

# ELICOS COURSE ATTENDANCE POLICY AND PROCEDURE



## CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	POLICY STATEMENT .....	1
4	PROCEDURE .....	1
	Monitoring attendance.....	1
	Appeals .....	2
5	RESPONSIBILITIES .....	3
	Compliance, monitoring and review.....	3
	Reporting.....	4
	Records management.....	4
6	DEFINITIONS .....	4
	Terms and definitions.....	4
7	RELATED LEGISLATION AND DOCUMENTS.....	4
8	FEEDBACK.....	4
9	APPROVAL AND REVIEW DETAILS.....	4

## 1 PURPOSE

- 1.1 Students who are enrolled in English language intensive courses for overseas students (ELICOS) at CQUniversity's English Language Centres are required to attend classes as set out in the Centres' official timetable.
- 1.2 This policy and procedure establishes CQUniversity's process for monitoring student attendance in its accredited English language intensive courses for overseas students.

## 2 SCOPE

- 2.1 This policy and procedure applies to international students on student visas enrolled in accredited English language intensive courses for overseas students (ELICOS) at CQUniversity's English Language Centres.

## 3 POLICY STATEMENT

- 3.1 The delivery period for classes will be in accordance with the length of the accredited course in which the student is enrolled.

## 4 PROCEDURE

### Monitoring attendance

- 4.1 Before the course begins:
  - the Director of Studies will produce a formal class attendance roll for each class, including contact hours and names of all enrolled students, and
  - teachers will receive a class attendance roll (either in hard or electronic copy) for the courses they teach.
- 4.2 Teachers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll.

- 4.3 At the end of each week, attendance data will be input into a spreadsheet by the teacher, senior teacher, Director of Studies or administration staff.
- 4.4 Calculation of attendance will be made on each Monday of the course starting from Week 2. If a student is absent for three or more consecutive days without approval, the teacher will notify the relevant Director of Studies. The Director of Studies will contact the student to check that they are safe and if necessary, warn the student of their attendance obligations. The Director of Studies will request a meeting with the student, and keep a written record of this meeting.
- 4.5 On a weekly basis, the Director of Studies, senior teacher or administration staff will advise International Student Support of any student/s who need to be sent a notification.
- 4.6 International Student Support will notify the student by email of their low attendance and that they are at risk of failing the course and breaching their student visa. Emails will be sent to the CQU designated student email account.
- 4.7 Students will be sent two warning emails. The first warning will be sent when attendance reaches a maximum possible attendance of 90%. The second warning will be sent when attendance reaches a maximum possible attendance of 85%.
- 4.8 On the occasion of each warning sent to the 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 maximum possible attendance remains above 80%. Written records of meetings, including follow up meetings, will be recorded in the University's Customer Relationship Management System (SugarCRM).
- 4.9 Teachers, senior teachers and the Director of Studies will closely monitor students whose attendance is low throughout the remainder of the course. If the student's attendance continues to fall the Director of Studies will request a meeting with the student to discuss.
- 4.10 If a student's maximum possible attendance continues to decline below 80%, the student will be notified in writing (a Notice of Intent to Report) 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 access the University's complaints and appeals process within 20 working days.
- 4.11 After the 20 working day period, if a student does not submit an appeal or the student's appeal is unsuccessful, the English Language Centre's Student Support Officer (Rockhampton English Language Centre) or Student Services Coordinator (Metropolitan campus English Language Centres), will advise International Compliance to report the matter to the Department of Home Affairs (via the PRISMS website) as a course variation caused by unsatisfactory attendance.
- 4.12 The English Language Centre may choose not to report a student for attending less than 80% where all of the conditions below are met:
  - the student produces documentary evidence demonstrating that compassionate or compelling circumstances apply
  - the decision not to report is consistent with the University's documented attendance policies and procedures, and
  - the student has attended at least 70% of the scheduled course contact hours.

## Appeals

### Internal appeal

- 4.13 A student who can demonstrate that this policy and procedure has not been followed, can lodge an application for appeal through the Director, CQUEnglish or nominee on their campus.
- 4.14 To lodge an internal appeal, a student must submit an appeal in writing to the Director, CQUEnglish. A student can appeal their Notice of Intent to Report on the following:
  - procedural grounds i.e. that the processes of this policy and procedure were not followed, or
  - severe extenuating circumstances exist which must be validated with supporting documentation.

- 4.15 Severe extenuating circumstances include:
- documented medical or allied health reasons, including disability, and/or
  - compassionate reasons, misadventure or other exceptional circumstances beyond the student's control and the circumstances are not within the range of normal risk.
- 4.16 The written appeal, along with any supporting documentation, must be lodged within 20 working days of the notification date of the Notice of Intent to Report. The Director, CQUEnglish will assess and provide the student with a written outcome of the appeal within 10 working days from the date the appeal is submitted.
- 4.17 If the appeal is successful the student will remain enrolled and continue studies. International Admissions will be advised and requested to issue a new letter of offer (if required) and make appropriate variations to the Confirmation of Enrolment (COE) as necessary. If a student's internal appeal is successful, they must pass the unit of study on their third and final attempt in order to show satisfactory progress. Students identified as making unsatisfactory course progress in their third attempt will be issued with a Notification of Intent to Report letter advising of the University's intent to report the student to the [Department of Home Affairs](#) through the PRISMS for unsatisfactory course progress.
- 4.18 If the appeal is unsuccessful the student will receive written notification explaining why they do not have grounds for an appeal.

### **External appeal**

- 4.19 If the internal appeal to the Director, CQUEnglish or nominee is unsuccessful, students will be notified of the outcome in writing and may follow a further avenue of appeal through the [Queensland Ombudsman](#). All internal avenues of appeal must be exhausted before lodging an external appeal.
- 4.20 Students intending to lodge an external appeal must do so in writing within 20 working days of receiving the internal appeal outcome notification. Students must provide proof of lodgement of the external appeal within five working days of lodging the appeal to the Ombudsman to the Director, CQUEnglish or nominee.
- 4.21 If students are enrolled, their enrolment will be maintained until the external appeal process is complete. Students are required to maintain class attendance until the outcome is finalised.
- 4.22 The decision of the external appeal process must be advised to the Director, CQUEnglish immediately by the student. Unsuccessful decisions will result in the student's enrolment being cancelled. The Confirmation of Enrolment (COE) will also be cancelled and the [Department of Home Affairs](#) notified.
- 4.23 The decision of the Queensland State Ombudsman is final and no further avenues of external appeal are available.

### **Enrolment during appeals**

- 4.24 A student who has an active Confirmation of Enrolment (COE) that is current and valid for a sufficient period of time to complete the term of study may choose to enrol whilst awaiting appeal decisions.
- 4.25 A student is not required to maintain an enrolment in order to lodge an internal appeal. Whilst a student's enrolment should be maintained throughout the appeals process, in the event that a student chooses not to enrol (or re-enrol) they shall be reported for cessation of studies to [Department of Home Affairs](#). Unsatisfactory course progress may be applied and reported as appropriate at a later date.
- 4.26 A student who chooses to enrol whilst awaiting an appeal decision is still considered a student of CQUniversity and will, therefore, be expected to attend all classes as appropriate.

## **5 RESPONSIBILITIES**

### **Compliance, monitoring and review**

- 5.1 The Director, CQUEnglish is responsible for monitoring, reviewing and ensuring compliance with this policy and procedure.

5.2 Monitoring of this policy is performed by NEAS.

## Reporting

5.3 The Director, CQUEnglish, Director of Studies and Student Services Coordinators will provide the International Compliance Team of the details of students who have been sent a Notice of Intent to Report and details of appeal decisions (both internal and external).

## Records management

5.4 Staff must maintain all records relevant to administering this policy and procedure in a recognised University recordkeeping system.

## 6 DEFINITIONS

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

## Terms and definitions

## 7 RELATED LEGISLATION AND DOCUMENTS

[Education Services for Overseas Students 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 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

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Administrator	Director, CQUEnglish
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