



## Attendance Monitoring and Intervention Policy

### 1. Purpose

This policy outlines the regulatory and company framework that governs student attendance. It ensures that the attendance of all ILSC ELICOS students is recorded and monitored effectively and that an intervention strategy is implemented in an effective and timely manner 1) to assist students who are at risk of not meeting attendance requirements, 2) to identify cases of student hardship, and 3) to accurately determine the point at which student visa holders have failed to meet satisfactory course attendance in accordance with the conditions of their visa.

### 2. Scope

In this policy, 'the School', or 'ILSC' both refer to ILSC (Brisbane) PTY LTD in all its delivery locations in Australia and applies to all ELICOS students, unless otherwise specified.

### 3. Definitions

**Attendance:** The measure of student presence and participation in scheduled classes.

**CoE (Confirmation of Enrolment):** A government-issued document confirming a student's enrolment in a registered course with ILSC, required for the grant of a student visa.

**ELICOS:** English Language Intensive Courses for Overseas Students.

**ESOS Act:** The Education Services for Overseas Students Act 2000, which governs the provision of education to international students in Australia.

**Intervention Strategy:** The formal process implemented by ILSC to identify and support students at risk of not meeting attendance requirements, through communication, counselling, and assistance.

**ITR (Intention to Report):** A formal notice informing a student of ILSC's intention to report unsatisfactory course attendance to the Department of Home Affairs through PRISMS.

**Maximum Potential CoE Attendance:** The maximum attendance percentage a student can still achieve within a CoE period, calculated based on absences recorded to date.

**myILSC App:** ILSC's student self-service application that allows students to access their current and potential attendance data.

**Odyssey-SMS:** ILSC's Student Management System used to record attendance in 5-minute increments and generate reports for both staff and students.

**PRISMS:** Provider Registration and International Student Management System, an Australian Government database used by education providers to issue and manage CoEs and report to Immigration.

**Student Advisor:** ILSC staff member responsible for student welfare, wellbeing, and support, including follow-up on attendance and referral to additional services.



**Warning Letters (AWL1 / AWL2):** Attendance Warning Letters sent to students when their maximum potential attendance falls below the required thresholds.

#### 4. Policy Statement

Before commencement, all student visa holders are notified in writing (Application Form, Written Agreement), and informed during Intake Day Orientation, that should their attendance fall below 80% during a discrete enrolment period (i.e., on an individual Confirmation of Enrolment [COE]), ILSC will be required to report unsatisfactory course attendance on that individual COE to Immigration via PRISMS in accordance with Section 20 of the ESOS Act.

All students are advised that they must achieve 80% attendance on an individual CoE to qualify for an ILSC certificate. Students are also advised to monitor their attendance via the self-access myILSC app which is downloaded and activated at commencement.

ILSC actively tracks attendance daily in each CoE period and records absences in 5-minute blocks in the school's Student Management System (Odyssey-SMS). The attendance data is then displayed in 2 ways as per the table above.

ILSC's Odyssey-SMS allows for the daily recording of student attendance. It provides accurate real-time calculation of a student's attendance, reflecting both current session attendance and current maximum potential CoE attendance. This information is available to both ILSC staff and the students through Odyssey-SMS. Odyssey-SMS allows, at any point during a student's enrolment, a projection of their maximum potential attendance, and identifies students at risk of falling below required attendance levels.

Maximum Potential CoE Attendance is the attendance used to indicate when a student is at risk of not meeting the conditions of their student visa and to trigger appropriate warnings and intervention. It also determines the point at which the school will need to notify the student of its intention to report them for breach of their visa conditions.

ILSC courses vary in length and are designed around four-week sessions with 20 hours per week of full-time in-class delivery. Students enrolled in these ILSC courses who are on a student visa will have their attendance monitored as per Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

ILSC recognises that attendance monitoring is also important for the assurance of student welfare. Poor attendance can indicate that a student is having difficulty adapting to life in Australia. It may be an indicator of other non-academic challenges that the student is facing. For these reasons, the accurate monitoring of attendance and the timely advising of students at risk is central to ILSC student care and support.

If noticed by the Student Advisors or Academic Teams that a student requires additional support, the student will be referred to ILSC's 24/7 confidential safety, medical, and mental health care support provider.

The attendance monitoring process will trigger an intervention strategy as needed, which will notify students that they are at risk, and appropriately assist them to help prevent their attendance from



dropping further. ILSC will keep documented records of all communications and assistance provided to students with unsatisfactory attendance.

Should the intervention strategies be unsuccessful, and the student's attendance drop below 80%, resulting in the issuance of an Intention to Report (ITR), the student will have the right to appeal via ILSC's Complaints and Appeals Policy. (Refer to ELICOS Intention to Report Policy & Procedure and ILSC Complaints & Appeals Policy).

## 5. Duty of Care and Welfare Considerations

Students who do not hold Australian student visas will be exempt from the mandatory attendance and reporting requirements that pertain to student visa holders, but attendance still remains important for such students, and these procedures will be followed where appropriate for duty of care, operational and quality assurance reasons. To meet ILSC's duty of care obligations, earlier and more active intervention is required for students under 18 years of age.

## 6. Attendance Data Types

| Type of Attendance                      | Definition                                                                                                                                                                                                                                          | Location                  | Use                                                                                                                                                                                                                                |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Current Session</b>                  | Attendance to date for a single session                                                                                                                                                                                                             | myILSC app<br>Odyssey-SMS | Used to show student attendance over each session                                                                                                                                                                                  |
| <b>Overall Attendance</b>               | Attendance to date for the enrolment                                                                                                                                                                                                                | Odyssey-SMS               | Used to show student attendance trends over time                                                                                                                                                                                   |
| <b>Maximum Potential COE Attendance</b> | Maximum attendance attained across each enrolment period, i.e., Confirmation of Enrolment (COE). All Student attendance starts at 100% on each COE, and each full or partial absence proportionally decreases the percentage a student can achieve. | Odyssey-SMS               | Used for regulatory monitoring and reporting requirements of student visa students.<br><br>Used to assist students to monitor their attendance for each COE.<br><br>Also used to trigger a formal intervention strategy as needed. |



### 7. Procedures

These procedures are followed to record and monitor student attendance effectively and in a timely manner. They apply to all students in all ELICOS programs and courses, at all Australian campus locations.

#### 7.1. Step 1 – Informing New Students

Students are made aware of ILSC's Attendance Policy and Intervention Strategy upon application/enrolment when reviewing and signing the Application Form and Written Agreement.

**Relevant documents:** Application Form, Written Agreement, Website Policies

**Responsibility:** Admissions Team

**Time Frame:** Upon registration (prior to arrival)

During Intake Day Orientation, new students:

- Are informed of minimum attendance requirements and attendance-recording methods.
- Are advised to inform the school about significant absences and provide evidence as appropriate.
- Accept the Student Performance Commitment (SPC), which includes the commitment to adhering to the 80% minimum attendance requirement.
- Have SPC acceptance retained in Moodle/myILSCApp and in Odyssey.

**Relevant documents:** Student Orientation Video, Student Performance Commitment, Moodle/myILSCApp, Odyssey

**Responsibility:** Student Services, Academic Teams

**Time Frame:** On Day 1 (course start).

#### 7.2. Step 2 – Recording and Tracking Daily Attendance

Teachers take attendance daily for each class, recording late arrivals, early exits, and full absences.

- Record attendance in Odyssey.
- Record absence in multiples of five minutes.
- Remind students of attendance requirements and the impact of absenteeism on course progress and suggest they see a Student Advisor for any welfare concerns.
- Inform Student Advisors of consecutive days of absence, consistent patterns of absenteeism, or any attendance concerns.
- If appropriate, add a Note in Odyssey documenting student attendance patterns and any action taken.

Throughout each session, teachers draw students' attention to their attendance patterns where there is a concern.

**Relevant documents:** Teacher Handbook, Odyssey, Microsoft Teams, Email

**Responsibility:** Teachers

**Time Frame:** Daily and as required



### 7.3. Step 3 – Recording and Tracking Daily Attendance (Underage Students)

For underage students:

- The Teacher or Academic Manager immediately informs the Student Advisors if an underage student does not present themselves within the first 15 minutes of the lesson.
- Student Advisors immediately contact the student, legal guardian, homestay family, and/or agent to confirm student welfare and safety.
- Student Advisors follow up as appropriate.

**Relevant documents:** Microsoft Teams or Email, Microsoft Teams call or Phone call

**Responsibility:** Teachers, Academic Managers, Student Advisors

**Time Frame:** Immediately as required

### 7.4. Step 4 – Following up on Absences

If a student shows consecutive absences or consistent patterns of absenteeism, or if a teacher has reported any attendance concerns, the Student Advisors:

- Check the student profile, notes, and registration on Odyssey for relevant information.
- Contact students to advise on attendance and offer support (including informing them of the 24/7 support line as appropriate).
- Add notes including any information the absent student has given the Advisor.

If unable to contact the student, the Student Advisors:

- Contact the agent to advise on lack of contact and offer support.
- Add any further information to Odyssey notes.
- If consecutive absence continues, contact the emergency contact.
- If no further contact has been established, Student Advisors will contact local Police as appropriate.

Notes are to be added within 24 hours of any action taken.

**Relevant documents:** Odyssey, Microsoft Teams, Email, Phone call, Face-to-face appointment

**Responsibility:** Student Advisors

**Time Frame:** Within two days of establishing the absences

### 7.5. Step 5 – Generating Daily Attendance Reports

Reports on attendance rates can be generated from Odyssey to provide:

- Current session percentage (from the start date of the current session to the current date).
- Maximum potential percentage (for each individual CoE).

Students can check their current session and maximum potential CoE attendance rates via the myILSC mobile application.



**Relevant documents:** Odyssey, myILSC application

**Responsibility:** [Odyssey system for reports]; Student (for checking)

**Time Frame:** Daily

### 7.6. Step 6 – Identifying Students with Low Maximum Potential CoE Attendance and Preparing Warning Letters

The Quality Assurance team:

- Generates reports on Power BI (updated daily from the CoE Info and Max Potential Attendance Report in Odyssey).
- Identifies students with maximum potential CoE attendance below 90%.
- Checks for previous notifications sent to students.
- Prepares relevant notifications as required, based on attendance rates and previously issued notifications (refer to the following steps for details).
- Adds students to the Warning Letter Database.
- Updates the ESAR (ELICOS Student Attendance Records) spreadsheet.

**Relevant documents:** CoE Info and Max Potential Attendance Report, Power BI, Warning Letter Database, ESAR (ELICOS Student Attendance Records)

**Responsibility:** Quality Assurance

**Time Frame:** Weekly

### 7.7. Step 7 – First Warning Letter (AWL1)

Students with maximum potential CoE attendance between 89.99% and 85.00% will be issued *Attendance Warning Letter 1 (AWL1)* on one occasion.

The Quality Assurance team:

- Sends AWL1.
- Informs the ELICOS Academic Team, ELICOS Admin Team, and Student Advisors.

The Reception Team:

- Saves AWL1 into each student folder.
- Adds Notes in Odyssey.

Students are advised to contact the Student Advisors to discuss their attendance.

**Note:** When student attendance remains between 89.99% and 85.00% and the student has already been issued AWL1, no further action is required.

**Relevant documents:** Attendance Warning Letter 1, Student folder, Odyssey

**Responsibility:** Quality Assurance, Reception Team



**Time Frame:** Weekly

### 7.8. Step 8 – Second Warning Letter (AWL2)

Students with maximum potential CoE attendance between 84.99% and 80.00% will be issued *Attendance Warning Letter 2 (AWL2)* on one occasion.

The Quality Assurance team:

- Sends AWL2, which includes a direct link for students to book an appointment with Student Advisors to discuss any issues or challenges they are facing.
- Informs the ELICOS Academic Team, ELICOS Admin Team, and Student Advisors.
- Saves AWL2 into each student folder.
- Adds Notes in Odyssey.

The Student Advisor:

- Meets with the student at the student's request.
- Adds relevant Notes in Odyssey as required.
- Saves supporting documents into the student folder (e.g., medical certificate or incident report).

**Note 1:** To be issued AWL2, the student must have already been issued AWL1.

**Note 2:** When student attendance remains between 84.99% and 80.00% and the student has already been issued AWL2, no further action is required.

**Relevant documents:** Attendance Warning Letter 2

**Responsibility:** Quality Assurance, Student Advisors

**Time Frame:** Weekly and as required

### 7.9. Step 9 – Informing Student's Agents Regarding AWL2

Student Advisors:

- Inform the agent that the student has been issued AWL2.
- Add a Note in Odyssey with the date the agent was informed.

**Relevant documents:** Email from Quality Assurance, Odyssey

**Responsibility:** Student Advisors

**Time Frame:** Upon processing the email with the list of students from Quality Assurance



## 7.10. Step 10 – Monitoring Short-Term Enrolments and COE Variations

For 4-week enrolments or shorter, and for CoE variations (such as withdrawals or holiday changes), Steps 1–9 are followed as above. However, due to the speed at which attendance may drop in short-term enrolments, AWL1 and AWL2 may be sent on the same day or after the enrolment end date.

## 8. Related Legislation and Standards

- National Code – Standard 8
- ELICOS Standards 2018 – Standards C1 and P1
- ESOS Act 2000 – Section 20

## 9. Policy Review

This policy will be reviewed at least every year, or earlier if required, to ensure alignment with changes in legislation, regulatory standards, compliance requirements, or organisational operations. Earlier reviews may be undertaken in response to audits, incidents, or identified opportunities for improvement.

### 9.1. Details

| <b>Policy Title</b>     |             | Attendance Monitoring and Intervention Policy                     |                                                                                                                          |                                                                                                                                          |
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| <b>Approved by</b>      |             | Vice President Australian Operations / Director Quality Assurance |                                                                                                                          |                                                                                                                                          |
| <b>Next Review Date</b> |             | July 2026                                                         |                                                                                                                          |                                                                                                                                          |
| Version                 | Date        | Effective Date                                                    | Comment/Note                                                                                                             | Author/Reviewed by                                                                                                                       |
| 6.0                     | 01-Jul-2025 | 01-Jul-2025                                                       | General review to ensure policy reflects current operations, aligns with organisational standards, and improves clarity. | National Director - ELICOS and Pathways, National Student Services Director, Student Services Manager (Perth), Quality Assurance Manager |
|                         |             |                                                                   |                                                                                                                          |                                                                                                                                          |
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