

	QIBA ELICOS Course Attendance Policy			
	Policy Scope:	This Policy applies to all ELICOS students, ELICOS staff and teachers engaged by QIBA.		
	Accountability:	Compliance and Risk Manager		
	Last Date of Review:	27.03.2020	Reviewed:	Annually
	QIBA Pty Ltd ABN: 35 071 667 108 RTO 5304 CRICOS Provider No: 01515J			

1. Purpose

This policy provides a documented process for monitoring students' attendance for ELICOS students that are currently studying at QIBA.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8.6 – The registered provider of ELICOS must have and implement a documented policy and process for monitoring and recording attendance of an overseas student.

2. Scope

This policy applies to all overseas students on a student visa currently enrolled at QIBA.

This policy applies to all staff involved in the promotion, recruitment, admission, academic delivery, management and administration of international students.

3. Definitions

at risk	any student identified as having an attendance percentage between 80%- 90% but still able to achieve satisfactory attendance for the study period
Compassionate and Compelling circumstances	<p>Compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:</p> <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 (death certificate must be provided); ➤ major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;

	➤ a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologists' reports where possible);
eCOE	Electronic Confirmation of Enrolment
ELICOS	English Language Intensive Courses for Overseas Students
PRISMS	Provider Registration and International Student Management System
QIBA	Queensland International Business Academy
Session	Delivery period, within a day, divided into 5 hourly increments
Study Period	A study period is the regular scheduled term of study between study breaks. In ELICOS this is usually of twelve weeks duration.

4. Policy Principles

- 4.1** Each student's attendance will be regularly recorded for each session & Study Period. QIBA provides all students with clear expectations on the attendance required in the orientation session, student handbook, on campus and in class.
- 4.2** It is a student visa requirement for overseas students studying ELICOS to attend scheduled classes for a minimum of 80% of the scheduled course contact hours.

5. Attendance Monitoring Process

- 5.1** Attendance is monitored over each study period. During the study period, students are required to attend 20 hours of classes each week. 100% attendance is calculated on the number of academic weeks in the study period multiplied by 20 hours.
- 5.2** Students are required to maintain a minimum of 80% attendance for their course at all times, based on the duration of their COE.
- 5.3** Public holidays are excluded when the attendance is calculated. Approved leave does not count towards attendance calculations.
- 5.4** Teachers are required to mark attendance daily at the beginning of each hour of every session (see attendance sheet).
- 5.5** Where a student is late (more than 15 minutes) or leaves early, the student is marked absent for that hour.
- 5.6** Students who are unable to attend class OR are running late to class should contact QIBA to inform their teacher.
- 5.7** Medical certificates are needed to verify students' absence due to illness etc. A copy of the student's medical certificate will be taken when the student produces it at the

QIBA student hub and attendance will be rectified. A copy of the medical certificate will also be placed in the students file.

- 5.8 At the end of every week, student's attendance is entered into the Student Management System. Using this information, the weekly attendance records are reviewed and a report is generated to identify students 'at risk' of not satisfying attendance requirements.

6. Student at Risk/Intervention Strategy

The Academic Manager works together with teachers, administration and student welfare officers to identify and counsel students who are at risk at not meeting attendance requirements.

- 6.1 A student identified as being at risk is notified by email when their attendance drops below 90%. A First Warning Attendance email is sent to the student.
- 6.2 A Second Warning Attendance email is sent when a student's attendance drops below 85%.
- 6.3 Students with falling attendance percentages will be notified by email a minimum of two times before their attendance level reaches the 80% minimum. In each contact, the Attendance Reminder Notice issued will include:
 - a. a request that the student contact student support staff for assistance in getting back on track with the options for intervention processes and any other assistance that may be viable
 - b. a statement explaining that QIBA is obligated to monitor attendance and notify the Australian Department of Home Affairs of students with attendance below 80%, which may ultimately result in the cancellation of the student's visa.
 - c. Should the student be absent for **three (3) consecutive days absent** without prior approval, they will be contacted by email and may also be phoned to initiate an intervention process.
- 6.4 Should the attendance rate of a student fall to 80% over a study period an Intention to report email is sent to the student requesting an immediate intervention interview with the Academic Manager and further warning the student of the risk of reaching attendance percentages under the 80% minimum rate.
- 6.5 Records will be kept of any intervention or contact that is made with the student in the student management system.

7. Reporting for Unsatisfactory Attendance Procedure

- 7.1** If the attendance issue remains unresolved after intervention then a Notification to Report email outlining our intention to report the student to the Australian Department of Home Affairs is sent with information on why the email has been sent and the right to access the appeals and complaints **process within 20 days**.
- 7.2** If the student uses the **20 day period** after receiving an Intention to Report Letter to appeal and is successful, the Australian Department of Home Affairs will not be notified at this time, however the attendance breach, all correspondence and appeal processes will be recorded and retained. Future appeal processes for unsatisfactory attendance will review this information to make decisions on whether or not to report the student to the Australian Department of Home Affairs.
- 7.3** QIBA may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending **at least 70 per cent of the scheduled course contact hours** and provides genuine evidence demonstrating that compassionate or compelling circumstances apply.
- 7.4** QIBA will only report unsatisfactory attendance in PRISMS and advise the Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if:
- a. all internal and external complaints/appeals processes have been completed and the decision or recommendation supports QIBA as the registered provider; or
 - b. the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
 - c. the overseas student has chosen not to access the external complaints and appeals process; or
 - d. the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- 7.5** Only when the above criteria are met will the student's case be referred to the Admissions Manager by the Academic Manager for cancellation of e-CoE and the subsequent updating to the Australian Department of Home Affairs as soon as practicable.

8. Responsibilities

- 8.1** ELICOS Teachers and Student Support Officers will be responsible for:
- a. reminding students of their visa attendance obligations;
 - b. marking attendance on a daily basis
 - c. informing students of the availability of counselling and support services should they be experiencing study and/or personal problems; and

- d. informing students that further action will be taken should they make unsatisfactory attendance
- e. updating attendance when a medical certificate is produced and approved by the Academic Manager

8.2 The Admissions Manager is responsible for issuing the Intention to Report Letter and cancelling the e-COE if required in PRISMS after approval from the Academic Manager.

9. Reference Documents

- a. Weekly attendance sheet
- b. Weekly attendance report sheet
- c. First Warning Attendance email
- d. Second Warning Attendance email
- e. 3-day absence warning email
- f. Intention to report email

Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
3.7	27/03/2020	Roxanne Brock	
3.8	09/02/2021	Sally Mooney	New format and accountability