



Australian College for Excellence(ACE)

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ABN No: 99 625 415 849 RTO No: 45577 CRICOS No: 03823C



ACE ELICOS Attendance & Course Progress Policy & Procedure

ELICOS Attendance & Course Progress Policy and Procedure	Last Reviewed: January 2021	Managed By: RTO Manager	Approved By: CEO	V2.0
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DOCUMENT DETAILS

Policy Name: ELICOS Attendance & Course Progress Policy & Procedure	Published Date March 2020	Last Reviewed January 2021
Manage By: RTO Manager	Approved By: CEO	
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LEGISLATIVE CONTEXT

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 6.1.7, 7.2.2.1, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7

ELICOS Standards 2018 C1.1, P3.1, P3.4, P4.1, P4.2 and P4.3

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ELICOS Attendance & Course Progress Policy & Procedure

PURPOSE

This purpose of this policy is to ensure that ACE has an appropriate system in place to monitor ELICOS Student's attendance & course progress and to identify and offer support to those at risk of not meeting satisfactory attendance and course progress requirements.

SCOPE

This policy applies to all prospective students and current students who are enrolling/enrolled to ELICOS General English Course at ACE and to all staff at ACE.

OBJECTIVE

This policy outlines the guidelines for monitoring and recording attendance for the ELICOS Students at ACE specifying the requirements for achieving satisfactory attendance, the method for working out minimum attendance and processes for recording attendance. This policy is also to ensure that the student can complete their course in the duration of their Confirmation of Enrolment (CoE) or, if they are at risk of not completing within their CoE duration, that appropriate support, suspension, or re-enrolment where necessary can be provided to them.

DEFINITIONS

Medical Certificate – A certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, optometrists, psychiatrists, and psychologists. ACE does not accept certificate from alternative medical practitioners such as herbal practitioners, acupuncturists, massage therapists etc.

Study Period – Ten (10) weeks – 1 level is a Study Period for ACE ELICOS General English Course.

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Compassionate or compelling circumstances – Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Consecutive days – Consecutive days are the calendar days that come one after the other without any break.

Counselling – This is a learning-oriented process, which occurs usually by an interactive meeting with the aim of helping the student to complete their enrolled course successfully.

ITR – Intention To Report.

Formative Assessments – Weekly Assessments to assess the knowledge of the learner about that week lesson or unit.

Summative Tests – Mid of the Course (5th Week) and End of the Course (10th Week) Tests are to assess the student's achievement level against learning outcomes.

Portfolio – A student portfolio is a compilation of academic work and other forms of education evidence.

POLICY

This policy is to ensure that ACE will advise the requirements to achieve satisfactory course progress and attendance requirements, where applicable, to students on commencement. Any variations are advised to students in writing as soon as they are known.

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PROCESS

ELICOS ATTENDANCE

ORIENTATION

During the Orientation Program at ACE, every student is informed of ACE's Attendance & Course Progress Policy. They are told about the minimum satisfactory of attendance requirements and course progress and how they must maintain this to avoid the Intention to Report stage. Students are also issued with a Student Handbook detailing the school's attendance and course progress policy and procedure.

STUDENT CONTACT DETAILS

A student must provide contact details to the College on their first day; this includes a phone number, a residential address, and an email address with their emergency contact details.

ATTENDANCE REQUIREMENTS

ACE expects all the students to be present for all their scheduled classes as per their timetable. The minimum satisfactory attendance for ELICOS Students at ACE is **80%**.

Students **must not have less than 80%** attendance of their entire course.

Students who have enrolled in a short period of time such as only one (1) level of 10 weeks must be present for minimum 8 weeks compulsory and not to be absent for five (5) consecutive days to maintain 80% of minimum satisfactory attendance.

MONITORING AND RECORDING ATTENDANCES AND ABSENCES

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- Attendance sheets will be given to the allocated teachers prior to their scheduled classes. Every week teachers will be updated on the class roll to make sure that the teacher knows the strength of the class and new students as per the ongoing enrolments.
- Portfolios of the new students will be developed by the ELICOS Coordinator and provided to the relevant teachers.
- ELICOS Class will be of 4 hours each day of 5 days every week. (4 x 5 = 20 hours per week)
- Every class has two (2) sessions of two (2) hours (2 hours – Break – 2 hours) and the Teachers are required to roll call the students at the end of each session to ensure that the students have attended the entire session.
- Students are required to sign the “ELICOS Attendance Sheet” at the end of their class as evidence of their presence.
- Students are encouraged to be punctual to their scheduled classes however due to unavoidable situations, if the student is coming late to their class, then they must inform ACE ELICOS Coordinator / RTO Manager via email / SMS / Phone. They will be issued with a “Permission Slip” to attend their class.
- Students are allowed to be late to their class strictly until 30 minutes from the starting of their scheduled class. Those student’s attendance will be marked as “Late Attendance”.
- More than 30 minutes will not be considered as “Late Attendance”. They will be marked absent for that session. This strictness of marking attendance will encourage the students to come to their class on time. Exceptional cases such as injury, medical appointments, immigration, or other legal appointments etc., can be allowed with proper evidence produced by the student.
- The students who are having the “Late Attendance” are encouraged to sit after their class hours on that day and they can do their own research / independent study to compensate their late hours for their class on that day.
- If a student wishes to leave earlier not more by ‘30 minutes’, then they must inform their ELICOS Coordinator or RTO Manager before the starting of their scheduled class and they will get a

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“Permission Slip” from their ELICOS Coordinator / RTO Manager and their ELICOS Teacher will be informed accordingly.

- Students who are leaving the session more than 30 minutes will be given permission, but their attendance will be marked as “Absent” for that session. This strictness of marking attendance will encourage the students to attend their class completely and maintain their satisfactory attendance and course progress requirements. Exceptional cases such as injury, medical appointments, immigration, or other legal appointments etc., can be allowed with proper evidence produced by the student.
- The students who are leaving the session before ‘30 minutes’ are encouraged to sit after their next scheduled class hours, and they can do their own research / independent study to compensate those hours.
- ELICOS Coordinator will collect the Attendance Sheet from each ELICOS Teacher and Mark the Attendance electronically in the spreadsheet.

ABSENCE OF 5 CONSECUTIVE DAYS

Every ELICOS student is committed to attend their scheduled class as per their timetable at ACE. Students who have missed three (3) consecutive days of class without approval or authorization will be contacted by Student Support Officer to ensure their wellbeing, and to inform them that they are at the risk of having unsatisfactory attendance, and that if they are absent for another two (2) days consecutively, they will receive a warning. Any student is absence of 5 consecutive days then:

- Student Support Officer will try to contact the student via phone and email to check the welfare of the student and the reason for not attending the classes.
- If the student responded and need any support, then the Student Support Officer will arrange for supporting measures upon consulting ELICOS Coordinator and RTO Manager.

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- If there is no response from the student or the student still not attending the classes, the Student Support Officer will send the Warning Letters and Finally, Intention to Report (ITR) to DIBP (Department of Home Affairs).

ATTENDANCE WARNINGS

- All the students who are enrolled for ELICOS General English are encouraged to attend their scheduled class as per their timetable and attain 100% attendance (20 hours per week x 10 weeks = 200 hours).
- The students are required to maintain minimum of 80% of their entire course. Students who have enrolled for only 10 weeks or only 1 level of ELICOS General English Course, are required to be present minimum 8 weeks and not be absent for 5 consecutive days.
- ACE Student Support Officer will closely monitor the Attendance of the students who are enrolled for ELICOS General English with the reference of “ELICOS Attendance Sheets” and send warning letters to the students to inform that their attendance requirements are not satisfactory to maintain the 80% minimum requirement satisfactory attendance.
 - **First Warning** – First warning letter will be sent to the student when their attendance falls below 90% or if they are “Absent” for 5 consecutive days. First warning letter will have the details of minimum attendance requirement along with the arrangement for ‘First Intervention Strategy Meeting’.
 - **Second Warning** – Second warning letter will be sent to the student if their attendance drops below 85%. Again, Second Warning letter will have the details of the previous warning letter and the details of unsatisfactory attendance of below 85% with the arrangement for ‘Second Intervention Strategy Meeting’.
 - **Final Warning** – Final warning letter will be sent with an ‘Intention to Report Notice’ if the student’s attendance drops below 80%. The Student has provided 20 working days for appeal, but they must inform ACE within 7 days of their decision to go for appeal. If no

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response from the student, their CoE will be cancelled after 7 days from the date of Final Warning sent.

- **CoE Cancellation** – No appeals have been requested by the student or 20 working days lapsed over after the request to appeal has been made, then the CoE will be cancelled, and the student will be notified.
- At each warning, students must present themselves to speak with the student support officer and explain their absence. It is the role of the Student Support Officer, in conjunction with the ELICOS Coordinator where necessary, to devise an attendance plan to ensure the student’s attendance does not drop below the minimum requirement of 80%.
- If the student is found to have exceptional, compelling reason with accompanying evidence to have been absent, suitable arrangements will be made by the ELICOS Coordinator (in case if ELICOS Coordinator is not available RTO Manager) and other relevant staff to accommodate the student to ensure that they can still attend the College and finish with no less than 70% overall attendance.

LACK OF ATTENDANCE DUE TO COMPELLING COMPASSIONATE CIRCUMSTANCES

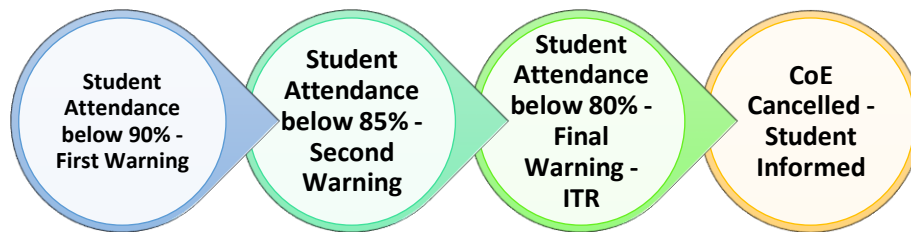
Students who have documented evidence for compelling circumstances may not be reported but allowed to continue so long as they do not drop below 70% overall attendance. Some examples of these circumstances include, but are not limited to:

1. Death of a close family member.
2. Serious illness or injury, for which a medical certificate is provided.
3. Serious political turmoil or natural disaster in home country which requires the student to return home.
4. Being involved in or witnessing a serious accident.

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A record of all formal warnings, and subsequent interventions and counselling sessions, must be kept and maintained by the Student Support Officer and monitored by the ELICOS Coordinator.



COURSE PROGRESS

ACE in accordance with the National Code 2018, regularly monitors student's course progress for the ELICISO General English Course. Each level within the ELICOS General English course include two (2) Summative Tests at Week 5 and Week 10 & ten (10) Formative Assessments for each week. These assessments and tests are comprising of the tasks involve the integration of reading, writing, speaking and listening skills. A 'Student Portfolio' is maintained to include samples of activities done throughout the course along with the Formative Assessments and Summative Tests.

Course progress is based on the following:

- Performance on weekly Formative Assessments
- Performance on Summative Tests
- Performance and participation in Class

Course completion will be decided based on the performance in Formative Assessments and Summative Tests learning outcomes for each skill area.

FORMATIVE ASSESSMENTS

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Formative Assessments provide a clear picture of how well a student is performing against the criteria in the assessment rubrics learning different topics by units and progress in learning. As there are 10 units for 10 weeks of a course period, one unit is taught and assessed for learning progress each week.

10 Formative Assessments – Minimum requirement is out of 10 Formative Assessments; students must pass 5 minimum to achieve overall pass (5 /10 PASS).

SUMMATIVE TESTS

Summative Tests are used to confirm that students have reached the agreed standard as identified through the criteria in the assessment rubrics. There are two (2) Summative Tests that will be conducted at the mid of the course – Week 5 and at the end of the course – Week 10 for each level.

It is mandatory that the student must score minimum 50% in each Summative Test to get “Pass” Grade.

2 Summative Tests – Compulsory PASS on each Summative Tests to achieve overall pass (2/2 PASS)

Overall PASS to achieve the course completion – Minimum Requirement:

5 Formative Assessments PASS + 2 Summative Tests PASS = “Course Completion Certificate”

MONITORING AND RECORDING COURSE PROGRESS AND RESULTS

Each Student Portfolio will have the results for their Formative Assessments and Summative Tests. Student Support Officer must monitor closely every week by referring the students’ portfolios by consulting ELICOS Coordinator.

Students who achieved more than two (2) Formative Assessments “Below Standard / Fail” score will be first informed through email and will have the first meeting with their teacher, who will

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ascertain the cause and implement strategies for the student to improve their proficiency. The ELICOS Coordinator must be kept informed and a written record of the same must be kept on the student's file.

Every two weeks, the teachers and students will engage in feedback sessions. The purpose of these sessions is for teachers to give students useful feedback on their course progress, including areas of strength and weakness. The student is also able to give feedback on their view of the class, and any teaching strategies, skills, or materials that they would like to see more of in the class. The record of this feedback session is kept on the student's file, so that the ELICOS Coordinator can see the progress of the student and identify any areas of consistent weakness.

The ELICOS Coordinator invites the student to attend an intervention meeting to discuss their progress through the course. The ELICOS Coordinator and the student in question will co-create a study plan to ensure the student progresses normally. The class teacher will be informed of the same.

If the student continues to show a lack of progress, the student will be given a diagnostic test (if they have not already attended) to ascertain the correctness of the level for the student. The student may have their class changed to better accommodate them in the lower level if possible.

COURSE PROGRESS WARNINGS

- ACE Student Support Officer will closely monitor the course progress who are enrolled for ELICOS General English with the reference of "ELICOS Student Portfolios" and send warning letters to the students to inform that their course progress requirements are not satisfactory to maintain the 50% minimum requirement pass for Formative Assessments and to Pass both the Summative Assessments.
 - **First Warning** – First warning letter will be sent to the student when their course results shows that the student is achieved "Fail" grade for more than two Formative Assessments.

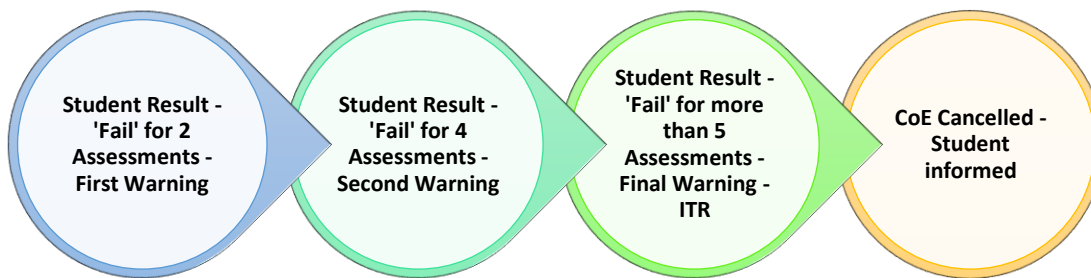
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First warning letter will have the details of minimum attendance requirement along with the arrangement for 'First Intervention Strategy Meeting'.

- **Second Warning** – Second warning letter will be sent to the student if their course results shows that the student is achieved “Fail” grade for more than four Formative Assessments. Again, Second Warning letter will have the details of the previous warning letter and the details of unsatisfactory course progress where the student achieved 4/10 Formative Assessments “Fail” grade with the arrangement for ‘Second Intervention Strategy Meeting’.
 - **Final Warning** – Final warning letter will be sent with an ‘Intention to Report Notice” if the student’s attendance drops below more than 50% of Formative Assessments resulted “Fail”. The Student has provided 20 working days for appeal, but they must inform ACE within 7 days of their decision to go for appeal. If no response from the student, their CoE will be cancelled after 7 days from the date of Final Warning sent.
 - **CoE Cancellation** – No appeals have been requested by the student or 20 working days lapsed over after the request to appeal has been made, then the CoE will be cancelled, and the student will be notified.
- At each warning, students must present themselves to speak with the student support officer and explain their course progress requirements. It is the role of the Student Support Officer, in conjunction with the ELICOS Coordinator where necessary, to devise a study plan to ensure the student’s course progress does not drop below the minimum requirement of 50% Pass in Formative Assessments
 - If the student is found to have exceptional, compelling reason with accompanying evidence to have been not progressing, suitable arrangements will be made by the ELICOS Coordinator (in case if ELICOS Coordinator is not available RTO Manager) and other relevant staff to accommodate the student to ensure that they can still attend the College and finish and progress the course at an agreed rate.

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INTERVENTION STRATEGY MEETING

Intervention Strategy Meeting is a plan to assist the students who have been identified at risk of completing their course successfully / satisfactory.

Students who are not attending the Intervention Strategy Meeting must submit their written explanation for their absence to their meeting within 5 days from the meeting date.

Students who have not attended the Intervention Strategy Meeting and continuing unsatisfactory course progress / unsatisfactory attendance will receive their consecutive (first/second/final) warning letters and finally their CoE will be cancelled.

If the students are submitting their written explanation for their absence to the Intervention Strategy Meeting, will be arranged for another meeting with a suitable date.

RESPONSIBILITY

ELICOS Student is responsible for:

- ensuring to attend the Orientation Program at ACE and understood the Satisfactory Attendance and Course Progress Requirements
- ensuring that they are informing their Teacher / ELICOS Coordinator / or any ACE Staff about their late in attending the class or their absence.

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- ensuring that they are producing the Medical Certificate or any other relevant evidence for their absence or course progress under Compelling & Compassionate Situation

ELICOS Teacher is responsible for:

- completing and submitting the ELICOS Attendance Sheet to their ELICOS Coordinator
- ensuring that the students are allowed with the permission slips to get “Late Attendance” or to leave earlier
- ensuring they are entering the results in the student’s portfolio and inform the ELICOS Coordinator appropriately if the student is not progress satisfactory in their assessments and tests / in the class activities.

Student Support Officer is responsible for:

- ensuring that they are consistently have meetings with ELICOS Coordinator to discuss about the student’s attendance and course progress
- sending emails and calling the students to check the welfare of the students who are not attending the class regularly or whose attendance is not satisfactory
- sending warning letters and follow up with the students for the intervention strategy meetings.
- record all the meeting outcomes in the student’s file

ELICOS Coordinator is responsible for:

- closely monitoring with the ELICOS Teachers for the students’ attendance and course progress
- offering alternative arrangements or support to the students to improve their attendance and course progress
- ensuring that the relevant academic staff knows the outcome of the intervention strategy meeting with the student

RTO Manager is responsible for:

- follow up with the Student Support Officer and ELICOS Coordinator and send the warning letters to the student if it is required.

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CEO is responsible for:

- review all the meetings and communications done by ACE staff with the student and the outcome is not satisfactory, student is not going for appeal, before cancelling the student's CoE.

ASSOCIATED DOCUMENTS

1. Attendance Sheets
2. Student Portfolios
3. Intervention Strategy Form

VERSION CONTROL RECORD

Date	Version	Revision Description
20/04/2018	D0.01	Policy Created
12/03/2020	V1.0	Published
02/01/2021	V2.0	Reviewed & Updated