

Enrolments - ELICOS Monitoring Attendance Procedure

Section 1 - Summary

(1) This Procedure ensures that Victoria University English (VUE) complies with regulatory requirements in the monitoring of attendance for international students studying an ELICOS program.

Section 2 - Scope

(2) This Procedure applies to all international students on a student visa enrolled in an ELICOS course at VUE.

Section 3 - Policy/Regulation

(3) Nil.

Section 4 - Procedures

Part A - Summary of Roles and Responsibilities

Roles	Responsibilities
VUE Teacher	Registers ELICOS student attendance
VUE Administration Officers	Issues attendance reminders to students Sends attendance reports relating to scholarship students to scholarship bodies (e.g. Saudi Arabian Cultural Mission, Kuwait Cultural Office) Reports unsatisfactory ELICOS attendance Updates PRISMS
Program Coordinator VUE (PC)	Reviews weekly attendance records Contacts students who have been absent for three consecutive days
Academic Manager ELICOS	Manages attendance process and advises and assists students
General Manager, VU English	Approves the reporting of non attendance to PRISMS Oversees VUE Attendance process
VUE Internal Appeal Panel	Panel chaired by General Manager, VU English to deal with internal attendance appeals (Intention to Report for Low Attendance)
International Student Advisor (ISA)	A professional staff member who provides advice and referral to support student attendance
Support Person	Provides support to students, but does not actively participate in the process

Part B - Monitoring ELICOS Student Attendance

(4) ELICOS students must, as a condition of their Student Visa, maintain a minimum rate of 80% attendance over their course of study. If attendance falls below 80% and it is clear that the student will not be able to reach 80% by the end of the course, VUE is required to report the student to the Department of Home Affairs.

(5) Students are informed of VUE attendance process and requirements via the following:

- a. VUE Student Orientation and Meet and Greet Assembly;
- b. VUE Student Information Booklet;
- c. Noticeboards on campus;
- d. Victoria University (VU) website;
- e. In-class communication.

(6) Attendance is recorded twice daily by teachers in attendance registers with absences recorded in hourly blocks in EBECAS each Friday. The Director of Studies or nominee confirms the class lists by signing the register on the first Friday of each intake.

(7) Students will be marked absent if unwell, and must obtain a medical certificate to cover the period of illness, however this will not cancel the non-attendance. Students should retain medical documentation in case their attendance falls below 80% and an appeal is pursued externally via the Department of Home Affairs or via the Victorian Ombudsman.

(8) A student is marked absent for one hour if they arrive more than ten minutes late to a morning class, or if they arrive more than five minutes late to an afternoon class.

(9) The Program Coordinator or nominee monitors attendance registers on a weekly basis and will contact any student absent for 3 consecutive days via phone and email. If the student does not respond, the following action must be taken:

- a. The student's emergency contact must be notified.
- b. An International Student Advisor must be notified.
- c. A record must be made in EBECAS.

(10) If the student does not respond to initial contact, the General Manager, VU English must be notified, and will proceed as per the [Critical Incident, Emergency Planning and Business Continuity Policy](#).

Attendance Notifications

(11) Students are notified that all correspondence will be sent to their VU email account.

Reminder	Attendance	Action
Friendly Reminder Letter	Issued when current attendance is <80% and overall attendance is >90%	1. Student notified via email and a hardcopy notice delivered in class 2. Record updated on EBECAS
First Attendance Reminder	Issued when overall attendance falls between 86-90%	1. Student notified via email and a hardcopy notice delivered in class 2. VU Global notified if student holds a scholarship 3. Program Coordinator meets with student to discuss attendance requirements and support/advice. Student may be referred to International Student Advisor 4. Notification and meeting (or non-attendance) recorded on EBECAS

Second and Final Attendance Reminder	Issued when overall attendance falls between 80-85%	<ol style="list-style-type: none"> 1. Student notified via email and a hardcopy notice delivered in class 2. VU Global notified if student holds a scholarship 3. Academic Manager ELICOS meets with student. Student completes an Agreement whereby they confirm their understanding of their rights as per the ESOS Act and the VUE Attendance Procedure 4. Record updated on EBECAS
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(12) The General Manager, VU English will send a Notice of Intention to Report for Unsatisfactory Attendance via email and a hardcopy notice delivered in class where a student will not meet the overall 80% attendance requirement for the duration of the CoE.

(13) Students with 5- or 10-week CoEs will be sent a Notice of Intention to Report for Unsatisfactory Attendance with no prior warning letters if their overall attendance drops below 80% (i.e. 5-6 consecutive days).

Internal Appeals

(14) Students may appeal the decision to report them to the Department of Home Affairs for low attendance. The Notice of Intention to Report for Unsatisfactory Attendance refers students to the Internal Appeal process, as well as the time and location of the Internal Appeal Panel hearing.

(15) Students are allowed 20 working days to access the Internal Appeals Process if they can't attend the panel. The appeals process commences within 10 working days of the lodgment of the appeal.

(16) During the Internal Appeal Panel hearing the student must outline the reasons for the unsatisfactory attendance together with any evidence of compassionate or compelling circumstances where relevant. The Internal Appeal Panel will notify the student of the final outcome of the Panel hearing within 5 days via email.

Successful Internal Appeal

(17) Students whose appeal is upheld will receive support, counseling and monitoring as necessary. Students will be required to comply with any conditions attached to the decision.

(18) If the student's overall attendance continues to fall but is between 70-80% they will be issued a Notice of Intention to Report Letter and the process will recommence.

(19) If the student's attendance falls below 70%, they will be reported to the Department of Home Affairs via PRISMS without further notification.

Unsuccessful Internal Appeal

(20) Students receive counseling and support in the event of an unsuccessful internal appeal.

(21) Students are informed that they have 10 working days from the date of their outcome notification to make an external appeal to the Ombudsman Victoria.

(22) Students must notify VUE of their Lodgment Referral Number in order not to be reported to the Department of Home Affairs.

(23) Students must continue to attend class as scheduled until the completion of all internal and external appeals processes. If a student's program finishes during this time, VUE reserves the right not to make a further offer of ELICOS.

(24) A "Student Default" and Student Course Variation must be reported on PRISMS when the student has:

- a. Chosen not to access the internal appeals process within the 20 working day period;
- b. Withdrawn from the process; or
- c. Had an unsuccessful outcome from the appeals process.

Unsuccessful External Appeal

(25) Students should notify VUE of the outcome of their external appeal, to be recorded on EBECAS.

(26) If student receives an overall fail result for their English course, the student's CoE for English and for the principal course will be canceled.

(27) If student receives an overall pass result for their English course, the student's CoE for English will be canceled, however the CoE for the main course will not be canceled.

Section 5 - HESF/ASQA/ESOS Alignment

(28) Outcome Standards for NVR Registered Training Organisations 2025: Standard 2.1 Information; 2.3 & 2.4 Training Support; 2.6 Wellbeing; 2.7, 2.8 Feedback, Complaints and Appeals.

(29) [Education Services for Overseas Students Act 2000 \(Cth\)](#)

(30) [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(Cth\)](#): Standard 3; 8 and 9.

Section 6 - Definitions

(31) Confirmation of Enrolment (CoE) (CoE)

(32) ELICOS

(33) International Student (Onshore)

(34) PRISMS

(35) EBECAS

(36) Study Period

(37) Overall Attendance

(38) Current Attendance

Status and Details

Status	Historic
Effective Date	7th April 2020
Review Date	7th April 2023
Approval Authority	Dean, VU College
Approval Date	30th January 2020
Expiry Date	12th November 2025
Accountable Officer	John Germov Senior Deputy Vice-Chancellor and Chief Academic Officer +613 9919 5077
Responsible Officer	Wayne Butson Chief TAFE Officer +61 3 99198756
Enquiries Contact	Dianne McKeagney Director, Centre of VU Transitions +61 3 9919 1054

Glossary Terms and Definitions

"International Student (Onshore)" - A person who has been granted a visa by the Department of Home Affairs which gives them study rights.

"PRISMS" - The Provider Registration and International Student Management System is the system used to process information given to the Secretary of the Department of Education (DOE) by Victoria University.

"Study Period" - A defined period of time in which teaching is delivered. This includes pre-teaching, teaching and assessment activities. Each study period has its own set of key dates, including start, end and census dates. Study periods vary across the academic year and include semesters, trimesters, terms, Block and intensive.

"Confirmation of Enrolment (CoE)" - A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider (definition from National Code 2018).

"ELICOS" - English Language Intensive Courses for Overseas Students

"EBECAS" - ELICOS student record management database.

"Overall Attendance" - Attendance from beginning of the course date until the end of the course date as listed on a student's Confirmation of Enrolment.

"Current Attendance" - Attendance within current 2 weeks.