

<b>Policy Owner</b>	Academic Director
<b>Contact Officers:</b>	Student Counsellor Student and Academic Services Manager
<b>Policy Number:</b>	QTDPO014
<b>Approved by:</b>	Senior Management Group (09/09/2019); T&L Committee (09/08/2019) Academic Council (30/08/19)
<b>Date Approved:</b>	4 February 2010
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<b>Related Policies:</b>	Assessment Policy Complaints and Appeals Policy Critical Incident Policy Enrolment Terms and Conditions (International Students) Progress and Graduation Policy Progress and Graduation Policy (ELICOS) Student Wellbeing, Counselling and Support Policy Underage Students (Minors) Policy
<b>Related Forms:</b>	Explained Absence form Student-at-Risk form

### 1. OVERVIEW

- 1.1. The purpose of this policy is to ensure ECC students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.
- 1.2. Immigration authorities have the view that if an international student holds a student visa they should be attending class, studying and passing their units within the period stated on their Confirmation of Enrolment (CoE).
- 1.3. In accordance with principles of equity, local students should be afforded similar support and protection as international students, hence the same principles apply.
- 1.4. This policy should be read in conjunction with the respective Progress and Graduation Policies.

### 2. ORGANISATIONAL SCOPE

- 2.1. This policy applies to all ECC students or onshore partner provider students enrolled in Higher Education and ELICOS courses.
- 2.2. This policy covers requirements related to ESOS National Code Standard 8 specifically relating to Overseas Student Visa Requirements regarding course attendance.

### 3. DEFINITIONS

- 3.1. **Adjusted Attendance:** Attendance figure shown in database after absences have been approved
- 3.2. **Absences:** where ECC deems the student to have been absent due to medical, compassionate or compelling circumstances, normally substantiated by supporting evidence, e.g. illness where a medical certificate states that the student was unable to attend classes.

- 3.3. Centrelink:** Government authority supporting local students in need.
- 3.4. DET** – refers to Department of Education and Training
- 3.5. ELICOS:** English Language Intensive Courses for Overseas Students
- 3.6. ESOS:** Refers to the Educational Services for Overseas Students Act and the accompanying ESOS National Code of Practice for Providers of Education and Training to Overseas Students.
- 3.7. Exclusion:** means that the student's enrolment at ECC will be cancelled. In the case of international students, this means that their visa may be cancelled by Immigration.
- 3.8. Immigration:** Refers to the Department of Home Affairs which is the Australian government agency responsible for multicultural affairs, immigration and border-related functions and agencies. The Department of Home Affairs is also responsible for issuing Student Visa.
- 3.9. Institution:** relates to either ECC or its partner provider.
- 3.10. International Student:** For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa (e.g. visa subclass 457), are regarded as International Students.
- 3.11. Medical Certificate:** refers to a medical certificate from a registered practicing doctor (as defined under the *Health Practitioner Regulation National Law (WA) Act 2010*, registered medical specialist or a hospital certificate. Refer to "Who can provide a Medical Certificate and what does it need to include" in the policy below.
- 3.12. National Code:** The National Code of Practice for Providers of Education and Training to Overseas Students. (See ESOS)
- 3.13. Partner Provider:** an institution that provides a course which is CRICOS registered as being offered by ECC, and who, for the purposes of this document oversees all matters relating to the delivery of those courses.
- 3.14. Pathway:** Refers to Certificate IV TPP and any academic program leading to a Higher Education Award (e.g. Diploma, Advanced Diploma)
- 3.15. PRISMS:** The Provider Registration and International Student Management System is the database system used to process information given to the Department of Education by registered providers.
- 3.16. Real Attendance:** Attendance figure shown in database, which records when student was in class
- 3.17. Reportable Student:** For the purpose of this policy, a Reportable Student is defined any enrolled student who is:
- an International Student holding a student visa subclass 500; or
  - a domestic student in receipt of government funding; or
  - any student whose tuition funding or scholarship is subject to attendance requirements
- 3.18. Study Period:** For Pathway students, one Study Period comprises one trimester or one semester. For ELICOS students, one Study Period comprises one 5 weeks block unless otherwise stated in the Letter of Offer.

#### 4. POLICY PRINCIPLES

- 4.1. Students will be notified where their attendance levels place them at risk of poor academic progress or of being reported to Immigration or Centrelink for poor attendance.
- 4.2. Students will have access to a free and fair complaints and appeals process.

#### 5. POLICY CONTENT

##### 5.1. Attendance

ELICOS: In order to maintain satisfactory attendance at ECC, a student who is enrolled must attend at least 80% of the scheduled contact hours for their program as per the duration set out in their respective CoE. This attendance percentage is the student's Real Attendance in class plus approved absences. An approved absence is one which is supported by a Medical Certificate or other evidence of extenuating circumstances resulting in absence from class.

##### 5.2. Who can provide a Medical Certificate and what does it need to include?

5.2.1. ECC will only accept Medical Certificates from a registered medical practitioner [as defined under the *Health Practitioner Regulation National Law (WA) Act 2010*], registered medical specialist or a hospital certificate.

5.2.2. Certificates will not be accepted from pharmacists, herbalists or other providers not registered with the Australian Medical Board.

5.2.3. Certificates from online doctor services will not be accepted – you must have attended and been seen by the doctor in person.

5.2.4. Medical Certificates must follow the Australian Medical Association Guidelines for Medical Certificates and must contain:

- name and address of medical practitioner issuing Certificate;
- name of the patient;
- date on which the examination took place;
- date on which the certificate was issued; and
- date(s) on which the patient is or was unfit for attendance

The Certificate should be legible and written so that a non-medical person is able to read and understand the Certificate. The Certificate should be written on stationery designed specifically

##### 5.3. Attendance Monitoring

5.3.1. In accordance with Standard 8 of the ESOS National Code, ECC is required to monitor and maintain accurate and up-to-date attendance records for all international students enrolled in the Pathway (Higher Education) programs and ELICOS (English language) classes.

5.3.2. These records can be used as evidence that:

- An international student has satisfied their visa requirements relating to attendance and may have an influence on the decisions made by Immigration. If a student fails to comply with a condition of their visa, they may have it cancelled and be excluded from Australia for up to three years.
- A local student has satisfied the requirements set by Centrelink or other government agency supporting the student's study.

5.3.3. Attendance is normally recorded as follows:

- PATHWAY: twice in each four hours block of each class. If a student's name does not appear on the class list, the student should be referred to the ECC Welcome Centre or the Student Counsellor who will investigate the matter.
- ELICOS: three times on Mondays to Thursdays, twice on Fridays.
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### 5.3.4. Attendance Self-Check:

- All students are responsible for checking their attendance percentage on a regular basis through the ECC Portal. Where students require an attendance record for Immigration or Centrelink purposes, they may obtain an official Certificate of Attendance from the Welcome Centre and have it stamped by Welcome Centre staff.
- Where a student's attendance percentage rate cannot be viewed on the student portal, the student should go to the Welcome Centre or email [studentrecords@edithcowancollege.edu.au](mailto:studentrecords@edithcowancollege.edu.au) to obtain their Adjusted Attendance and Real Attendance percentage rate and/or Certificate of Attendance.

### 5.3.5. Other Monitoring

- In addition to maintaining class attendance data, lecturing staff are also required to identify individual students they consider to be at risk by completing a 'Student at Risk' report. This is in the form of an email to the Student Counselor, who will then follow up on each report individually.
- ELICOS: Teaching staff can see the ELICOS Director of Studies or delegated nominee for action.

## 5.4. Attendance Warnings

5.4.1. ECC will conduct weekly/fortnightly reviews of attendance rates in addition to identifying where students have been absent for more than 3 classes (2 consecutive days for students in English language courses) in any given week. Following reconciliation of attendance data against any supporting documents submitted, students deemed to be, or at risk of, falling below acceptable levels of attendance, will be sent an attendance courtesy reminder/warning letter via both the ECC messaging system located on the portal and their external email address.

5.4.2. PATHWAY: Students approaching an attendance rate of 80% are issued with a courtesy reminder/ warning letter. If, following this warning letter, the student continues to maintain an unacceptable attendance rate, they will be sent a second attendance warning letter requesting the student to make an appointment with the Student Counsellor.

### 5.4.3. ELICOS:

- At 89.9% attendance - an Attendance Reminder is sent, no action required.
- At 84.9% attendance, an Attendance Warning is sent. No action required.
- At 79.9% Adjusted Attendance, a *Notice of Intention to Report* letter is sent to the student with instructions on the appeals process.

## 5.5. Reporting to Immigration

5.5.1. If following a 'Notice of Intention to Exclude' letter, no evidence has been provided by the student (within the 20 working days appeals period) to change the attendance outcome or if the internal and external appeal stages have been unsuccessful, Reportable Students will be reported to Immigration for poor attendance.

5.5.2. Where an ELICOS student has an attendance rate of above 70% but less than 80% and can produce documentary evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g. illness where a medical certificate states that the student is unable to attend classes), ECC will exempt the student from being reported to Immigration.

5.5.3. When the Real Attendance or Adjusted Attendance figure falls below 70%, the student is automatically reported to Immigration.

## 5.6. Reporting to Centrelink

For students on Centrelink benefits or using FEE-HELP, ECC is required by legislation to provide attendance data on request.

### 5.7. Student Responsibilities

5.7.1. Students are required to maintain an attendance rate of at least 80%. While ECC regularly monitors student attendance, students are ultimately responsible for attending classes and checking their attendance or enrolment on a regular basis throughout the trimester to ensure that they are satisfying their student visa conditions, Centrelink or FEE-HELP obligations.

5.7.2. Students who present a Medical Certificate or other evidence in support of a missed assessment can only defer that assessment once. That is, students cannot use another Medical Certificate to defer the first assessment again. Further details can be found in the ECC Assessment Policy (<https://www.edithcowancollege.edu.au/policies>)

## 6. ADMINISTRATIVE PROCEDURES

6.1. This policy is available on the ECC website for students and distributed to all Academic Staff at induction. Administrative staff who provide advice to students will be provided with the policy by their respective supervisors.

6.2. Email updates are issued to inform and update staff on changes to attendance procedures.