

ENGLISH LANGUAGE INTENSIVE COURSES FOR OVERSEAS STUDENTS (ELICOS)

ATTENDANCE POLICY AND PROCEDURE

Introduction

The Australian Academy of Commerce (AAC) is committed to ensuring that student attendance is monitored and maintained for its English Language Intensive Courses for Overseas Students (ELICOS) programs in accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) and NEAS Quality Assurance Framework. This policy outlines AAC’s approach to monitoring attendance, identifying students at risk, and maintaining compliance with relevant regulations.

Purpose

This policy outlines the principles, responsibilities, and procedures for monitoring attendance in AAC’s ELICOS programs. It ensures fairness, consistency and proactive management to support student success and visa compliance.

Scope

This policy applies to all ELICOS courses delivered by AAC, covering General English, IELTS Preparation and English for Academic Purposes. It applies to all students, teachers, administrative staff and the Director of Studies (DoS) involved in ELICOS delivery and monitoring of attendance.

Policy Statement

AAC ensures ELICOS attendance monitoring:

- Complies with ESOS Act 2000 and National Code 2018
- Requires students to attend a minimum of 80% of scheduled class hours
- Records attendance accurately and securely
- Provides timely intervention and support to students at risk of breaching attendance requirements.
- Maintains systematic record-keeping to meet regulatory obligations.

Definitions

Attendance	Physical presence in scheduled classes.
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ESOS Act	The Education Services for Overseas Students Act 2000, which regulates the education and training services delivered to international students on student visas in Australia.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, which sets standards for registered education providers.
NEAS Framework	Quality assurance standards governing ELICOS program delivery in Australia.
PRISMS	The Provider Registration and International Student Management System used to issue electronic Confirmations of Enrolment (eCoEs)

References

- ELICOS Standards 2018
- ESOS Act 2000
- ESOS National Code 2018
- NEAS Quality Assurance Framework

Related AAC Policies and Procedures

- Complaints and Appeals Policy and Procedure
- Course Progression and Risk Intervention Policy and Procedure
- Support for Students Policy and Procedure

Attendance Procedure

1. Attendance Requirements

Students must attend a minimum of twenty (20) contact hours per week (80% minimum attendance across the course duration).

Teachers record attendance each session using the Attendance Roll.

- **P** (Present)
- **A** (Absent)
- **L** (Approved Leave)

Late arrivals and partial attendance must be recorded.

Should a student be unable to attend classes for reasons such as illness or serious family problems, they are required to contact AAC and explain their situation. Medical certificates are required for illness-related absences but are still counted as absences for reporting purposes.

Any approved leave due to compassionate grounds will be entered onto the Attendance Roll by the Student Services Officer (SSO).

2. Attendance Monitoring and Intervention

AAC systematically monitors students' compliance with student visa conditions relating to attendance. AAC is proactive in notifying and counselling students who are at risk of failing to meet attendance requirements as per AAC's Course Progression and Risk Intervention Policy and Procedure.

Procedure for Checking Attendance

Each day teachers must maintain an accurate record of attendance by entering either P (present), A (absent), or L (approved leave) on the Attendance sheet.

- attendance is monitored weekly
- students with an attendance level below 80% will receive a First Written Warning letter from the Student Services Office (SSO)
- if attendance does not improve the student will be issued with a Second Warning Letter by the Student Services Officer (SSO), and required to attend an Interview with the Director of Studies (DoS) ELICOS to discuss the matter and, if necessary, counsel the student
- if attendance does not improve, or if attendance falls below 70%, then the SSO will notify DHA via PRISMS

Attendance Roll Breakdown

The Attendance Roll has a list of current students, their AAC student numbers, their email addresses, their week of study, their hours studied, and their attendance %.

A breakdown of the Attendance Roll and how it is used is as follows:

- the Attendance Roll has four columns reflecting the day of the week
 - the four columns are broken down into three time periods reflecting study periods and class breaks
- a student is obliged to start class on time; the class teacher must enter the time the student arrived to class, and the time that they return after each break
 - by entering the time of arrival, a more accurate percentage of attendance may be arrived at by SSO through the formulae used on the Spreadsheet
 - time of arrival is entered in bold green font
- full-day absence is indicated with a bold red Upper case "A" for Absent for all study periods
- if a student is absent for one or two time periods in one day, but present for the second or third, "A" is indicated as is time of arrival in the appropriate columns
- the Attendance Roll has further columns that reflect Student Study Hours and Student Attendance %
 - at no time is this information given to a student
 - we refer students to SSO

AAC acknowledges that ELICOS teachers are often the first point of contact for students and may establish strong rapport through regular interaction. Teachers are encouraged to provide general guidance and support to students regarding attendance in a professional and respectful manner.

However, any concerns that may impact a student's visa conditions, course progress, or continued enrolment must be referred promptly to the Student Services Officer (SSO) for formal intervention.

Teachers are reminded that counselling students on matters beyond general academic or attendance advice—particularly those involving personal, welfare, or legal issues—should be referred to qualified professional support services, as appropriate. AAC maintains a list of recommended external professional services for student referrals when required, please refer to AAC's Support for Students Policy and Procedure.

3. Reporting Requirements

Students who are absent for five (5) consecutive days without approval, who fail to maintain satisfactory attendance, or whose academic performance is unsatisfactory will be contacted by the Student Services Officer (SSO) and required to attend an interview with the Director of Studies (DoS) ELICOS to review their progress and discuss appropriate support or intervention strategies.

Students whose attendance falls below the required 80% threshold, who demonstrate ongoing academic underperformance, and/or have outstanding tuition fees may be subject to reporting to the Department of Home Affairs (DHA) via the Provider Registration and International Student Management System (PRISMS), in accordance with Section 19 of the Education Services for Overseas Students (ESOS) Act 2000.

Prior to reporting, students will be issued with a formal 'Intent to Report' notification and granted twenty (20) business days to access AAC's Complaints and Appeals process. If the appeal is not lodged or the outcome is not in the student's favour, AAC will proceed with reporting the student to DHA via PRISMS as required under the ESOS Act.

Students are advised to refer to AAC's *Course Progression and Risk Intervention Policy and Procedure* and *Complaints and Appeals Policy and Procedure* for further information regarding this process.

4. Record Keeping

Each ELICOS class Attendance Roll Spreadsheet is stored on the cloud and updated every Friday by the Student Services Officer (SSO). The Attendance Roll Spreadsheet consists of every ELICOS class and level of each course. Each individual class is identifiable so teachers can access their Attendance Roll with ease.

Attendance records must be secured and only accessible to authorised staff. Students are not permitted access to or mark attendance records in any way.

No attendance record is ever to leave the premises unless copied for reporting to relevant authorities such as ASQA, DHA or NEAS.

Version Control

Version	Date	Description	Approved by	Approval date	Author	Review date
V1.0	5 Feb 2025	ELICOS Student Attendance Policy	CEO	10 Feb 2025	DOS ELICOS	Jan 2026

Monitoring and Review

AAC's ELICOS Attendance Policy is reviewed annually to reflect legislative changes and operational requirements.

Policy and Document Information

Author:	DOS ELICOS
Policy owner:	Compliance Officer
Approved by:	CEO
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