

Attendance Monitoring and Reporting Flow Chart (ELICOS)



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Document Number	Attendance Monitoring and Reporting Flow Chart (ELICOS) v2.0
Replaces	
Date	22/03/2026
Owner	Academic Manager
Review Cycle	Annual
Applicable To	All teaching staff, ELICOS students, contractors

Note: This document describes the attendance monitoring and reporting process in text format. A visual flow chart version should be maintained alongside this document.

Stage 1 — Ongoing Monitoring

- Students are responsible for maintaining overall attendance of 80% and updating their address with Shafston. These are conditions of all Student Visas.
- Students absent for five (5) consecutive days receive a phone call from Shafston to ensure their safety and wellbeing.
- Students whose attendance falls below 85% are posted an Attendance Warning Letter.

Stage 2 — Intention to Report

- Students whose attendance falls below 80% are posted and emailed an Intention to Report Letter.
- The student has 20 working days to access the appeals process from the date on the letter.
- If 20 working days elapse with no response from the student → proceed to Stage 5 (Reporting).
- If the student accesses the appeals process via Shafston Reception → proceed to Stage 3.

Stage 3 — Internal Appeal

- The Shafston Attendance Counsellor hears the student's appeal, collects documentary evidence, and makes a decision on the appeal in accordance with Standard 11 of the National Code 2018.

If the appeal is **SUCCESSFUL**:

- Counsellor informs the student in writing. The student must now maintain an overall attendance of 70% or higher until the end of the course to avoid being reported.
- If the student's attendance subsequently falls below 70%: a new Intention to Report Letter is issued and the process returns to Stage 2.

If the appeal is **UNSUCCESSFUL**:

- Counsellor informs the student in writing of the unsuccessful appeal and reminds the student of their right to an external appeals process.
- Proceed to Stage 4.

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Stage 4 — External Appeal

- The student may choose to access an external appeal. The Counsellor arranges independent mediation in accordance with the Complaints and Appeals Policy and Procedure (OPOL009).
- The student must access the external appeal within 10 working days.
- Shafston will not report the student until the external appeal process is finalised.
- If the student chooses NOT to access an external appeal, the student signs an External Appeal Process Refusal Statement → proceed to Stage 5

Stage 5 — Reporting to DHA

- The student is reported to the Department of Home Affairs (DHA) via PRISMS.
- The student receives a letter from Shafston confirming they have been reported to DHA.
- DHA may contact the student and request information regarding the attendance breach.

Stage 6 — DHA Process

Possible DHA outcomes:

- If the student does not respond to DHA's request → DHA may implement a discretionary visa cancellation.
- If the student accepts responsibility and provides DHA with reasons and documentary evidence → DHA may decide not to cancel the visa, or may cancel the visa based on the evidence.
- If the student claims they did not receive the letter or were not informed of their rights → DHA takes a statement and passes it to DESE. DESE requests Shafston to supply evidence. If DESE finds Shafston was compliant, the case returns to DHA. If DESE finds Shafston was non-compliant, Shafston is issued a directive to restart the appeals process.

Students with Attendance Below 60%

- Students with overall attendance below 60% will be reported to DHA.
- If such students appeal, they will be notified of the unsuccessful appeal and their right to external appeal.
- Students between 60% and 70% must present strong supporting evidence of Compassionate and Compelling Circumstances to succeed in an appeal.

Document Control

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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; ESOS Act 2000; Standards for RTOs 2025
Supersedes	Attendance Monitoring and Reporting Flow Chart (undated, pre-2023)

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

