

# Attendance Monitoring Policy and Procedure (ELICOS Students)



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<b>Document Number</b>	Attendance Monitoring Policy and Procedure
<b>Date</b>	21/03/2026
<b>Owner</b>	Academic Manager
<b>Review Cycle</b>	Annual
<b>Applicable To</b>	All teaching staff, ELICOS students, agents, and contractors

## 1. Purpose

To ensure that Shafston's recording and reporting procedures relating to student non-attendance are compliant with the requirements of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Standard 11, and Shafston's duty of care obligations to all enrolled students.

## 2. Definitions

This procedure applies to international students enrolled in ELICOS (English Language Intensive Courses for Overseas Students) programmes at Shafston International College who hold a Student Visa. Students enrolled in VET (Vocational Education and Training) programmes must refer to the VET Attendance Policy and Procedure.

## 3. Policy

Shafston requires all ELICOS students on a Student Visa to maintain a minimum 80% attendance rate across their enrolled study period. Maintaining satisfactory attendance is a Student Visa condition.

All students are informed of this requirement:

- Prior to commencement via the ELICOS Student Handbook and Written Agreement;
- At Orientation by Shafston administration staff;
- Via reminders throughout the course

## 4. Student Residential Address

Students are required to notify Shafston immediately of any change to their residential address. This is a Student Visa condition communicated by the Australian Embassy at the time of visa application. Students are reminded at Orientation and in the Student Handbook.

## 5. Recording Attendance

- Trainers and teachers record attendance against each student's name on class rolls for every scheduled session.

# Attendance Monitoring Policy and Procedure (ELICOS Students)



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- Class roll data is entered into Shafston's Student Management System (aXcelerate) by administration staff on a weekly basis.
- aXcelerate automatically calculates each student's attendance percentage from their course start date to the end of their enrolled study period.
- Absences due to illness (supported by medical certificate) or other exceptional circumstances are noted on the student's file; however, medical certificates do not automatically reduce the recorded absence or change the attendance percentage.
- If a student is absent for more than 5 consecutive days without approval, administration staff will contact the student to confirm their safety and remind them to return to study.
- An enrolled study period is defined as study completed under a single Confirmation of Enrolment (CoE). Attendance is recorded separately for each CoE.

Students who extend their course and receive a new CoE will have their attendance recorded separately for each study period. Students who have recorded attendance below 70% on either or any study period may be reported to DHA for that study period.

## 6. Warning and Intention to Report Letters

Each week, administration staff will generate an attendance report from aXcelerate for all students.

- Students with attendance between 85% and 80%: issued an Attendance Warning Letter advising of their current overall attendance and reminding them of their visa obligations.
- Students with attendance below 80%: issued an Intention to Report Letter advising of Shafston's intention to report them to the Department of Home Affairs (DHA) for unsatisfactory attendance.

The Intention to Report Letter:

- States the student's current attendance percentage;
- Explains the appeals process (internal and external);
- Advises the student to attend Reception immediately to see an Attendance Counsellor;
- States clearly that the student has the right to appeal under Standard 8 of the National Code 2018.

Warning letters are only issued to students whose enrolled study period is 6 weeks or longer.

Where a student's overall attendance is between 80% and 70% and Shafston has confirmed satisfactory course progression, Shafston may exercise discretion not to report the student to DHA where no formal appeal has been accessed. The decision not to report in these circumstances is at the discretion of Shafston management.

## 7. Appeals Process

### 7.1 Accessing the Appeal

Students who receive an Intention to Report letter must make an appointment with the Attendance Counsellor within 20 working days to lodge a formal appeal. At the meeting, students should:

- Verify that all absences have been recorded correctly;
- Present any medical certificates or supporting documentation relating to absences;
- Keep all original documents as they may be requested by DHA.

# Attendance Monitoring Policy and Procedure (ELICOS Students)

## 7.2 Grounds for Appeal

Students may appeal on the following grounds:

- Their attendance for the study period has not fallen below 70% and the student is showing satisfactory course progression;
- Shafston has recorded absences in error and, once corrected, the student's overall attendance is 70% or above;
- Compassionate or Compelling Circumstances (for students with attendance of 60% or above).

Compassionate or Compelling Circumstances are those beyond the student's control that have significantly impacted their attendance, including:

- Serious illness or injury evidenced by a medical certificate stating the student was unable to attend;
- Bereavement of a close family member evidenced by a death certificate and/or letter from a parent/relative;
- Major political upheaval or natural disaster in the home country requiring emergency travel, evidenced by flight tickets and passports;
- A traumatic experience such as involvement in or witnessing a serious accident or crime, evidenced by police reports.

## 7.3 Outcomes

If the appeal is successful: the student is notified in writing and advised of the requirement to maintain a minimum of 70% attendance going forward.

If the appeal is unsuccessful: the Attendance Counsellor notifies the student in writing of the outcome and of their right to an external appeal. The student is given 10 working days to access the external appeal.

If the student refuses external appeal: the student must sign an External Appeal Process Refusal Statement before Shafston will proceed with reporting.

Shafston will not report the student until the external appeals process is finalised.

Shafston will make further attempts, within reason, to contact students and instigate the appeal 2 to 3 working days prior to reporting.

## 8. Reporting to DHA

Upon completion of all required steps — including attempted student contact, issuance of letters, expiry of the 20 working day appeal period, and completion of any appeal — the student's file is submitted to a member of Shafston management for a final decision. Upon approval, Shafston will report the student via PRISMS notifying DHA of unsatisfactory attendance.

Students with overall attendance below 60% will be reported to DHA. Where such students appeal, they will be notified of the unsuccessful appeal and their right to external appeal.

DHA may issue a notice of intention to consider visa cancellation to the student's last known residential address. Students with questions about their visa should contact DHA directly.

## 9. Relevant Legislation

- Education Services for Overseas Students Act 2000 (ESOS Act);

# Attendance Monitoring Policy and Procedure (ELICOS Students)



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- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) — Standard 11;
- Standards for RTOs 2025.

## Document Control

Field	Details
Document Title	Attendance Monitoring Policy and Procedure (ELICOS Students)
Version	2.0
Status	Approved
Approval Date	March 2026
Review Date	March 2027
Approved By	Principal Executive Officer
Applies To	All campuses: Brisbane, Gold Coast, Sydney
Standards Reference	National Code 2018 Standard 11; Standards for RTOs 2025; ESOS Act 2000
Supersedes	Attendance Monitoring Policy and Procedure (ELICOS) January 2022 v1.0

\*\*\*END OF POLICY\*\*\*

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