



ELICOS Attendance Policy and Procedure

POLICY NUMBER: PP008

RESPONSIBILITY: HEAD OF TRAINING

Contents

1. Policy.....	1
2. Procedures.....	2
3. Marking attendance, Reports on Maximum % Attendance and Notifications to Students.....	2
4. Medical Certificates Required for Absences not to count as part of attendance %	3
5. What if a Student Misses 5 Consecutive Days of Classes?	4
6. What records does WAIFS maintain?	4
7. Does WAIFS contact anyone else in relation to the student?	4
8. How does a student appeal?	4

1. Policy

- 1.1 The purpose of this policy and procedure is to ensure that WAIFS is compliant in monitoring attendance for international students studying ELICOS courses at WAIFS. In particular, this policy and procedure outlines what WAIFS does to maintain compliance with the Education Services for Overseas Students Act (ESOS), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018) and the English Language Courses for Overseas Students (ELICOS) Standards 2018, all as amended from time to time.
- 1.2 This Policy and procedure is applicable to all students studying ELICOS at WAIFS.
- 1.3 The National Code 2018, Standard 8 states:
“The minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course....Registered providers must assist overseas students through an intervention strategy if they are not achieving satisfactory course progress. The intervention strategy should 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.
Registered providers should keep records of all contact and counselling made with overseas students who have been absent for more than five consecutive days or where the overseas student is at risk of not attending at least 80 per cent of the course contact hours.
The intent of contacting these overseas students is to find out why they have been absent and to see what support the registered provider may be able to offer the overseas student. For example, the overseas student’s absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through the registered provider’s student support services (see Standard 6).”
- 1.4 This policy and the following procedures ensure that WAIFS monitors a students’ attendance and identifies students who may be at risk of not being able to complete their studies within the expected duration of their course.
- 1.5 It also supports the identification of students who may have a compelling and/or compassionate reason for poor attendance so that WAIFS can support these students into the classroom and improve both attendance rates and learning outcomes.



West Australian Institute of Further Studies

- 1.6 'Compassionate and/or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:
- (i) Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
 - (ii) bereavement of close family members such as parents or grandparents (a death certificate and proof of relationship would generally be required)
 - (iii) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
 - (iv) A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
 - (v) Where WAIFS was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- 1.7 These are only some examples of what may be considered compassionate or compelling circumstances. WAIFS will consider any submission on its own individual merits.

2. Procedures

- 2.1 WAIFS Procedures are outlined below and are to be followed on any day where an ELICOS class is running at WAIFS.
- 2.2 Where a specific WAIFS' employee is stated in this policy and procedure, a suitable alternative can always be used.

3. Marking attendance, Reports on Maximum % Attendance and Notifications to Students

- 3.1 WAIFS' students have their attendance marked for each day that they have a scheduled class for their course.
- 3.2 Students actively enter their attendance when they arrive and when they leave their classes. Attendance is then updated into the student management system.
- 3.3 On a daily basis, maximum attendance % reports are generated from the student management system and the following actions are taken:

Maximum Attendance % possible for a student	Report generated	Actions
95% or less	Report automatically generated and sends email to student	Email sent to student informing them of maximum attendance % and reminding of the requirement to maintain at least 80% attendance
90% or less	Report automatically generated and sends email to student Report sent to student support and admissions Student support email student post scheduled support meeting	Student informed of maximum attendance % and required to attend a support meeting on campus with student support. Student support monitor report and ensure student attends support meeting or contacts them directly about missing the support meeting and reminds the student of attendance requirements.
85% or less	Report automatically generated and sent to student support and admissions Student support email student post scheduled intervention meeting	Student informed of maximum attendance % and required to attend an intervention meeting on campus with student support and trainer (if required). Email sent to student by student support Student support monitor report and ensure student attends intervention meeting or contacts them directly about missing the intervention meeting and reminds the student of attendance requirements.
Less than 80% (and no	Report is generated and sent	Admissions send Notice of Intention to



West Australian Institute of Further Studies

compassionate/compelling circumstances exist)	to student support and admissions	Report for Poor Course Attendance (proforma in student management system). Allows 20 working days for an appeal or CoE is cancelled. Student must notify WAIFS within 20 working days that appeal has been lodged (internal). Enrolment is maintained while appeals process is completed. Refer to Complaints and appeals policy for further information.
Less than 70% (only when compassionate/compelling circumstances exist)	Report is generated and sent to student support and admissions	Admissions send Notice of Intention to Report for Poor Course Attendance (proforma in student management system). Allows 20 working days for an appeal or CoE is cancelled. Student must notify WAIFS within 20 working days that appeal has been lodged (internal). Enrolment is maintained while appeals process is completed. Refer to Complaints and appeals policy for further information.
When appeals process is completed or 20 working days has passed and no appeal	Admissions sets up a task reminder in the student management system to follow up after 20 working days if not finalised before.	Proforma email in student management system sent to student informing them COE/s have been cancelled and should contact Department of Home Affairs about visa status in Australia.

4. Medical Certificates Required for Absences Not to Count as Part of Attendance %

4.1 If students are unwell and cannot attend class/es, they are required to present a medical certificate from a General Practitioner or Pharmacist to WAIFS. Students will be marked absent unless a medical certificate is supplied and can be independently verified.

Note: WAIFS does not accept medical certificates from:

- (i) Practitioners of holistic/alternative medicine
- (ii) Physiotherapists
- (iii) Chiropractors
- (iv) Online medical services such as www.gdoctor.com.au/

4.2 WAIFS contacts all providers of medical certificates to ensure they are genuine. A student may be requested to give WAIFS permission to do this. WAIFS will never ask what is wrong with a student or any other personal information.

4.3 WAIFS enquiry will be limited to requesting confirmation of:

- Whether the certificate was issued for the named student on the named date
- Whether the certificate was issued by the medical practitioner stated
- Whether the certificate was issued for the duration stated.
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4.4 WAIFS reserves the right to not accept medical certificates where a student attends a medical practitioner after an absence from WAIFS and the medical practitioner states the following (*or similar*):
 “XXXX presented today and stated they have been suffering from XXX since XXX. I have no reason to doubt this.”

4.5 A copy of the medical certificate will be filed in the student’s electronic file.

4.6 Where a medical certificate is verified as genuine, students will be marked as *absent for medical reasons*. The absence will **not** count towards the calculation of their attendance percentage.

4.7 Where a medical certificate cannot be verified as genuine, a student will be marked absent from class/es. The absence/s will count towards a student’s attendance %. If a medical certificate is fraudulent, a student will be issued with a misbehaviour notice. Refer to policies at www.waifs.wa.edu.au



5. What if a Student Misses 5 Consecutive Days of Classes?

No of consecutive days of classes missed	Report generated	Actions
Five (5)	Report automatically generated and sent to student support/admissions	<p>Student informed of 5 days of absence and required to attend an intervention meeting on campus with student support and trainer (if required). Email sent to student by student support</p> <p>Student support ensures student attends intervention meeting or contacts them directly about missing the intervention meeting and reminds the student of attendance requirements.</p>

6. What Records does WAIFS Maintain?

6.1 Contact with students are maintained in the student management database. This includes emails and notes of meetings (student support meetings and interventions) and any and all appeal-related documentation (as applicable).

7. Does WAIFS Contact Anyone Else in Relation to the Student?

7.1 If applicable, WAIFS will also advise the student's education/migration agent when considered necessary and parent/guardian (if under 18) with copies of all correspondence related to this policy and procedure.

8. How does a student appeal?

8.1 The student will be informed that they can access the internal appeals policy and to refer to the Complaints and Appeal policy at www.waifs.wa.edu.au/policies-procedures.