

ELICOS Student Attendance Monitoring Policies and Procedures

1. Policy:

- 1.1 Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs.
- 1.2 All international students are required to comply with condition 8202 of their student visa. This means maintaining satisfactory attendance, which requires student visa holders to be enrolled in a full-time course of study and achieve satisfactory attendance through 20 contact face-to-face hours per week.
- 1.3 Magill College Sydney will monitor and record the attendance of all overseas students enrolled in ELICOS programs. Attendance calculation will be based on the course duration stated on the student's CoE. Students who have been absent for more than five (5) consecutive days without approval or where students are at risk of not attending for at least 80% of the scheduled course contact hours for the length of their Confirmation of Enrolment (CoE) which they are enrolled will be issued with an attendance warning letter and a counselling session will be arranged with the Administration Manager.
- 1.4 The First Attendance Warning Letter and Second Attendance Warning Letter will be provided to the student by e-mail to the student's registered contact details.
- 1.5 An overseas student will receive their First Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 90%.
- 1.6 Moreover, an overseas student will receive their Second Attendance Warning Letter when the student's current attendance falls below or are at risk of falling below 85%.
- 1.7 Upon issuance of the Attendance Warning Letter, the student will be required to contact the Administration Officer to:
 - have a face-to-face meeting with the Administration Manager (or, in their absence, the General Manager);
 - have an opportunity to explain their current situation;
 - be informed of their overall attendance;
 - be informed of their current attendance;
 - be informed of the consequences of not meeting the attendance requirements; and
 - be informed of the consequences and implications of not meeting their visa requirements.
- 1.8 If a student fails to meet satisfactory attendance, Magill College Sydney will notify the student in writing of its intention to report the student to the Secretary of the Department of Education (DoE) through PRISMS after the prescribed 20 working days for Unsatisfactory Attendance. This action will automatically alert the Department of Home Affairs (DHA) and the student's visa may be cancelled.
- 1.9 If a student considers there are reasons why they should not be reported through PRISMS, the student may appeal against Magill College Sydney's decision. They must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. A student may appeal if they believe one or more of the following has happened:
 - Magill College Sydney has not recorded or calculated student attendance correctly;
 - There are compassionate or compelling reasons which have contributed to the student's unsatisfactory attendance;
 - Magill College Sydney has not implemented the intervention strategy in accordance with our documented policies and procedures;
 - Magill College Sydney has not implemented other policies which may impact upon the students' attendance; or
 - Magill College Sydney has not made the College's Attendance policy available to students.

Magill College Pty Ltd Trading as Magill College Sydney

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- 1.1 If the appellant is dissatisfied with the outcome of the internal appeal, or their concerns remain unresolved, they will have the option to contact the Overseas Students Ombudsman for an external appeal by referring to <https://www.ombudsman.gov.au/about/how-we-can-help-you> or calling 1300 362 072. Please refer to the Appeals Handling Policies and Procedures available on our website (www.magill.edu.au), from reception (Level 4, 695-699 George Street, Haymarket NSW 2000) or via an email request (admin@magill.edu.au).
- 1.2 If the appellant decides to proceed with an external appeal, they must do so within ten (10) working days of the notification of decision record from the internal appeals process and shall notify Magill College Sydney of this within this timeframe, so that sufficient time is allowed to enable students to complete all course requirements within the expected course duration, as specified in each student's CoE. They must notify Magill College Sydney in writing of their decision with an appeals lodgement record to pursue an external appeal no later than five (5) working days after the conclusion of this ten (10) day period.
- 1.3 Magill College Sydney agrees to be bound by the external appeal body's recommendations, ensure that any recommendations are implemented by the appropriate staff, and that the appellant is informed in writing of the outcome of the external appeals process.
- 1.4 If a student chooses not to access the internal appeals process within twenty (20) working days, withdraws from the process, or the process is completed and a decision supports Magill College Sydney's initial determination with the appeals process fully exhausted, the College Principal or delegate will notify the Secretary of Department of Education (DoE) via PRISMS that the student has not achieved satisfactory attendance as soon as practicable.

2. Purpose:

The purpose of this policy and procedure is to ensure that students abide by Magill College Sydney's requirements and the National Code 2018 as per standard 8 – Overseas student visa requirements. Magill College Sydney is required to notify and counsel students who are at risk of not meeting attendance requirements.

3. Scope:

This policy applies to all international students and acts to ensure that all staff at Magill College Sydney are aware of this policy.

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