



# ELICOS Attendance Policy

Version 1.6 June 2025

# Attendance Policy for ELICOS Student Visa Holders

## Policy

La Trobe College Australia records attendance of each student enrolled in ELICOS programs. In order to maintain satisfactory attendance, an international student who is enrolled in an ELICOS Program must attend at least 80% of the total scheduled contact hours for their course. This attendance percentage is the student's actual attendance in class. Students are informed of the policy during their orientation program and all classrooms have a copy of the policy on the notice board.

## Purpose

The purpose of this policy is to ensure La Trobe College Australia ELICOS students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

## Scope

**The policy applies to students who are on a student visa enrolled in the La Trobe College Australia ELICOS Programs.**

## Monitoring Student Attendance

### Procedure:

1. ELICOS Teachers record student absence every day. Attendance is taken at the start of each session. Should a student arrive later than 10 minutes after the commencement of their class session, they will be marked absent for that session.
2. Director of Studies conducts random checks to ensure that attendance records are submitted within the student management system
3. Warning letters to students with overall attendance below 85% are sent in weeks 2, 3 and 4 via their student email address and their personal email address by Student Support staff. Students sent warning letters are asked to meet with the Director of Studies by making an appointment at Reception.
4. In weeks 2, 3 and 4, the Director of Studies meets with the above students to provide early intervention strategies, or to discuss any extenuating circumstances leading to poor attendance.
5. When a student has been absent for three consecutive days (1 day if the student is under 18), the teacher will notify the Director of Studies and Student Services via email. The Student Services Officer will call/send SMS messages to the student, checking they are well and remind them of the attendance policy. If the college is unable to contact the student, they will email the Student and Academic Services Manager, **who will contact the student's** friends, homestay, parent, sponsor or agent to ensure the safety and wellbeing of the student.
6. When a student's attendance falls below 80% (and the student has received a warning letter prior to this) a formal letter is sent by the College, to notify the student of the intention to report them to the Department of Home Affairs via PRISMS for unsatisfactory attendance. Students are informed of their right to appeal within 20 working days **in writing**.

7. If a student's attendance falls below 79% (but is above 70%) in their final 2 weeks of overall enrolment, Student Support staff will send the **student's details to the** Director of Studies. If their academic progress is deemed to be satisfactory, no further action will be taken. The Director of Studies will record this decision in **the College's student management** system Navigate.
8. If a student appeals the decision of being reported to the Department of Home Affairs via PRISMS, the matter will be considered by the Student Grievance Committee. The student is advised to attend classes while the matter is being considered. If the student provides satisfactory evidence for exceptional or compelling circumstances, no further action will be taken. A formal response to their appeal will be provided within 10 days.
- If the appeal is successful the student may continue their studies.
  - If the student does not choose to make an appeal within 20 working days, the student is reported to the Department of Home Affairs via PRISMS and sent a formal letter to their last known address.
  - If the internal appeal is unsuccessful, the student will be advised that they may follow the Student Grievance Policy and make an external appeal. The student must advise La Trobe College Australia in writing within 10 days if they are submitting an external appeal. La Trobe College Australia **will maintain the student's enrolment** until the outcome of the external appeal is determined and the student must continue to attend classes. If the student does not choose to make an external appeal, the student is reported to the Department of Home Affairs via PRISMS and a copy of their cancelled Confirmation of Enrolment (CoE) is sent to their student and personal email addresses.
9. Extenuating or compelling and compassionate circumstances refer to:
- Illness of the student
  - Illness of immediate family member
  - Death of family member
  - Domestic violence or other social issues
  - Injury due to violence or other traumatic event e.g. assault
  - Natural disaster in home country and resulting trauma
  - Drug or alcohol abuse
  - Visa extension problems
- Students must present evidence of their individual circumstances, when making an appeal, e.g. medical certificates, police reports.
10. Students who successfully appeal against being reported to the Department of Home Affairs via PRISMS but subsequently fall below 70% will be sent a second intention to report letter. They may appeal only on the grounds of errors on the student attendance portal. They have 20 working days in which to appeal.
- If the appeal is successful, the student may continue their studies.
  - A student can appeal against being reported to the Australian Government twice within an enrolment period.
  - If the internal appeal is unsuccessful, the student will be advised that they may follow the Student Grievance Policy and make an external appeal. The student must advise La Trobe College Australia in writing within 10 days if they are submitting an external appeal. La Trobe College Australia **will maintain the student's enrolment** until the outcome of the external appeal is determined and the student must continue to attend classes.
  - If the appeal is unsuccessful or the student does not make an external appeal, the student is reported to the Department of Home Affairs via PRISMS and a copy of the cancelled CoE is sent to their student and personal email addresses.

- If a student fails to appeal against their second Intention to Report (ITR) within one enrolment period, they may have their CoE cancelled.
- If a second internal appeal is unsuccessful within an enrolment period, the student may make an external appeal. If the latter is unsuccessful then their CoE will be cancelled.

Policy Title	ELICOS Attendance Policy	
Policy Owners	Director, Student Services, Director of Studies	
Key Stakeholders	Academic Staff Student Support Staff Students	
Approval Body	La Trobe Melbourne Management Committee	Approved on 12 January 2012
	La Trobe Melbourne Management Committee	Revision approved April 14 2014
	La Trobe Melbourne Executive Management Committee	May 10 2017
	LTCA SMT	October 31 2018
	LTCA SMT	October 2022
	LTCA SMT	July 2023
	LTCA SMT	June 2025
Relevant Legislation	Education Services for Overseas Students Act 2000 National Code of Practice 2018 ELICOS Standards 2018	
Related Policies	Student Grievance Policy	
Related Guidelines		
File information	TBC	Version number V1.5
Date Effective	12 January 2012	Next Review Date May 2020
Amendment History		
Revision Date	Version	Summary of changes
12/7/18	1.3	College name change to LTCA
7/10/22	1.4	Updates made to the policy based on regulatory updates.
26/07/2023	1.5	Further updates made to the policy document to reflect updated processes.
12/06/2025	1.6	Refined sentence structures, updated stakeholder references within the policy document in line with college governance practices.