albright

INSTITUTE OF BUSINESS & LANGUAGE

Policy Title	ELICOS Attendance and Course Progress Monitoring Policy and Procedure			
Policy Number	PP - 01	Version Number	V5 March 2023	Status APPROVED
Owner	ELICOS Department		Approved By	CEO

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1. POLICY

ANIT Australia Pty Ltd T/A Albright Institute of English and Albright Institute of Business and Language will follow this policy for monitoring student attendance and course progress as per the ELICOS Standards 2018 and NEAS standards requirements.

2. PURPOSE

This policy document has been developed to ensure Albright Institute has appropriate systems in place to monitor students' attendance and course progress during their ELICOS enrolment.

3. SCOPE

This policy applies to all the students on a student visa studying English language courses at Albright Institute of Business and Language.

4. LEGISLATIVE BASE

This policy complies with the following legislative framework:

- The National Code of Practice 2018.
- The Education Services for Overseas Students Act 2000 [ESOS Act 2000] and ESOS Regulations 2019.
- ELICOS Standards 2018.

5. POLICY AND PROCEDURE

5.1 Completion within expected duration

- ELICOS students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Albright Institute monitors student progress to ensure that students complete their studies within the expected duration specified on their Confirmation of Enrolment.

5.2 Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the student has failed to meet course progress requirements is clearly defined in the ELICOS course curriculum.
- Course progress requirements are defined in relation to study periods and include:
  - o Satisfactory completion of summative and formative assessment tasks.
  - o Attendance requirements of at least 80% for ELICOS students.

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- Requirements are designed to uphold the academic integrity of the registered course with consideration to the length of the study period and the number of units/subjects and assessment requirements of the course.
- Students are advised of course progress requirements in course information provided prior to enrolment and in their course orientation.
- Students who do not meet course progress and attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, Albright Institute's course progress and attendance monitoring procedures will be followed.
- Albright Institute uses a range of methods to monitor course progress including review of assessment tasks, participation in training activities, attendance and other measures of academic progress as defined in the procedures.
- All Test records of the student's course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course in the expected duration.

5.3 Intervention strategy

- Albright Institute ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an Individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the ELICOS Coordinator and may include one or more of the following strategies:
  - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
  - Advising students of opportunities for reassessment; and
  - Advising students of assistance that Albright Institute can provide such as receiving English language support;
  - Reviewing learning materials with the student and providing information to students in a context that they can understand;
  - Providing extra time to complete tasks;
  - Providing access to supplementary or modified materials;
  - Providing supplementary exercises to assist understanding;
  - Attending study clubs;
  - Attending counselling;
  - Receiving assistance with personal issues which are influencing progress;
  - Referral to external organizations where Albright Institute is unable to address the identified learning or academic issues:
  - Being placed in a suitable alternative course; or
  - A combination of the above and a reduction in course load.

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5.4 Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, Albright Institute will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per Albright Institute Complaints and Appeals Policy and Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- Albright Institute will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
  - the student has chosen not to access the external complaints and appeals process: or
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file (RTOM and Student's electronic folder) including warning letters and the notice of intention to report.

5.5 Attendance Requirements

The minimum satisfactory course attendance is 80%.

5.6 Orientation

Upon joining Albright Institute, students undergo Orientation in the week before on a Friday, prior to the commencement of the course on Monday or on the day of the commencement day Monday.

At orientation, students are inducted with the Albright Institute's ELICOS Attendance Monitoring Policy and Procedure. The students are informed about the importance of the minimum satisfactory attendance requirement which is a minimum of 80%.

5.7 Student Contact details

A student must provide contact details to Albright Institute during the Orientation and any time when there is any change during the course of study. This includes a mobile phone number, a residential address and an email address. Contact details of one emergency contacts in their city campus must also be provided.

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5.8 Monitoring and recording attendances and absences

- Teachers mark attendance for each class session.
- If a student arrives late or leaves early, their attendance is adjusted to reflect this.
- The teacher must mark each student's class roll every day.
- The class teacher enters attendance data into the Student Management System on a daily basis.
- If a student is absent for two consecutive days, the class teacher notifies the Student Services Officer by email.
- Student Services then contacts the student to check on his/her welfare.
- If a student has a medical certificate for a day missed, Student Services will check the truthfulness of this medical certificate, and then grant sick leave for that day the student was absent from class.
- Student Services scans the medical certificate and puts the scanned copy in the student's electronic file.
- The student keeps the original.
- All attendance rolls are digitally updated at the end of each day on the student management system – RTO Manager.
- Attendance rolls are monitored weekly.

5.9 Projected attendance

At any given time, this is calculated like below, where the calculation assumes the student will attend all future schedules.

- **Total number** of classes scheduled (does not include Public Holidays or Approved Holidays) = X
- Total scheduled classes **lapsed**= Y
- Number of **attended** classes= Z

Projected attendance= **{(X-Y) + Z} / X%**

In a 6-week program, usually, **30 classes** are scheduled.
After 2 weeks, lapsed classes are **10. Y=10**
Student attended 5 classes out of 10. **Z= 5**

Projected Overall Attendance: {(30 - 10) + 5} / 30 %= 83.33%, where *current attendance is 50%*

Another scenario:
If students apply for **5 AL** in week 4, the total scheduled classes will reduce from **30 to 25**
Thus, projected attendance will drop to **80%** as new X= 25

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5.10 Warning letters

- Albright will issue a First Warning letter when the projected overall attendance is calculated at under 90% (between 89% to 85%) and the course progress is unsatisfactory.
- Albright will issue a Second Warning letter when the projected overall attendance is calculated at under 85% (between 84% to 80%) and the student continues to fail to demonstrate satisfactory course progress.
- Albright will issue an Intention to Report (ITR) [Unsatisfactory Attendance and unsatisfactory course progress Notification] letter when the projected overall attendance is calculated at under 80% (between 79% to 70%).
- All warning letters are sent to the student's email address as well as being made available at the school.
- Once a warning letter is issued, the school tries to contact the student by phone and/or email and/or text message.
- If the student cannot be contacted for any reason, then the student's emergency contacts will be called.
- All copies of warning letters or contact records are put in the student's file on the RTO Manager.
- Following the first and second warnings and the final warning of Intention to Report (ITR); **if the Attendance is still below 80% and the student is still not meeting course progress requirements despite interventions implemented** - Students are required to meet with the respective campus ELICOS Coordinator. This is known as an Appeals meeting; this meeting can be done in person or via Zoom.
- The student has 20 working days [from the date of issue of the ITR warning email] to appeal the Intent to Report notice.
- At this meeting the student must provide documentary evidence of compelling or compassionate circumstances that explains why they have been absent from class.
- An example of this is a medical certificate.
- The respective campus ELICOS Coordinator will write up a formal note outlining the main points covered in the said meeting. This counselling note will be stored in the Student Management System.
- If the respective campus ELICOS Coordinator is satisfied with the evidence, then he/she advises the student of the need to maintain at least 80% overall attendance.
- The student will be notified of the decision in writing.
- If the respective campus ELICOS Coordinator is not satisfied with the student's evidence or if the student chooses not to access the complaints and appeals process within 20 working days or withdraws from the appeals process, the respective campus ELICOS Coordinator will notify the Albright Institute's Compliance department who will then notify Immigration through PRISMS.

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- Attendance at or below 70% If a student's attendance drops to 70% or below, then the student can be immediately reported to DET via PRISMS.

6. IMPLEMENTATION AND RESPONSIBILITY

The ELICOS Academic Manager, ELICOS Operations Manager, respective campus ELICOS Coordinator(s), ELICOS Student support and Administration teams are responsible for ensuring the procedure of monitoring attendance as per this policy and procedure.

The CEO has overall responsibility for the implementation and review of this policy and procedure.

7. RELATED DOCUMENTS

Related Documents
• AIBL Student Handbook • Warning letter templates on Student Management System – RTO Manager

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