

# ELICOS COURSE ATTENDANCE POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 This policy and procedure outlines how CQUniversity will monitor and enforce the student attendance requirements for students studying English Language Intensive Courses for Overseas Students (ELICOS).

## 2 SCOPE

- 2.1 This policy and procedure applies to international students on student visas enrolled in an ELICOS course at CQUniversity.

## 3 POLICY STATEMENT

- 3.1 Standards 8 and 9 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth) (the National Code) outlines minimum course attendance requirements for international students.
- 3.2 Students who are enrolled in an ELICOS course at the University must attend classes as set out in the English Language Centre's official timetable, and in accordance with the National Code.
- 3.3 The delivery period for classes will be in accordance with the length of the course in which the student is enrolled.

## 4 PROCEDURE

### Monitoring attendance

- 4.1 A formal class attendance roll will be produced for each class before a course begins, which will include contact hours and names of enrolled students. These rolls will be given to each teacher (either in hard or electronic form).
- 4.2 Teachers will complete the attendance roll at the beginning of each class.
- 4.3 A calculation of attendance will be made on each Monday of the course, starting from Week 2.

## Days absent without approval

- 4.4 If a student is absent for three or more consecutive days without approval<sup>1</sup>, the Senior Teacher will contact the student via email, teams message or phone to check that they are safe and, if necessary, warn the student of their attendance obligations. Attempts to contact the student and notes from any subsequent meetings will be recorded in the University's Customer Relationship Management System (SugarCRM).

## Attendance below accepted requirements

- 4.5 The CQUniversity English team will review weekly any student/s whose attendance has fallen below accepted requirements.
- 4.6 Students will be notified of their low attendance, and that they are at risk of breaching their student visa and having their enrolment cancelled, via their CQUniversity email account.
- 4.7 Students will be sent two warning letters. The first warning will be sent when attendance reaches a minimum possible attendance of 90 per cent. The second warning will be sent when attendance reaches a minimum possible attendance of 85 per cent. If a student's attendance falls below the 90 per cent and 85 per cent levels in the same week, the warning letters will be sent with a minimum of one day separation.
- 4.8 Each time a warning email is sent to a student the Director of Studies or Senior Teacher will meet with the student to discuss their attendance record and establish a plan to ensure the student's minimum possible attendance remains above 80 per cent. If the student is not attending classes, or for students in online classes, the warning letter will be sent to both the student's CQUniversity and personal email accounts. Written records of meetings, including follow up meetings, will be recorded in SugarCRM.
- 4.9 Students will be closely monitored for low attendance throughout the remainder of the course. If the student's attendance continues to fall, the Director of Studies or Senior Teacher will request a meeting with the student to discuss concerns.
- 4.10 If a student's minimum possible attendance falls below 80 per cent, the student will be sent a Notice of Intent to Report (NITR), via their CQUniversity email account, advising them of the University's intention to report the student's unsatisfactory attendance to the Department of Home Affairs. Students will also be notified of their right to [appeal](#) the decision within 20 working days from the date of the NITR. The Director of Studies or Senior Teacher will give the student a hard copy of the NITR. If the student is not attending class, the NITR will be sent to both the student's CQUniversity email and personal email accounts. For online classes, the letter will be sent to both the student's CQUniversity email and personal email accounts. If the student's attendance falls below the 85 per cent and 90 per cent levels in the same week, the warning letter and NITR will be sent with a minimum of one day separation.
- 4.11 If a student does not submit an appeal within the 20 working days, or the student's appeal is unsuccessful, the Manager International Compliance will report the student to the Department of Home Affairs (via the Provider Registration and International Student Management System (PRISMS)) as a course variation caused by unsatisfactory attendance. The Manager International Compliance will also advise the International Student Support team to cancel the student's enrolment.
- 4.12 The CQUniversity English team may choose not to report a student for attending less than 80 per cent where all the below conditions are met:
- the student produces documentary evidence demonstrating that [compassionate or compelling circumstances](#) apply
  - the decision not to report is consistent with this policy and procedure, and
  - the student has attended at least 70 per cent of the scheduled course contact hours.

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<sup>1</sup> The National Code allows for more than five consecutive days without approval. The University will implement its intervention strategy in fewer days than suggested by the National Code. The safety and wellbeing of our students is paramount.

## Appeals

### Internal appeal

- 4.13 Students who are issued an NITR will have 20 working days from the date of the NITR to appeal the decision.
- 4.14 Appeals must be submitted in writing to the Deputy Director International CQUniversity and Global Partnerships, and can be lodged for the following reasons:
- procedural grounds (i.e. that the processes of this policy and procedure were not followed), or
  - [compassionate or compelling circumstances](#) exist, which must be validated with supporting documentation.
- 4.15 The Deputy Director International CQUniversity and Global Partnerships will provide the student with a written outcome of the appeal within 10 working days from the date the appeal is submitted.
- 4.16 If the appeal is successful, the student will remain enrolled and continue their ELICOS studies. International Admissions will be advised if a new offer is required and to issue a new letter of offer (if required) and/or make appropriate variations to the Confirmation of Enrolment (CoE).
- 4.17 If the appeal is unsuccessful, the student will receive written notification explaining why they do not have grounds for an appeal.

### External complaint

- 4.18 Students who believe the outcome of an internal appeal is incorrect or unreasonable and/or that their application has not been dealt with fairly, have the right to access external complaint processes at minimal or no costs. Students may lodge a complaint with the [Queensland Ombudsman](#) or other [external complaint agency](#). Complaint submissions should include any new information that should be considered in reviewing the matter, copies of any relevant letters or other documents, and the outcome being sought.
- 4.19 All internal avenues of appeal must be exhausted before lodging an external complaint.
- 4.20 Students intending to lodge an external complaint must do so in writing within 20 working days of receiving the internal appeal outcome notification. Within five working days of lodging the complaint, students must provide proof of lodgement to the CQUniversity team, who will advise International Compliance.
- 4.21 If students are enrolled, their enrolment will be maintained until the external complaint is complete. Students must maintain class attendance until the outcome is finalised.
- 4.22 Students must advise the CQUniversity team as soon as they know the outcome of their external complaint. Unsuccessful decisions will result in the student's enrolment and CoE being cancelled, and the Department of Home Affairs being notified.
- 4.23 External complaint agencies decisions are final. There are no further avenues of external appeal available.

### Enrolment during appeals

- 4.24 Enrolled students who are awaiting an appeal decision are still considered students of the University and will, therefore, be expected to attend all classes and remain financially responsible for their enrolment.
- 4.25 If the unit of study ends before the appeal decision has been made, it may not be possible for a student to re-enrol. Students should be aware that failing to remain enrolled, will generate a report for cessation of studies to the Department of Home Affairs.

- 4.26 Students waiting for the outcome of an external complaint will be reported to the Department of Home Affairs as soon as a decision has been made (should the appeal be unsuccessful).

## 5 RESPONSIBILITIES

### Compliance, monitoring and review

- 5.1 The Director International and Deputy Director International CQUniversity and Global Partnerships is responsible for implementing, monitoring, reviewing and ensuring compliance with this policy and procedure.
- 5.2 Monitoring of this policy and procedure is performed by the [National English Language Teaching Accreditation Scheme Limited](#) (NEAS).

### Reporting

- 5.3 No additional reporting is required.

### Records management

- 5.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system. All records relating to ELICOS students will be maintained in SugarCRM.
- 5.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).

## 6 DEFINITIONS

- 6.1 Terms not defined in this document may be in the University [glossary](#).

## 7 RELATED LEGISLATION AND DOCUMENTS

[Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)

[ELICOS Standards 2018](#) (Cwlth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth)

## 8 FEEDBACK

- 8.1 Feedback about this document can be emailed to [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

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