



Ozford English Language Centre (CRICOS No. 02501G)

ELICOS Attendance Policy & Procedures

1. Rationale

This policy has been developed to meet the requirements of the National Code 2007 Standard 11 and other requirements for CRICOS registration, which requires that registered providers monitor student's compliance with visa conditions relating to attendance and are proactive in notifying and counselling students who are at risk of failing to meet attendance requirements. Registered providers report students who have breached the attendance requirements under Section 19 of the ESOS Act.

2. Scope

This policy applies to all Ozford English Language Centre (Ozford) students on a student visa.

3. Policy

- 3.1** International students on a student visa are required to maintain a minimum of 20 hours attendance per week for scheduled face to face hours in the classroom. Attendance is recorded for every class and students' attendance rates are calculated based on the study period.
- 3.2** To be successful in their studies, students are expected to attend all classes on time as scheduled on the timetable. International students on a student visa are required to attend 80% or more of their classes every study period to achieve satisfactory attendance. This minimum attendance requirement is not sufficient for a student to perform well at study. Therefore absences are monitored and attendance below a 90% attendance rate is addressed.
- 3.3** Under-aged students (18 years and below) must explain all absences the following day accompanied by a medical certificate. If reasons aren't sufficient follow up with guardian/carer may be required. Adult students with consecutive absences of 3 or more days will be required to meet with a Student Services Officer to explain reasons of absence. The intention is to find out why the students have been absent and to see what support Ozford may be able to offer the student.
- 3.4** Ozford implements intervention strategies when students miss more than 3 consecutive days without contacting Ozford. Student will be contacted via phone to come in for an interview with the Student Services Officer. They will be counselled and be reminded of the attendance requirements. Records of all contact and counselling made with students will kept in Student Management Systems.
- 3.5** When counselling the student about the absence, the Student Services Officer will also remind the student of Ozford's attendance policy. The student will also be informed that maintaining satisfactory attendance is a student visa requirement. The student will be informed that if his or her attendance falls below the required level, the student will be reported, and the student's visa may be cancelled. If the student has questions about the student visa condition and the possible outcome of breaching the condition, Ozford will refer the student to the relevant Commonwealth Department (Department of Immigration and Border Protection).

- 3.6 If the Students' attendance falls below 90%, a first warning letter will be issued and students will be contacted via phone calls. Parents and guardian/carer of under 18 students will be notified.
- 3.7 A final intention to report/cancel enrolment letter will be issued when students attendance fall below 80% for the study period. Parents and guardian/carer of under 18 students will be notified.
- 3.8 Ozford may only decide not to cancel student enrolment and report a student for breaching the 80% attendance requirement where:
- The student produces documentary evidence clearly demonstrating that compassionate and compelling circumstances apply, and;
 - The decision is consistent with Ozford's documented procedures; and
 - The student is attending at least 70% of the scheduled course contact hours for the course.
- 3.9 International Students will be reported via PRISM for unsatisfactory attendance after 20 working days if students do not appeal. Student enrolment will be officially cancelled at this point (within 5 working days). Parents and guardian/carer of under 18 students will be notified.

4. Definitions

'Unsatisfactory attendance' is defined as failure by a student to achieve less than 80% attendance for their duration of study.

'Satisfactory attendance' is defined as a student who achieves more than 80% over the course of their study duration.

A **'study period'** is defined:

- for a Student enrolled in a course with a duration of less than 24 weeks, the duration of the course;
- for a Student enrolled in a course of duration of more than 24 weeks, one semester of study. One semester of study is 24 weeks.

'CRICOS' is the Commonwealth Register of Institutions and Courses for Overseas Students

'PRISMS' is the Provider Registration and International Students Management System

5. Illness and Holidays

- 5.6 Students must have medical certificates as evidence if they are absent due to illness. A copy needs to be provided to the Student Services Officer upon return to Ozford.
- 5.7 Students need to ring the Student Services Desk (Ph: 03 8663 7188) and explain reasons for lateness or absence. A record will be made on the student attendance record.
- 5.8 Students must be at school from the first class on the first day until the last class on the last day of each term. Leaving early and returning late from holiday is not permitted except in compelling and compassionate circumstances.

6. Detention

- 6.1 English for Secondary School Preparation students who are consistently late for class and are absent might be given detention. The detention is conducted after the last period of the day.

- 6.2 The Student Services Officer will inform the student of the date and time of the detention.
- 6.3 The detention will be used as an opportunity for doing homework and revision.
- 6.4 Detentions may be recorded on the student file.

7. Procedures for Recording and Monitoring Attendance

- 7.1 Student attendance is recorded every period. General English (GE) students are scheduled to attend two (2) two-hour lessons per day from 8.30am to 1.00pm. English for Secondary School Preparation (ESSP) 25 hours students are required to attend three classes per day from 8.30 am to 2.15pm.
- 7.2 Teachers collect the attendance rolls from Student Services Officer at the beginning of each day and bring the rolls to classes. Teacher mark the rolls at the beginning of every lesson.
- 7.3 Rolls are marked according to the following:
 - a. P: present
 - b. A: absent
 - c. L: late
- 7.4 Teachers collect class rolls from Reception before the commencement of classes. Teachers mark both paper and electronic class rolls to be collected at 9:15 am by ELICOS Administrator. Students not in attendance by 8:45 am will be marked as 'Absent'. Teachers return the period 2 and 3 class rolls to Student Services Department by the end of the day.
- 7.5 Student Services checks the database each day to identify absent students who need to be contacted; a Student Services officer contacts students who are absent for 3 consecutive days to find out reason for absences and records this on the database.
- 7.6 Ozford regularly assesses the projected and actual attendance of the student. This is done weekly by the ELICOS Admin Officer and/or the Student Services Officer and reported to the Student Services Manager.
- 7.7 If a student is absent for 3 consecutive days, student will be contacted via phone and advised to attend classes immediately.
- 7.8 The trigger point for a student, their parents and/or carer to receive a warning letter is when the projected attendance is less than 90%. If the student's projected attendance drops below 90%, a warning letter will be issued and students will be contacted and asked to come in for an interview with the Student Services Officer. Parents and guardian/carer of under 18 students will be notified and invited to the interview.
- 7.9 During the interview, students will be counselled on strategies to improve attendance. Parents and guardian/carer of under 18 students will be notified and invited to support the intervention strategy. All records of all contact and counselling made with students and parents are filed in the Student Management System.

- 7.10** The Student Services Officer closely monitors students who have received a warning letter and checks their attendance daily. Students are advised that it is still possible for them to meet the attendance requirements if they continue to attend ALL classes for the rest of the semester.
- 7.11** Once the student's projected attendance falls below 80%, a final letter of intention to report will be issued to student. This means students will not have the capacity to reach 80% actual attendance even if they continue to attend ALL classes for the rest of the semester. The carer/parents of under 18 students will be contacted and informed of the contents of the letter, in writing and phone call.
- 7.12** Ozford may only decide not to cancel a student's enrolment and report a student for breaching the 80% attendance requirement when:
- Documentary evidence is supplied clearly demonstrating that compassionate and compelling circumstances apply;
 - The decision is consistent with its documented attendance policies and procedures; and
 - The student is attending at least 70% of the scheduled course contact hours for the semester.
- 7.13** Upon receiving the Final Intention to cancel enrolment/report letter, students need to respond within 20 working days for an internal appeal using the Complaints and Appeal Policy. Please refer to the Complaints and Appeals policy for the internal and external complaints and appeals process.
- 7.14** If the student does not contact Ozford to organise a complaint /appeal after 20 working days (plus 5 days for postage) or the student is not successful with the complaint or appeals process, the student will be reported for Non-Attendance via PRISMs and the enrolment will be cancelled at Ozford within 5 working days.
- 7.15** For under 18 students, the carer and parents will be informed that Ozford will no longer approve the student's welfare and living arrangement since the student's enrolment is cancelled.