

ELICOS COURSE ATTENDANCE POLICY AND PROCEDURE



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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 Centre's official timetable.
- 1.2 This policy and procedure establishes CQUniversity's process for monitoring student attendance in its accredited ELICOS courses, and ensures CQUniversity's compliance with Standard 8 of the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwth) (the National Code).

2 SCOPE

- 2.1 This policy and procedure applies to all 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 CQUEnglish administration staff.
- 4.4 A 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 approval¹, 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 in the University's Customer Relationship Management System (SugarCRM).
- 4.5 On a weekly basis, the Director of Studies or senior teacher will advise CQUEnglish administration staff of any student/s whose attendance has fallen below accepted requirements.
- 4.6 CQUEnglish administration staff will notify the student by email of their low attendance and that they are at risk of breaching their student visa and having their enrolment cancelled. Emails will be sent to the CQU designated student email account.
- 4.7 Students will be sent two warning letters via email. The first warning will be sent when attendance reaches a minimum possible attendance of 90%. The second warning will be sent when attendance reaches a minimum possible attendance of 85%.
- 4.8 Each time a warning email is 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 minimum possible attendance remains above 80%. The Director of Studies or senior teacher will also give the student a hard copy of each warning letter. If the student is not attending classes, each warning letter will be posted to the student. Written records of meetings, including follow up meetings, will be recorded in 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 concerns.
- 4.10 If a student's minimum possible attendance falls below 80%, the student will be sent a Notice of Intent to Report (NITR) 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 access the University's complaints and appeals process within 20 working days from the date of the NITR. The NITR will be sent to the CQU designated student email account. The Director of Studies or senior teacher will also give the student a hard copy of the NITR. If the student is not attending class, the NITR will be posted to the student.
- 4.11 If a student does not submit an appeal within the 20 working days or the student's appeal is unsuccessful, CQUEnglish administration staff will send the attendance case to the International Compliance Team and request the matter is reported to the Department of Home Affairs (via the PRISMS website) as a course variation caused by unsatisfactory attendance. The International Compliance Team will inform International Student Support to cancel the student's enrolment in StudentOne.
- 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.

¹ The National Code 2018 allows for more than five consecutive days without approval. CQUniversity will implement its intervention strategy in fewer days than suggested by the National Code 2018. The safety and wellbeing of our students is paramount.

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 for the following reasons:
- 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 their ELICOS 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.
- 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. Within five working days of lodging the appeal with the Queensland Ombudsman, students must provide proof of lodgement of the external appeal to the CQUEnglish administration staff member and Director of Studies on their campus. The Director of Studies must then inform the International Compliance Team.
- 4.21 The student must advise CQUEnglish administration staff as soon as they know the outcome of the external appeal process. 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.
- 4.22 The decision of the Queensland Ombudsman is final and no further avenues of external appeal are available.

Enrolment during appeals

- 4.23 A student who is enrolled whilst awaiting an appeal decision is still considered a student of CQUniversity and will, therefore, be expected to attend all classes as appropriate.
- 4.24 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.

- 4.25 A student waiting for the outcome of an external appeal lodged with the Queensland Ombudsman 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, CQUniversity 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, CQUniversity, Director of Studies and CQUniversity administration staff 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 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.
- 4.6 University records must be retained for the minimum periods specified in the University Sector Retention and Disposal Schedule on the [Queensland State Archives website](#).

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 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.

9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Learning and Teaching Committee
Advisory Committee to Approval Authority	N/A
Administrator	Director, CQUEnglish
Next Review Date	5/11/2022

Approval and Amendment History	Details
Original Approval Authority and Date	Academic Board 04/07/2007
Amendment Authority and Date	Minor amendments 8/07/2009; Minor amendments 23/09/2009; Academic Board 18/04/2012; Academic Board 25/11/2015; National Director of Studies 05/06/2017; Legislation Updates 1/03/2018; Administrator Approved – Acting Director, CQUEnglish 8/06/2018; Administrator Approved – Director, CQUEnglish 7/08/2018; Administrator Approved – Director, CQUEnglish 5/11/2019; Minor Amendments Administrator Approved – Director, CQUEnglish 14/01/2020.
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