Level 9, 120 Spencer Street
Melbourne VIC 3000 Australia
Phone: +61 3 9614 8422
Email: info@melbournecitycollege.edu.au
Website: www.melbournecitycollege.edu.au

Attendance Monitoring Policy and Procedure

Policy

1. This policy is to support Standard 8 of the ESOS National Code 2018.
2. The College monitors overseas/international ELICOS students' attendance for each course in which the overseas student is enrolled.
3. This policy applies to the College's overseas ELICOS students and staff.
4. This policy does not apply to the College's international VET/ Vocational Education and Training students because the College monitors overseas students' course progress for its vocational education and training courses. However, the college has an attendance monitoring procedure to support international VET students to achieve satisfactory course progress by regularly following up with VET students to attend their classes minimum 80% of the scheduled class hours. The VET students' attendance is monitored every fortnight. The attendance monitoring for VET students is not used for the purpose of reporting to the ESOS Agency/ Department of Home Affairs.
5. The College has and implements this Attendance Monitoring Policy and Procedure to identify, notify and assist an overseas student at risk of not meeting attendance requirements where there is evidence from the overseas student's participation in tuition activities that the overseas student is at risk of not meeting those requirements.
6. The College clearly outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory attendance for ELICOS courses in each study period.
7. The College has and implements this policy and procedure for monitoring and recording attendance of the overseas student, specifying:
   a. requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours.
   b. the method for working out minimum attendance under Standard 8 of the National Code 2018.
   c. processes for recording course attendance.
   d. details of the College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
   e. processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
8. Where the College has assessed the overseas student as not meeting attendance requirements, the College will give the overseas student a written notice as soon as practicable which:
   a. notifies the overseas student that the College intends to report the overseas student for unsatisfactory course attendance.
   b. informs the overseas student of the reasons for the intention to report
   c. advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 of the National Code 2018 (Complaints and appeals), within 20 working days.
9. The College will only report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
   a. the internal and external complaints processes have been completed and the decision or recommendation supports the College, or
   b. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or

Level 9, 120 Spencer Street
Melbourne VIC 3000 Australia
Phone: +61 3 9614 8422
Email: info@melbournecitycollege.edu.au
Website: www.melbournecitycollege.edu.au

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 College in writing.

10.   The College 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 the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply.

11.   The CEO is responsible for the implementation of this policy and to ensure that staff and students are aware of its application and that staff implement its requirements.

Procedure

Purpose
The purpose of this procedure is to monitor overseas/ international ELICOS students' attendance.

Requirements
1.   The College systematically monitors students' compliance with student visa conditions relating to attendance. The College is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. The College reports students who have breached the attendance requirements.

2.   The College must record the attendance of each student for the scheduled course contact hours for each CRICOS registered course in which the student is enrolled which is an ELICOS course.

3.   For its ELICOS courses, the College must have and implement appropriate documented attendance policies and procedures for each course which must be provided to staff and students that specify the:

a.   requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours.

b.   the method for working out minimum attendance under Standard 8 of the National Code 2018.

c.   processes for recording course attendance.

d.   details of the College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent

e.   processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

4.   The College's Attendance Monitoring Policy and Procedures must identify the process for contacting and counselling students who have been absent for more than five consecutive days without approval or where the student is at risk of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (before the student's attendance drops below 80 per cent).

5.   The College must regularly assess the attendance of the student in accordance with the College's Attendance Monitoring Policy and Procedures.

6.   Where the College has assessed the student as not achieving satisfactory attendance for an ELICOS course, the College must notify the student in writing of its intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the College's complaints and appeals process as per Standard

Level 9, 120 Spencer Street
Melbourne VIC 3000 Australia
Phone: +61 3 9614 8422
Email: info@melbournecitycollege.edu.au
Website: www.melbournecitycollege.edu.au

10 of the National Code 2018 (Complaints and Appeals) and that the student has 20 working days in which to do so.

7. Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College must notify the ESOS Agency and Department of Home Affairs through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

8. The College may only decide not to report a student for breaching the 80 per cent attendance requirement where:
    a. the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply;
    b. that decision is consistent with its documented attendance policies and procedures; and
    c. the 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.

Procedure

1. The attendance of ELICOS students of the College is recorded in each session by the relevant teachers in the Student Management System, Wisenet.

2. Every week, the Student Administration Manager monitors the attendance projection. Students who are at risk of not meeting attendance requirements as per the percentage thresholds below will be identified and notified and assisted.

3. Failure of meeting attendance conditions will result in the following procedure:
    a. STEP ONE (90% projected attendance/ absent for more than 5 consecutive days without approval) - A student will be sent an Initial Unsatisfactory Attendance Warning Letter to come for counselling by the Student Support Officer.
    b. STEP TWO (80% projected attendance) - A student will be sent a Final Unsatisfactory Attendance Warning Letter and counselled by the ELICOS Coordinator/ delegate.
    c. STEP THREE (below 80% projected) - A student will be sent an Unsatisfactory Attendance Intention to Report Letter (Students may be reported to the ESOS Agency and Department of Home Affairs).

4. The Student Administration Manager will inform the Student Administration staff to send warning letters to students who are falling under a relevant category. The warning letters will be sent to students by email. An Unsatisfactory Attendance Intention to Report Letter will be signed by the Director of Studies and sent by the Student Administration staff to students' email addresses.

5. A student may choose to access the College's Complaints and Appeals Procedures if he/she disagrees with the decision made by the College. This response must be made within 20 working days of receiving the Intention to Report Letter.

6. The College will have the discretion to report or not to report an ELICOS course student to the ESOS Agency and Department of Home Affairs if the attendance percentage remains above 70%. However, the only exceptions to reporting attendance breaches will be if the College is satisfied that the student has a compelling or compassionate reason for falling below 80%. This evidence must be supplied by the student. (E.g. medical certificates or other documentation). Any student whose attendance is below 70% will be reported to the ESOS Agency and Department of Home Affairs. Students who do not supply evidence of reasons for absence will be reported to the ESOS Agency and Department of Home Affairs.

7. The Report to ESOS Agency-Unsatisfactory Attendance letter will be sent by email, a copy will also be kept on the student's file by the Student Administration staff.

Other steps such as contacting the student's agent and/or student's parent may also be taken in these situations, if deemed necessary by the College's management.

Attendance Monitoring Policy and Procedure
Revision: 8.0

Revision Date: 29 October 2024
Page 3/4

Melbourne City College Australia| CRICOS: 03592B | RTO:45140 | ABN:77 602 164 625 |
Melbourne City College Pty Ltd t/a Melbourne City College Australia

Level 9, 120 Spencer Street
Melbourne VIC 3000 Australia
Phone: +61 3 9614 8422
Email: info@melbournecitycollege.edu.au
Website: www.melbournecitycollege.edu.au

For International VET Students

1. The attendance of international VET students of the College is recorded in each session by the relevant trainers in the Student Management System, Wisenet. The projection of students' attendance is calculated automatically by the system. Initially, the projected attendance for each student is 100% for a study period. Any absence from scheduled class will be deducted from the projected attendance.

2. Every fortnight, the Student Administration Manager monitors the attendance projection. Students who are at risk of not meeting attendance requirements as per the percentage thresholds below will be identified and notified and assisted.

3. Failure of meeting attendance conditions will result in the following procedure:
   a. STEP ONE (90% projected attendance) - A student will be sent a reminder email to attend classes regularly.
   b. STEP TWO (80% projected attendance) - A student will be sent a reminder email to come for counselling by the Student Support Officer.
   c. STEP THREE (below 80% projected attendance) - A student will be sent a reminder email to come for counselling by the Student Administration Manager/delegate.

4. A reminder email is sent from Wisenet to students who are falling under a relevant category.

5. If the students do not respond to the warning letters, the Student Support Officers will follow up with the students by contacting them by phone.

6. The attendance monitoring for VET students is used for supporting the students in achieving satisfactory course progress and not used for the purpose of reporting to the ESOS Agency/ Department of Home Affairs.

7. The College may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly. Any students at risk of not meeting course attendance requirements will be identified, notified via email and assisted before failing to meet the attendance requirements. If students do not respond to the college's attempt to assist them, the VET students will be followed up/ contacted by phone to meet the Student Administration Manager/delegate so that an early intervention strategy can be implemented.

8. If the student who is at risk of not meeting the attendance requirements does not respond to the College's attempts to assist the student to meet the attendance requirements and the student is at risk of not meeting satisfactory course progress in the first study period, the student will be sent the Unsatisfactory Course Progress Initial Warning Letter by the Student Support Officer. The Student Support Officer is to check the student's assessment result records from Wisenet. The Final Unsatisfactory Course Progress Final Warning letter/ Intention to Report Letter - Unsatisfactory Course Progress Letter may be sent to the student if the student does not attend the classes regularly or does not respond to the College's attempts to assist the student in achieving satisfactory course progress.