporting on PRISMS Policy and Appendix
2.4.1 Complaints and Appeals Policy and Procedures

8.0 Document Information

Document Name	Attendance Monitoring Policy and Procedure ELICOS & VCE

Document Number	1.3.5
Purpose	This policy ensures that students at AE receive clear information on course progress and attendance criteria, enabling informed decision-making, active participation, and adherence to standards.
Audience	☒Staff | ☒Students| ☒Public
Category	1.0 Student Participation and Attainment
Subcategory	1.3 Orientation and Progression
Approval Date	22 January 2024
Effective Date	22 January 2024
Last date of endorsement	30 April 2026
Next Review Date	30 April 2028
Policy Advisor	HoS, Head of Quality and Risk
Approving Authority	Governing Board
Endorsing Authority	VCE&ELICOS Quality and Compliance Committee
Contact	Quality Assurance Regulator.compliance@ae.edu.au

9.0 Change Log

Date	Version	By	Notes
27/01/2009	1	RF	Initial Authorisation
11/01/2016	2	BS	Review and update
18/12/2013	2.1	BS	Update and reformat
04/12/2023	3.0	Quality Assurance Manager	Review and update in alignment to the current legislative requirements and AE operations
30/04/2026	3.1	HoS	• Overall review and stronger alignment with National Code • Transfer approving authority from Academic Board to Governing Board, with endorsement by VCE&ELICOS QCC • Change to Policy Advisor, from ELICOS / VCE Coordinator to HoS and HQR • Updated 5.3.1 (Attendance Monitoring Procedure) to ensure that attendance is monitored at a minimum twice daily • Updated definitions and supporting docs