

ELICOS Attendance Monitoring and Reporting Policy & Procedure

1. Purpose

This Policy and Procedure outlines how ALG monitors, records, and reports student attendance in its ELICOS courses to:

- support students to successfully complete their studies within the expected duration
- meet the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (Standard 8)

2. Scope

This Policy applies to:

- all students enrolled in ALG's ELICOS courses
- all staff involved in teaching, academic management, and student administration

3. Definitions

Scheduled Course Contact Hours: The hours for which a student is scheduled to attend supervised classes (being a minimum of 20 face to face hours for ELICOS courses and students)

Satisfactory Attendance: Attendance of at least 80% of scheduled course contact hours over a study period.

Study Period: A defined period of study within an ELICOS course used to monitor attendance and course progress. At ALG, a study period is one General English level, delivered over 10 weeks.

At Risk: A student identified as being at risk of not meeting attendance requirements based on projected attendance.

Intervention Strategy: Structured support actions implemented to assist a student to improve attendance.

Projected Attendance: The maximum attendance percentage a student can achieve by the end of the study period based on current attendance patterns.

Expected Duration: The length of time a student is expected to complete their course, as shown on their Confirmation of Enrolment (CoE).

4. Policy

ALG monitors and records attendance for all students enrolled in its ELICOS courses to ensure students are supported to complete their studies within the expected duration specified on their CoE.

Attendance monitoring is implemented as a structured, evidence-based process that enables early identification of students at risk and provides timely intervention and support.

Reporting of unsatisfactory attendance is undertaken only in accordance with legislative requirements.

4.1 Informing Students of Attendance Requirements

ALG ensures that students are clearly informed before commencement and during orientation, of:

- attendance requirements (minimum 80%)
- how attendance is recorded and calculated
- consequences of not meeting attendance requirements
- potential visa implications for overseas students

Students are informed via:

- Student Handbook
- Offer Letter & Written Agreement
- Orientation program

4.2 Measurement of Attendance

ALG measures attendance based on scheduled course contact hours.

Attendance is:

- recorded for each scheduled class session
- calculated as a percentage over the study period
- monitored using **projected attendance** to identify risk early

Attendance monitoring is based on projected attendance to enable early identification of students at risk of not meeting attendance requirements.

4.3 Recording of Attendance

ALG maintains an individual student record for each student in the student management system, **RTO Manager (RTOM)**.

- Attendance is recorded by the class teacher for each scheduled class session and maintained in the student management system (RTOM).
- Records are maintained accurately to support monitoring, intervention, and reporting

4.4 Satisfactory Attendance Requirements

ALG defines satisfactory attendance as:

- a minimum of **80% attendance** of scheduled course contact hours over the study period

This requirement is:

- documented
- communicated to students before commencement

- applied consistently to all students

4.5 Identification, Notification and Support of Students at Risk

ALG implements a structured process to **identify, notify and assist** students at risk of not meeting attendance requirements. This process is informed by evidence of a student's attendance patterns, participation in scheduled tuition activities, and other indicators relevant to engagement. Where a student is identified as at risk, ALG provides timely notification and implements targeted intervention strategies to support the student to improve attendance and meet course requirements.

4.6 Identification of Students at Risk (IDENTIFY and NOTIFY)

ALG identifies students at risk based on projected attendance and attendance patterns. A student is considered at risk where they:

- are absent for **five (5) consecutive days without approval**, resulting in a **Five (5) Consecutive Absence Warning Notification**
- have projected attendance approaching defined risk thresholds

Warning triggers include:

- **First Warning – Attendance notification:** issued where projected attendance reaches **90%**
- **Final Warning – Attendance Notification:** issued where projected attendance falls below **85%**

These trigger points enable early identification, timely notification, and implementation of intervention strategies.

4.7 Intervention Strategy (ASSIST)

ALG implements an intervention strategy to support students at risk of unsatisfactory attendance.

The intervention strategy:

- identifies underlying causes of non-attendance
- provides targeted academic and welfare support
- is documented and monitored

Intervention strategies may include:

- meetings with Student Experience Team or Academic Manager
- development of an Intervention Plan
- referral to support services
- structured study or attendance improvement plans

4.8 Determination of Unsatisfactory Attendance

A student is assessed as not meeting satisfactory attendance where:

- projected attendance falls below **80%**, and
- intervention strategies have not resulted in sufficient improvement.

4.9 Reporting Unsatisfactory Attendance

Where ALG determines a student has not met attendance requirements:

- the student is issued an **Intention to Report – Unsatisfactory Attendance** notice
- the notice:
 - explains the reasons for the decision
 - advises of the right to appeal within 20 working days

ALG will only report in PRISMS where:

- the student does not access the appeals process, or
- the appeals process is completed and the decision supports ALG

ALG may decide not to report where:

- the student maintains at least 70% attendance, and
- demonstrates compassionate or compelling circumstances

4.10 Non-Commencement

Students who:

- do not commence on the scheduled start date, and
- fail to attend within **five (5) working days**

will be managed in accordance with non-commencement procedures, including possible CoE cancellation.

4.11 Extension of Course Duration

ALG will only extend course duration where:

- compassionate or compelling circumstances exist; or
- an intervention strategy is being implemented; or
- an approved deferral or suspension has occurred

4.12 Alignment with Course Progress Monitoring

Attendance monitoring operates alongside course progress monitoring.

Students who do not attend scheduled classes may be unable to achieve satisfactory course progress outcomes.

Refer to: **Course Progress Monitoring and Reporting Policy & Procedure**

5. Procedure

Step	Key Actions	Responsibility	Supporting Documents
1. Inform Students of Attendance Requirements	Provide clear information prior to commencement and at orientation, including attendance requirements (80%), monitoring methods, and consequences of unsatisfactory attendance	Admissions Team	Student Handbook; Written Agreement; Orientation Materials
2. Record Attendance	Record attendance for each scheduled class session using the approved attendance marking system	Teachers	Attendance Rolls (in RTOM)
3. Submit and Enter Attendance Data	Submit weekly attendance records and ensure accurate entry into RTOM	Teachers / Student Administration Team	Attendance Records (RTOM)
4. Calculate Attendance (Projected and Actual)	Calculate and monitor both current and projected attendance percentages for each student	Student Administration Team	RTOM Reports
5. Monitor Attendance Benchmarks	Monitor attendance against defined thresholds (90%, 85%, 80%) to identify risk early	Student Administration Team	Attendance Monitoring Reports
6. Identify Consecutive Absence Risk	Identify students absent for five (5) consecutive days without approval and issue Five (5) Consecutive Absence Warning Notification	Student Administration Team	Consecutive Absence Warning Notification
7. Issue First Warning – Attendance	Issue First Warning – Attendance Notification where projected attendance reaches 90% and advise student to attend support meeting	Student Administration Team	First Warning – Attendance Letter
8. Issue Final Warning – Attendance	Issue Final Warning – Attendance Notification where projected attendance falls below 85% and require intervention meeting	Student Administration Team	Final Warning – Attendance Letter
9. Implement Intervention Strategy	Meet with student, identify underlying causes, and implement Intervention Plan; monitor attendance improvement	Academic Director or Delegate	Intervention Plan
10. Determine Unsatisfactory Attendance	Confirm student will not achieve 80% attendance despite intervention and supporting actions	Student Administration Team	Attendance Records
11. Issue Intention to Report Notice	Issue written notice outlining intention to report, reasons, and appeal rights (20 working days)	Student Administration Team	Intention to Report – Attendance Letter
12. Manage Complaints and Appeals	Provide access to internal and external appeals processes; maintain enrolment during appeal period	Student Administration Team/ Appeals Committee	Complaints and Appeals P&P; Appeal Form

13. Report in PRISMS	Report student where appeals are finalised or not accessed within required timeframe	Student Administration Team	PRISMS Records
14. Manage Non-Commencement	Identify and manage students who do not commence within five (5) working days, including notification and CoE cancellation where required	Student Administration Team	Non-Commencement Notification
15. Manage Course Duration Variations	Extend course duration only where permitted under Standard 8 (intervention, compassionate/compelling, approved deferral/suspension)	Student Administration Team	Student File; Supporting Evidence

6. Related Documents

- Student Handbook
- Written Agreement
- Attendance Rolls
- Attendance Records / RTOM
- Attendance Monitoring Reports
- Five (5) Consecutive Absence Warning Notification
- First Warning – Attendance Letter
- Final Warning – Attendance Letter
- Intervention Plan
- Intention to Report – Attendance Letter
- Complaints and Appeals Policy & Procedure
- Appeal Form
- Deferral, Suspension and Cancellation Policy & Procedure
- PRISMS Records

7. Document Information and Review

Document Information		
Document ID	EL-02	
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Approval by	CEO	
Endorsed by	Academic Director and Head of Quality Assurance	
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