



Student Attendance Progress Monitoring Policy and Procedure for ELICOS

1. Purpose

The Attendance Monitoring Policy and Procedure for ELICOS ensures to systematically monitor students' compliance with student visa conditions relating to attendance. Camberwell College abiding by the policy has the sole purpose to be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements and consequently, report students under Section 19 of the ESOS Act who have breached the attendance requirements.

2. Scope

This policy is designed for potential or current students who are willing to enrol or enrolled in one of the ELICOS courses within the scope of Camberwell College. The Academic Manager / Director of Studies (DOS) is responsible for monitoring the procedures outlined in this policy and ensures compliance at all times. All teachers as well as Administration staff who are involved in delivering and administering ELICOS courses must also adhere to this policy.

3. Relevant standards, acts ad legislations

The policy supports Standard 8 of The National Code of Practice for Providers of Education and Training to Overseas Students 2018 and Standard P3-Teaching ELICOS and Standard P4- Assessment of ELICOS students of the ELICOS standards 2018.

<Definitions>

Term	Definition
Satisfactory Course Progress	Students meet satisfactory course progress when they score at least 50% in each assessment
At Risk	Student not meeting satisfactory course progress requirements
Intervention	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
Study Period	Camberwell College defines one study period as being 10 weeks for General English, EAP 1 and EAP2
Special Consideration	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma. It applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is face to face contact with a teacher or equivalent attendance as approved by both the Academic Manager and CEO.

4. Policy

The policy statement is outlined below:



Camberwell College ensures to:

Inform all staff and students about the Attendance Monitoring Procedures and is made available to all at all times.

- A. Record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled.
- B. Regularly assess the attendance of students in accordance with their attendance policies and procedures. 'Regular assessment' means that attendance should be assessed frequently enough that a provider is able to make judgements about the student's level of attendance in each study period.
- C. Notify the student in writing of its intention to report the student for not achieving satisfactory attendance of 80%. The written notice must inform the student that he or she is able to access Camberwell College's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.
- D. Carefully review and record considerable compassionate and compelling students on deciding not to report a student for breaching the 80% attendance requirement where:
 - a. 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;
 - b. that decision is consistent with its documented attendance policies and procedures;
 - c. Camberwell College confirms that the student is attending at least 70% of the scheduled course contact hours for the course in which he or she is enrolled.
- E. Record and secure
 - a. evidence on students' files of contacting and counselling students who have been identified as at risk of not meeting attendance requirements
 - b. Evidence of all breaching letters send to the student when attendance is below 80%
 - c. Evidence that the attendance policies and procedures have been provided to staff and students.

5. Procedure:

5.1. Attendance Recording

Student attendance is monitored each and every session of scheduled class time using the 'Class Attendance Record Sheet'. Each teacher will be provided with a "Class Attendance Roll" that will include the names of all students currently enrolled in each class. This Class Attendance Roll will be populated by the Student Administration Officer at the beginning of each week. Each teacher shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.

This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session. A symbol shall be placed in the box beside each student's name to indicate their attendance. A student who arrives late or misses part of a session shall have their time of arrival and time of departure recorded on the Class Attendance Roll.

The following symbols are to be used in recording a student's attendance:

Session Hours	Meaning
√	Present
×	Absent
HH:MM	Student late arrival time / early departure time will be recorded by the teacher.

Student attendance is then tallied for the day and the teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student.



The Class Attendance Roll is to be submitted to the Student Administration Officer at the end of each day. The Student Administration Officer will ensure these record sheets are maintained securely and collated as required.

All attendance shall be recorded in the Student Data Management System which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes. All relevant staff (Student Administration & teachers) are informed of this process and the importance for accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the Academic Manager.

5.2. Attendance monitoring

The Academic Manager will monitor the student attendance. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

At the beginning of each course the Student Data Management System will be set up with each student and their relevant required course hours.

All Class Attendance Rolls are to be submitted to the Student Administration Officer who will enter all data into the Student Data Management System. At the end of each week it is the responsibility of the Student Administration Officer to ensure all attendance records are up to date and are accurate.

At this time, once per week, the Academic Manager checks the attendance percentage of all students and monitors the individual attendance of each student.

Where an individual student attendance falls into any of the following categories the associated action shall be taken:

Student Attendance Status	Camberwell College Action
Any student who has missed 5 consecutive days of classes without prior approval	<p>The student will be immediately contacted by phone / email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not successful, the Academic Manager is to be informed and shall attempt to identify the student's current contact details.</p> <p>Where the student is not able to be contacted by phone / email, a 'Student Attendance 1st Warning Letter' is to be sent to the email address on file and to their phone number via SMS.</p> <p><i>It must be noted that students have been informed via the 'Enrolment Agreement' to notify Camberwell College immediately of changing their address or contact details.</i></p> <p>If a student does not comply and does not attend classes after being contacted, the Academic Manager is to be notified and the student's location is to be identified or student enrolment status updated as required.</p>
When a student's projected attendance falls below 90%	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' via email and via SMS informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%.</p>
When a student's projected attendance falls below 85%	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter' via email and via SMS. This communication will indicate the student is required to organise an appointment with the Academic</p>



	<p>Manager to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days the Student Administration Officer will attempt to contact the student and action the student enrolment status as required.</p>
<p>When a student's projected attendance falls below 80%</p>	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' via email and via SMS indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' notifying the student of the action taken.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student falls below a projected attendance of 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Academic Manager who will, in conjunction with the Student Administration Officer, monitor the recorded breach and report the breach as required.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file and recorded on the Student Data Management System.</p>

5.3. Reporting 'Breach of Student Attendance'

All students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Academic Manager who monitors the attendance records weekly. All warning letters, breach recorded letter, and breach reported letter are to be maintained on the student's file and on the Student Data Management System.

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated. It is the responsibility of the Academic Manager to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)

Where a student is able to provide evidence that the attendance records are incorrect they will also be adjusted accordingly and action taken to prevent such errors from re-occurring.



The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported. (Appendix F)

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

5.4. Ensuring Integrity of the Data

To ensure the integrity of the attendance data and records the Academic Manager shall regularly review a sample of attendance records to verify the data included in the projected attendance spreadsheet is accurate.

The Academic Manager shall use the 'Student Data (Attendance) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The class attendance record sheets
- Student Data Management System
- Camberwell College Attendance System (Excel Spreadsheet)
- The Intention to Report Register

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic study period.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the Academic Manager.

5.5. Compassionate and Compelling Situation

Camberwell College may decide not to report the student for breaching the 805 attendance requirement, only when the students can demonstrate with evidence of a compassionate and compelling situation and has maintained a minimum of 70% attendance during his/her course of study.

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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;

or a traumatic experience which could include:

- involvement in, or witnessing of a serious accident; and
- 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)

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. When determining whether compassionate or compelling circumstances exist, Camberwell College will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.



Student late arrive time / leave early time will be recorded by the teacher.

6. Relevant Policies and Procedures

- Enrolment Policy and Procedures
- Privacy Policy and Procedure
- Complaint and Appeal
- Attendance Monitoring

7. Forms and documents

- Appendix A: Class Attendance Record Sheet
- Appendix B: Student Attendance 1st Warning letter
- Appendix C: Student Attendance 2nd Warning letter
- Appendix D: Student Attendance Breach Recorded Sheet
- Appendix E: Student Data Attendance Integrity Checklist
- Appendix F: Student Attendance Breach reported Letter

APPENDIX A: Class Attendance Record Sheet

Daily Attendance Record

Student attendance is monitored each and every session of scheduled class time. This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session - Students are given a 15-minute leeway at the beginning of the session.

Session Hours	Meaning
√	Full Attendance Achieved
×	Attendance variation (Late arrival, leave early, missed Hours) Student late arrive time / leave early time will be recorded by the teacher.
0	Absent (zero attendance)

All 'Class Attendance Record' sheets are to be collected and submitted to the Student Administration Officer at the end of each day.

Hours attended and absent are added for the day and tallied in the appropriate boxes and the teacher will be required to sign the attendance record at the end of each session to confirm the accuracy for the recorded attendance.



<course name> and <class code>

TEACHER NAME:

8 – FULL ATTENDANCE 1-7 – ATTENDANCE VARIATION (LATE ARRIVAL, EARLY LEAVE, MISSED HOURS) 0 – ABSENT (ZERO ATTENDANCE)													
No	FIRST NAME	FAMILY NAME	PROPOSED END DATE	MONDAY <DATE>		TUESDAY <DATE>		WEDNESDAY <DATE>		THURSDAY <DATE>		FRIDAY <DATE>	
								AM	PM	AM	PM	AM	PM
1	John	Smith						4	4	0	4	3	
2	Jane	Doe						2	4	4	0	2	



APPENDIX B: Student Attendance 1st Warning Letter

CRICOS NO:

Date:

Student Name:

Student Number:

Student address:

Dear _____

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your attendance is at risk of falling below this requirement is that you have either:

- Been absent for more than 5 consecutive days without a satisfactory reason Or
- Have irregular attendance without a satisfactory reason which has caused your projected attendance to fall below 90% for your course duration (total contact hours).

This letter is your 1st warning letter and your attendance will be monitored closely for the remainder of your enrolment.

If you do not improve your attendance Camberwell College will require to instigate an intervention strategy aimed at maintaining an adequate attendance for the duration of your current study period.

Please be advised that as soon as your current rate of attendance falls below 80% over the course duration (total scheduled contact hours), Camberwell College is required to notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOS Act).

If you have any reasons why you will not be able to attend the course at the required hours per week, you **must** contact the Student Administration Officer in person immediately and arrange a meeting with the Student Administration Officer to discuss how we can improve this situation.

At Camberwell College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Academic Manager



APPENDIX C: Student Attendance 2nd Warning Letter

CRICOS NO:

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

Our attendance records are showing that your current projected attendance is at risk of falling below the minimum attendance requirements. As part of your enrolment and Student Visa conditions you are required to maintain a minimum of 80% attendance for your course duration (total scheduled contact hours).

The reason your average attendance is at risk of falling below this requirement is that your projected attendance has fallen **below 85%**. Further absenteeism (non-attendance) will result in your projected attendance falling below this required 80% and breaching your enrolment and Visa conditions.

This letter is your 2nd warning letter and you **must** contact the Administration Officer **in person immediately** and arrange a meeting with the Academic Manager to discuss and agree to intervention strategies aimed at improving your current attendance situation.

Please be advised that as soon as your current rate of attendance falls below 80% over your current study period (total scheduled contact hours), Camberwell College will notify the appropriate government agency(s) via PRISMS that you have breached your VISA conditions (section 19 of the ESOSAct).

At Camberwell College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and assist with strategies for you to maintain the required attendance.

Yours sincerely,

Academic Manager



APPENDIX D: Student Attendance Breach Recorded Letter

CRICOS NO:

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

Subsequent to our issuing to you two 'Attendance Warning' Letters and our attempts to counsel you through this issue, our records indicate your projected attendance has fallen below the required attendance as per your enrolment and Student Visa conditions.

Your attendance has now fallen below 80% of the total scheduled course contact hours.

Please be advised that you are now in breach of your Student Visa attendance requirements and Camberwell College is now required to notify the appropriate government agency(s) via the PRISMS reporting system of this breach of your Visa conditions (section 19 of the ESOS Act).

If you feel you have reasonable grounds for non-attendance of your course and wish to appeal this decision of reporting the breach of attendance, you must contact Camberwell College in writing within 20 business days outlining your circumstances. This process is outlined in the 'Complaints & Appeals Policy and Procedure' available on www.smeag.com.au and further information on this process / decision can be gained from the Academic Manager.

If no response is received within 20 business days of the date of this letter Camberwell College will proceed with the reporting process.

Please be advised that you are still required to attend Camberwell College until notified by the Department of Home Affairs.

Yours sincerely,

Academic Manager



APPENDIX E: Student Data (Attendance) Integrity Checklist

Date of Data Integrity Check:	
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The following checklist is to be used to verify International Student attendance records The CEO is to gather the following data to complete this checklist:

- Class Attendance Record Sheets for the student
- Attendance System (Excel Spreadsheet)
- Intention to Report Register
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Attendance data check:

Student Name:					
Student DOB:					
Student ID:					
Course:					
Calculate the hours the student has been in attendance according to the Class Attendance Record Sheets	Hours:	Hours:	Hours:	Hours:	Hours:
Identify the number of hours the student has been in attendance according to the Attendance System?	Hours:	Hours:	Hours:	Hours:	Hours:



Are the hours of attendance in the Attendance System consistent with the Class Attendance Record Sheets?	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>If 'No' identify any discrepancies in the data and indicate the action to be taken</i>	Action to be taken by CEO, ▪ Meeting with relevant personnel	Action to be taken by CEO, ▪ Meeting with relevant personnel	Action to be taken by CEO, ▪ Meeting with relevant personnel	Action to be taken by CEO, ▪ Meeting with relevant personnel	Action to be taken by CEO, ▪ Meeting with relevant personnel
<i>The discrepancy is:</i>	▪ First / Final Warning ▪ Others: _____	▪ First / Final Warning ▪ Others: _____	▪ First / Final Warning ▪ Others: _____	▪ First / Final Warning ▪ Others: _____	▪ First / Final Warning ▪ Others: _____

Verification of implementation of Intention to Report Register:

Do all students that appear on the Attendance System with a projected attendance rate of less than 80% appear on the Intention to Report Register?	Yes <input type="checkbox"/> No <input type="checkbox"/>
<i>If 'No' identify any discrepancies in the data and indicate the action to be taken</i>	Action to be taken by CEO, ▪ Meeting with relevant personnel
<i>The discrepancy is:</i>	▪ First / Final Warning Others: _____



<p>Are there any students that have been sent an intention to report letter more than 20 business days ago and not yet reported via PRISMS?</p> <p><i>If 'Yes' what is the reason the student has not yet been reported and identify the required action</i></p> <p><i>The discrepancy is:</i></p> <p>_____</p> <p>_____</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>Action to be taken by CEO,</p> <p><input type="checkbox"/> Meeting with relevant personnel</p> <p><input type="checkbox"/> First / Final Warning Others: _____</p>
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<p>CEO Signature: _____</p> <p>Date</p>



APPENDIX F: Student Attendance Breach Reported Letter

CRICOS NO:

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

Subsequent to issuing a Student Attendance Breach Recorded Letter and in the absence of no correspondence from you regarding any intention to appeal the decision of reporting the breach of attendance within 20 business days, I am advising you that Camberwell College has now notified the appropriate government agency(s) via the PRISMS reporting system regarding the breach of your Visa conditions (section 19 of the ESOS Act).

The Department of Home Affairs as a result of this report may cancel your student visa. I recommend that you contact the Department of Home Affairs regarding the status of your student visa.

Please also be advised that you are still required to attend Camberwell College's scheduled classes until notified by the Department of Home Affairs.

Yours sincerely,

Academic Manager