

ELICOS Client Attendance Monitoring, Support Policy and Procedure

RTO No. 22234

1. Policy Statement

- 1.1 Ashton College is committed to supporting ELICOS students to achieve successful academic outcomes through proactive attendance monitoring, client support services, academic progress tracking and responsive intervention strategies.
- 1.2 This policy ensures compliance with:
- The Standards for NVR Registered Training Organisations (RTOs) 2025,
 - ELICOS Standards 2018,
 - National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 6, 8, 9, 10)
 - Education Services for Overseas Students Act 2000
- 1.3 This document integrates attendance, course progress, client welfare, pre-enrolment information and support services into a comprehensive framework.
- 1.4 This policy applies to all ELICOS students enrolled with Ashton College across all levels and study modes.
- 1.5 The CEO is responsible for the implementation of this policy and procedure.

2. Procedure

2.1 Attendance Monitoring

ELICOS students must maintain a minimum of 80% attendance per study period. Full-time load equates to 20 scheduled contact hours per week unless otherwise supported by compassionate/compelling circumstances or an approved intervention strategy.

2.2 Attendance must be:

- marked daily using attendance sheets; and
- entered weekly into the Student Management System; and
- monitored fortnightly by the administration team.

2.3 Students with attendance:

- below 90% receive Warning Letter 1; and
- below 85%: receive Warning Letter 2; and
- below 80%: receive Intention to Report Letter (with appeal rights within 20 working days); and
- below 70%: The student will be reported to the Department of Home Affairs (DHA), unless compelling circumstances apply.

2.4 Teachers and administration staff are required to report non-attendance of 5 consecutive days as a priority issue. Outreach efforts (calls/emails/agents) must be documented.

2.5 Students are informed at orientation and via the Client Information Handbook about attendance expectations and consequences of non-compliance.

3. Intervention Strategy

3.1 Students who have been identified as 'at risk' are invited to a support meeting within 5 working days. In support meetings, Intervention Plans will be prepared that may include:

- Academic support (tutoring, additional resources);
- Welfare referrals (counselling, mental health support);
- Flexible study planning (adjusted schedules, catch-up work).

3.2 The Director of Studies is responsible for overseeing the implementation and review of Intervention Plans.

3.3 Students must sign the agreed intervention plan (student support meeting); copies are retained in the student file.

4. Compassionate or Compelling Circumstances

4.1 These include but are not limited to:

- Serious illness/injury (with medical certificates);
- Bereavement and/or serious illness of immediate family;
- Political unrest/natural disasters;
- Domestic violence or other social issues (police reports may be required);
- Traumatic experiences (supported by reports);
- Visa delays beyond student's control.

- 4.2 Compassionate absences are still recorded and contribute to attendance calculations but may prevent reporting if supported with evidence.

5. Course Progress & Summative Assessment

- 5.1 Each ELICOS module includes summative assessments conducted during Week 5 and Week 10 of a 10-week study period, or during Week 10 and Week 20 of a 20-week study period, depending on the course structure.
- 5.2 To achieve a passing result, students must obtain a minimum score of 50% in each individual skill area: Reading, Writing, Speaking, and Listening. Students who do not meet this requirement will be required to attend a meeting with their Trainer and course admin team to review their academic progress and implement appropriate support strategies to improve outcomes.
- 5.3 The following marking scale is applied:
- 0–49%: Fail
- 50%: Pass
 - 51–75%: Credit
 - 76–85%: Distinction
 - 86–100%: High Distinction
- 5.3 Summative results are recorded and discussed with students during teacher meeting.
- 5.4 ELICOS client transcript is given to each General English client when they complete their studies. The client's average summative test scores are recorded on the transcript, along with participation grade and attendance percentage.

6. Client Support Services

- 6.1 Students have access to:
- Academic assistance (during and outside class);
 - Personal counselling (internal and external);
 - Special needs support and reasonable adjustments;
 - Welfare, legal, and community resources;
 - Translating/interpreting services.

Support Contacts and Services:

- Safe Place Therapy: 86 Paisley Street, Footscray VIC 3011 –03 7049 4970 – www.safeplacetherapy.com.au
- Lifeline (Suicide & Crisis Support): Ph: 13 11 14 – www.lifeline.org.au
- Vision Australia (Vision Support): Ph: 1300 84 74 66 – info@visionaustralia.org – www.visionaustralia.org
- Scope Australia (Disability Services): Ph: 1300 472 673 – contact@scopeaust.org.au – www.scopeaust.org.au
- BrainLink (Acquired Brain Disorder): Ph: 1800 677 579 – admin@brainlink.org.au – www.brainlink.org.au
- VAEAI (Aboriginal Education): Ph: (03) 9481 0800 – vaeai@vaeai.org.au – www.vaeai.org.au
- Expression Australia (Deaf Support): Ph: (03) 9473 1111 – www.expression.com.au
- The Clinic Footscray: Suite 1, 91 Paisley Street, Footscray VIC 3011 – Ph: (03) 9687 2271 – www.clinicfootscray.com.au
- Hallam Family Practice: 214 Princes Hwy, Hallam VIC 3803 – Ph: (03) 9703 1322 – www.hallamfp.com.au
- Fine Smiles Dental: 170–172 Barkly Street, Footscray VIC 3011 – Ph: (03) 9689 4477 – www.finesmilesdental.com.au
- Hallam Smiles: 24 Spring Square, Hallam VIC 3803 – Ph: (03) 9702 3101
- Overseas Students Ombudsman: Ph: 1300 362 072 – www.ombudsman.gov.au
- Be Connected (IT Skills Support): Ph: 1300 795 897 – beconnected.esafety.gov.au
- TIS National (Translating & Interpreting): Ph: 131 450 – www.tisnational.gov.au
- Victorian Legal Aid: Ph: 1300 792 387 – www.legalaid.vic.gov.au
- Fair Work Ombudsman: Ph: 13 13 94 – www.fairwork.gov.au

7. Orientation & Pre-Enrolment

7.1 Information provided includes:

- Visa, attendance, academic requirements
- Timetables, assessments, misconduct, appeals
- Emergency contacts, student rights

- Life in Melbourne, cultural norms, cost of living

7.2 Orientation Checklist covers all topics.

7.3 Placement testing includes reading, writing, listening, and an interview to determine proficiency level.

8. Special Needs and Equity

8.1 Ashton College promotes access and equity for all students, including those with disabilities.

8.2 Support includes reasonable adjustments to delivery/assessment methods, alternate learning resources, flexible schedules, and staff training.

8.3 Adjustments are recorded and monitored.

9. Welfare and Personal Support

9.1 Welfare issues may relate to housing, finance, homesickness, stress, language barriers, or family matters.

9.2 Students can access internal support staff or external referrals.

9.3 Confidentiality is maintained as appropriate.

9.4 COEs may be adjusted based on welfare support needs under defined policies.

10. Recreational and Social Activities

10.1 Events include:

- Sports (tennis, swimming, cricket)
Melbourne city tours, local markets
- Film screenings, cultural food events
- Celebrations of multicultural festivals

11.2 Participation is free unless third-party entry fees apply. Activities are posted on social media.

11. Notification of intention to report

11.1 If a student's attendance continues to decline below 80%, the student will be notified in plain writing (Notice of Intention to Report) of Ashton College's intention to report the student's unsatisfactory attendance to the Department of Education and/or Department of Home Affairs via PRISMS.

11.2 Students will be advised of their rights for appealing against this decision via the College Complaints and Appeals Process and informed they have 20 working days to appeal the decisions.

11.3 Students who choose to access this process will not be reported if they submit an appeal within 20 days of issue of the letter indicating the College's intention to report. Students must continue to attend classes during the appeals process as specified in Ashton College's Complaint and Appeals Policy.

11.4 Students who choose not to access the complaints and appeals processes within the 20-working day period, withdraw from the process, or the process is completed and results in a decision supporting Ashton College. Ashton College must notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.

11.5 If the circumstances described in 11.4 occur, Ashton College will cancel the student's enrolment.

11.6 A hard copy of the PRISMS entry will be included in the student's file.

12. Complaints and Appeals

12.1 Students may appeal decisions or lodge complaints regarding support services, education agents, academic outcomes or attendance actions.

12.2 Ashton College support students to provide feedback and make complaints. Students can give feedback via anonymous emails, phone calls or meetings with the College Student Support Officer. Complaint Forms are available on website and at reception.

12.3 All outcomes of complaints are documented by Ashton College and informed to all parties. Students will be advised to lodge further complaints to external agencies where complaints are not resolved, such as the Commonwealth Ombudsman, Fair Work, Victoria Legal Aid etc.

12.4 All complaints and appeals are handled in line with the Complaints and Appeals Policy.

13. Review and Continuous Improvement

13.1 This policy is reviewed annually as part of the Continuous Improvement Plan.

13.2 Amendments may also be made in response to feedback from staff, students, or regulatory updates.

14. Associated Documents and Forms

- Client Information Handbook
- Enrolment Form



- Orientation Checklist
- Placement Test
- Intervention Records (student Support forms)
- Complaints and Appeals policies & forms
- Deferment, Suspension, and Cancellation Policy
- Completion Within Expected Duration Policy

Revision History

Please Note: The further versions are stored in One drive.