

ELICOS Attendance Monitoring Policy and Procedure

1. PURPOSE

This policy outlines Princeton International College's procedures for monitoring, recording, supporting, and reporting attendance of students enrolled in **English Language Intensive Courses for Overseas Students (ELICOS)** in accordance with:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standard 8
- ELICOS Standards 2018

Princeton International College recognises that regular attendance is essential for students to achieve satisfactory learning outcomes and to meet their student visa requirements.

The College monitors student attendance to:

- ensure students maintain satisfactory attendance,
- identify students at risk early,
- provide appropriate support and intervention, and
- meet ESOS and PRISMS reporting obligations.

In instances where the records indicate that students are deemed at risk of not meeting course progress requirements due to their low attendance, the College's academic intervention strategy will be triggered. *Refer to ELICOS Course Progress Policy and Procedure.*

We monitor both the course progress and attendance of overseas ELICOS students. These requirements are provided to the students before they commence their course.

2. SCOPE

This policy applies to:

- all international students enrolled in ELICOS courses at Princeton International College
- all staff involved in ELICOS attendance monitoring, student support, intervention, academic administration and PRISMS-related processes
- ELICOS teachers, ELICOS Coordinator, Student Support Officer, Administration staff and the CEO

This policy applies specifically to ELICOS students studying at Princeton International College on a student visa and must be read in conjunction with the ELICOS Course Progress Policy and

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Procedure, Student Support and Wellbeing Policy and Procedure, Complaints Handling Policy and Procedure, and Appeals Handling Policy and Procedure.

3. ROLES AND RESPONSIBLE

Princeton International College ensures that responsibilities relating to ELICOS attendance monitoring, intervention, student support and PRISMS compliance are clearly defined and implemented across all operational areas.

Position	Responsibilities
Chief Executive Officer (CEO)	Maintains overall responsibility for governance oversight, regulatory compliance and PRISMS-related attendance reporting obligations. Oversees implementation of attendance monitoring processes, intervention practices and continuous improvement activities relating to ELICOS attendance management.
ELICOS Coordinator	Oversees attendance monitoring processes, reviews attendance reports, identifies students at risk of unsatisfactory attendance, conducts intervention meetings and coordinates attendance support and intervention strategies where required.
ELICOS Teachers	Record attendance accurately during each scheduled class session, monitor student participation and engagement, and escalate attendance concerns to the ELICOS Coordinator where required.
Student Support Officer	Assists students experiencing attendance-related concerns, provides information regarding available support services and maintains communication with students during intervention and support processes where required.
Administration Officer	Assists with attendance record management, document processing, communication records and maintenance of attendance-related records within authorised institutional systems.

4. DEFINITIONS OF TERMS

ELICOS

English Language Intensive Courses for Overseas Students. These are English courses for international students studying in Australia on a student visa.

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DHA (Department of Home Affairs)

The Australian Government department that manages student visas and immigration.

PRISMS

The online government system used by the College to manage international student enrolments and report important changes, such as attendance or course status.

ESOS Act

Australian law that protects international students and sets rules for education providers.

Session

A scheduled class period. At Princeton International College, one session is 4 hours, and students attend 5 sessions per week (20 hours per week).

Study Period

A period used to check student attendance. At Princeton International College, one study period is 2 weeks (10 sessions).

Attendance

The student's presence in scheduled classes. Attendance is recorded by the teacher in every class.

Current Attendance

The percentage of classes the student has attended from the start of the course until now.

Overall Attendance

The total percentage of classes the student attends during the whole course.

Satisfactory Attendance

Attendance of **80% or more** of scheduled classes.

Compassionate or Compelling Circumstances

Serious situations outside the student's control that affect their attendance, such as:

- serious illness or injury
- death of a close family member
- family emergency
- serious personal problems

Students must provide supporting documents.

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Medical Certificate

A document from a registered doctor or medical professional confirming that the student was unable to attend classes due to illness.

SMS (Student Management System)

The College system used to record student information, attendance, and communication.

5. POLICY STATEMENT

Princeton International College requires all ELICOS students to attend their scheduled classes regularly and actively participate in their learning. Regular attendance is important for students to improve their English skills, successfully complete their course, and meet the requirements of their student visa.

The College is responsible for monitoring student attendance and supporting students who may be experiencing difficulties. To ensure compliance and support student success, the College will:

- maintain accurate and up-to-date attendance records for all students,

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- monitor student attendance on a regular basis,
- identify students who may be at risk of low attendance,
- contact students and provide appropriate support and intervention where required, and
- report students through PRISMS if attendance requirements are not met, in accordance with ESOS legislation.

Students are expected to:

- attend all scheduled classes,
- arrive on time and participate in learning activities, and
- inform the College as soon as possible if they are unable to attend classes.

Failure to maintain satisfactory attendance may result in formal warnings, intervention, or reporting to the relevant government authorities, which may affect the student's visa status.

6. PROCEDURES

6.1 Recording Attendance

Princeton International College records student attendance for every scheduled class to ensure students are actively participating in their course and meeting attendance requirements.

Attendance is recorded as follows:

- Trainers mark attendance during every class session.
- Attendance is recorded on the official attendance roll and entered into the Wisenet Student Management System (SMS).
- Attendance records are stored securely and kept for compliance and audit purposes.

If a student is absent due to illness, they must:

- inform the College as soon as possible, and
- provide a medical certificate from a registered doctor, and
- complete an Absence Request Form.

Please note:

- A medical certificate does not remove the absence from attendance records.
- It helps the College understand the reason for absence and provide appropriate support.

6.2 Monitoring Attendance

The College regularly monitors student attendance to identify students who may be at risk and provide early support.

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Attendance is monitored:

- Daily by trainers when marking attendance
- Weekly by the Administration Officer through attendance reports
- Every study period (2 weeks) by the ELICOS Coordinator

Students may be identified as at risk if:

- their attendance falls below 90% and continues to decrease, or
- attendance expectations required to support satisfactory course progress and student visa compliance

Students identified as at risk will be contacted and offered support.

6.3 Early Intervention and Student Support

The College aims to support students before attendance becomes unsatisfactory.

If attendance concerns are identified, the College may:

- contact the student by email, phone, or in person,
- arrange a meeting with the Student Support Officer or Course Coordinator,
- discuss any personal, academic, or health issues affecting attendance, and
- develop an intervention plan to help the student improve attendance.

Support may include:

- counselling or welfare support
- academic guidance
- referral to external support services
- individual student support meetings

All communication and support actions are recorded in the Student Management System.

6.4 Warning and Notification Process

If a student's attendance keeps falling, Princeton International College must follow a formal process to support the student and also meet government requirements. The main goal is to give the student clear warnings, offer support, and give the student a fair chance to improve before any reporting happens.

Step 1 – Attendance Warning (Early Warning)

When the College notices that a student's attendance is becoming low, the College will send an early warning. This is to help the student understand the problem early and fix it before it becomes serious.

The College will:

- send a warning email or letter to the student
- explain the student's attendance percentage
- remind the student that they must maintain satisfactory attendance

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- ask the student to book a meeting (if needed) with the Student Support Officer or ELICOS Course Coordinator

The student may be asked to attend a meeting to:

- discuss why attendance is low
- check if the student has health, family, or personal issues
- explain attendance requirements and visa conditions
- create a simple plan to improve attendance

Step 2 – Notice of Intention to Report (Below 80%)

If a student's attendance falls below 80%, the College will send a formal letter called a Notice of Intention to Report. This is a serious letter and means the student is now at risk of being reported through PRISMS if attendance does not improve or if the student does not successfully appeal.

The Notice of Intention to Report will include:

- the student's current attendance percentage
- the attendance requirement (minimum 80%)
- a summary of support and contact already provided
- the student's right to appeal
- the timeframe to respond (20 working days)
- information that reporting may affect the student's visa

The student should respond by:

- contacting the College immediately, and/or
- booking a meeting with Student Support or Course Coordinator, and/or
- providing evidence of compassionate/compelling circumstances (if applicable)

Step 3 – Reporting via PRISMS

If the student:

- does not respond to the Notice of Intention to Report, or
- submits an appeal and it is not successful, and
- continues to have attendance below the required level,

the College may report the student through PRISMS.

Important points students must understand:

- reporting through PRISMS may lead to DHA taking action on the student visa
- the College reports only after following the process and giving the student a chance to respond
- the College keeps records of warnings, support offered, and communication before reporting

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6.5 Absence Without Contact (5 Consecutive Days / 10 Sessions)

If a student is absent for five consecutive days (10 sessions) and does not contact the College, the College must treat this as urgent. This is because the College has a duty of care and must check the student's safety and wellbeing.

The College will:

- try to contact the student by phone and email
- check if there is any emergency or serious issue
- contact the student's emergency contact or education agent if the student cannot be reached
- record all contact attempts and outcomes in the Student Management System

This process is to:

- ensure the student is safe
- understand the reason for absence
- remind the student they must inform the College if they are absent
- provide support if needed

6.6 Appeals Process

Princeton International College will not report a student through PRISMS until:

- the student has been provided with written notification of the decision
- the student has been given access to the internal appeals process within the required 20 working day period
- the internal and external appeals processes have been completed, unless the student withdraws from the appeal process or the appeal supports Princeton International College's decision

6.7 Attendance Records and Certificates

The College keeps accurate attendance records for every student. These records are used to monitor attendance, provide support, and meet government compliance requirements.

Students can request:

- an attendance report at any time (showing their current attendance percentage)
- an attendance certificate if required (for example, for an employer or personal reasons)

Students are expected to maintain satisfactory attendance and actively participate in learning activities throughout their course.

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7. STUDENT RESPONSIBILITIES

Students must take responsibility for attending classes and communicating with the College. Regular attendance supports learning success and helps students meet visa conditions.

Students are responsible for:

- attending all scheduled classes and learning activities
- arriving on time and staying for the full class
- informing the College if they cannot attend (before class where possible)
- providing supporting documents such as medical certificates when required
- attending meetings for support/intervention if requested
- keeping their address, email, and phone number up to date in the Student Management System

Students should understand that:

- poor attendance can affect course progress and course completion
- continued poor attendance may lead to warnings and PRISMS reporting
- PRISMS reporting may affect the student visa

8. RECORDS MANAGEMENT

The College must keep proper records as evidence that attendance has been monitored and that the correct process has been followed. These records are also required for audits and compliance checks.

The College keeps records such as:

- class attendance rolls
- weekly attendance reports
- warning letters and intention to report letters
- intervention meeting notes and support records
- communication records (emails, calls, SMS notes)
- PRISMS reporting outcomes (if applicable)

All records are:

- stored securely
- kept confidential
- retained according to legal and regulatory requirements

Please refer to the Records Management Policy and Procedures for more information.

9. CONTINUOUS IMPROVEMENT

Princeton International College reviews attendance monitoring practices, intervention strategies, student support arrangements, communication processes and PRISMS reporting activities as part of its continuous improvement framework.

Feedback from students, teachers, intervention outcomes, appeals, audit findings and identified risks are monitored to identify opportunities for improvement.

Improvement actions and identified risks relating to attendance monitoring and student support processes are recorded within the Continuous Improvement Register and monitored under the oversight of the CEO.