

These Procedures support the [Attendance Policy](#)

Procedures Owner: Director of Studies

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1. INTENT

- 1.1 The purpose of these Procedures is to outline the way Attendance will be managed at Edith Cowan College for International Students Enrolled in English Language Intensive Courses for Overseas Students (ELICOS) Courses and ECC Foundation Programs.

2. ORGANISATIONAL SCOPE

- 2.1 These Procedures apply to all Students in English Language Intensive Courses for Overseas Students (ELICOS) Courses and to all Students in ECC Foundation Programs.

3. DEFINITIONS:

- 3.1 The [Glossary of Policy Terms](#) applies to these Procedures.

4. PROCEDURES CONTENT:

Attendance-taking

- 4.1 Attendance is taken in every class in ELICOS on Mondays, Tuesdays, Thursdays and Fridays, and once each class in ECC Foundation Programs.
- 4.2 Students who are absent for fifteen (15) minutes from any scheduled class will be marked as 'Absent' for the full session.

Medical Certificates and Medical Care

- 4.3 A Medical Certificate is required for all Absences from ELICOS and ECC Foundation Program classes on medical grounds
- 4.4 ECC will only accept Medical Certificates from a registered medical specialist, hospitals or a medical practitioner as defined under the [*Health Practitioner Regulation National Law \(WA\) Act 2010*](#).
- 4.5 Certificates will not be accepted from nurses, nurse practitioners, pharmacists, herbalists or other providers not registered with the Australian Medical Board.
- 4.6 Medical Certificates will be accepted for phone/video consultation during which the person discusses their issue with the medical practitioner; Medical Certificates for online services for which the client merely completes an online form (e.g., <https://webdoctor.com.au> or <https://www.instantscripts.com.au/> will not be accepted.
- 4.7 Medical Certificates must follow the [*Australian Medical Association Guidelines for Medical Certificates*](#) and must contain:
- a) name and address of medical practitioner issuing Certificate;
 - b) name of the patient;
 - c) date on which the consultation took place;
 - d) date on which the certificate was issued; and
 - e) date(s) on which the patient is or was unfit for Attendance.
- 4.8 The third time a Student submits a Medical Certificate, ECC will arrange for a meeting with the Director of Studies or the Academic Program Coordinator of the ECC Foundation Programs to discuss the Student's situation and assess their support needs.

ECC Responses to Low Attendance

- 4.9 ECC will take the following actions in response to Student Attendance in ELICOS and ECC Foundation Programs:
- a) Attendance at 89.9%: An *Attendance Reminder* is ordinarily sent, but no action is required by the Student other than to improve their Attendance;
 - b) Attendance at 84.9%: An *Attendance Warning* is ordinarily sent but no action is required by the Student other than to improve their Attendance;
 - c) *Attendance Reminder* and *Attendance Warning* notifications are provided as a support mechanism. An ELICOS Student or ECC Foundation Student remains responsible for monitoring their own attendance, regardless of whether a reminder or warning is received.
 - d) where a Student has been absent for five (5) consecutive days without approval or is at risk of falling below 80% Attendance, they will be contacted and reminded of the Attendance Policy and encouraged to meet with the Student Counsellor if personal issues are impacting their attendance. ELICOS students will be referred to the Director of Studies and ECC Foundation Students will be referred to the Academic Program Coordinator for an

Attendance Meeting, which is a formal stage of consideration.

- e) where an ELICOS or ECC Foundation student drops below 80%, a *Notice of Intention to Exclude* letter is sent to the student with instructions on an Attendance Meeting and the Student Appeals process at ECC. ELICOS students will be referred to the Director of Studies and ECC Foundation students will be referred to the Academic Program Coordinator.
- f) where a Student has an Attendance rate of above 70% but less than 80% and the Attendance Meeting or Student Appeal determines that Compassionate or Compelling Circumstances exist, ECC will exempt the student from being reported to the Department of Home Affairs;
- h) if, following a *Notice of Intention to Exclude* letter and Attendance Meeting, no evidence to change the Attendance outcome has been provided by the Student within twenty (20) Working Days (or if the Student Appeal stages have been unsuccessful) the Student will be reported to the Department of Home Affairs for poor Attendance and Excluded from the College; and
- i) when the Attendance figure falls below 70%, the Student will automatically be reported to the Department of Home Affairs.

Attendance Meetings

- 4.10 ECC will invite ELICOS and Foundation Students with poor Attendance to an Attendance Meeting with the Director of Studies or Academic Program Coordinator, to determine if there are Compassionate or Compelling Circumstances impacting the Student's attendance and/or if there are additional support needs.
- 4.11 A Student must maintain Enrolment by being Registered in Foundation Units / ELICOS Courses and be attending classes until the outcome of the Attendance Meeting is received.
- 4.12 If, after the Attendance Meeting, ECC determines that Compassionate or Compelling Circumstances exist, ECC will exempt the student from being reported to the Department of Home Affairs.
- 4.13 If the Attendance Meeting outcome is that the Attendance Status is unchanged, ECC will inform the Student about ECC's Student Appeals process and proceed with the Attendance response outlined in 4.9.

Student Appeals

- 4.14 A Student can appeal their Attendance status on one or more of the following grounds:
 - a) the College has not adhered to its relevant Policies and Procedures;
 - b) there is new information that was not available at the time of the Attendance meeting and Intention to Exclude
 - c) there has been a clear error by the College which has adversely affected the Student's Academic Progression Status; or
 - d) the Student has experienced unexpected and exceptional personal or

medical circumstances beyond the Student's control, provided that the Student can demonstrate with evidence that such circumstances:

- i. have had a substantially negative effect on the Student's ability to participate in or study for the relevant Unit during the relevant Study Period;
- ii. such circumstances were not reasonably foreseeable before the relevant Study Period began; and
- iii. where a Learning Access Plan is in place, that such circumstances fall outside or, or are a substantial deviation from the content of, the Learning and Assessment Plan.

Timeframes for Lodging Appeals

- 4.14 A Student must commence the appeal process within 20 working days of receipt of the Notice of Intent to Exclude using the Student Appeal Form.
- 4.15 The application for a Student Appeal will be referred to Student and Academic Services using the Prescribed Process. Assessment of the Appeal will commence within ten (10) working days of it being made and finalised as soon as practicable. An application for a Student Appeal that is not made using the Prescribed Process, or that the Quality and Compliance Manager decides (in their absolute discretion) is incomplete or manifestly inadequate, will be returned to the Student within five (5) Working Days together with a written explanation of the inadequacy. The Student may then, within a further five (5) Working Days re-submit their Student Appeal in accordance with the Prescribed Process. The Quality and Compliance Manager is not obliged to return an application more than once. Any resubmitted documentation will be considered as it is presented to the Student Appeals Committee.
- 4.16 Where a Student wishes to lodge an Appeal to the Student Appeals Committee outside of the periods described in clauses 4.14 or 4.15, the Student must provide sufficient reasons and evidence as to why their request should be considered out-of-time. The Quality and Compliance Manager (or Representative) may in Exceptional Circumstances and in their absolute discretion, extend the timeframes in Clauses 4.14 or 4.15 where it is appropriate to do so.

Submitting a Student Appeal

- 4.17 Students must submit their Student Appeal in writing on a completed Student Appeal Form and must:
- a) clearly explain the decision being Appealed; and
 - b) clearly explain the grounds of Appeal and
 - c) attach copies of all supporting evidence including any new evidence and explain how this evidence supports their ground(s) of Appeal. Each item of evidence must be listed on the application form and be attached with a matching file name.

Acceptance or Dismissal of a Student Appeal

- 4.18 Student and Academic Services will refer an accepted or resubmitted Student Appeal to the Student Appeals Committee to assess its eligibility.
- 4.19 If the Student Appeals Committee decides that the Student Appeal is frivolous, vexatious or devoid of merit, the Student Appeal may be dismissed. This dismissal will be communicated to the Student in writing and recorded in the College's Student management system(s).
- 4.20 If the Appeal is not dismissed, the Chair or Deputy Chair may convene a hearing of the Student Appeals Committee.

Appeal Hearing

- 4.21 If a Student Appeal hearing is to be held, the Student Appeals Committee will conduct that hearing within fifteen (15) Working Days of the date on which the Appeal was submitted (or resubmitted), or such longer period as may be approved by the Chair or Deputy Chair of the Student Appeals Committee, acting reasonably.
- 4.22 In arranging for a Student Appeal hearing, the Student Appeals Committee:
 - a) will give the Student a minimum of five (5) Working Days' notice of the hearing date;
 - b) may consider evidence presented by College staff member(s) in response to the Student Appeal;
 - c) may (but is not obliged to) request the Student or Staff member(s) to provide further written material on parts or all of the Student Appeal;
 - d) may decide on the matters on which it will hear oral evidence or argument;
 - e) will invite oral submissions from both the Student and appropriate Staff member(s), and provide opportunities for each party to comment on or question the submission(s) of the other at the hearing;
 - f) may limit the time available for presenting the respective cases of parties before it at a hearing, to an extent that it considers it would not impede a fair and adequate hearing of the matter; and
 - g) may adjourn a hearing at any time.
- 4.23 The hearing may, at the Chair or Deputy Chair's discretion, be conducted in person, by telephone, teleconference or videoconference or by any other means, provided that the Student's preference is considered when making that decision.
- 4.24 Where Staff members provide written material before the hearing, the Student will be provided with a copy of such material and given reasonable opportunity at or before the hearing to respond to it.
- 4.25 If the Student does not attend their scheduled hearing, then the Student Appeals Committee may in any event determine the Student Appeal based on the evidence before it, including any new evidence, and including any evidence presented by Staff to the Student Appeals Committee at the hearing.

- 4.26 The Student may appoint a friend, or family member to act as a support person during the Student Appeal on the Student's behalf or otherwise accompany or assist them in relation to the Student Appeal but may not be legally represented at the hearing.

Student Appeals Committee Decisions

- 4.27 The Student Appeals Committee will decide on the balance of probabilities whether:
- a) the ground of Appeal is substantiated; and
 - b) the ground of Appeal is substantiated to change the academic standing, and relieve the student from exclusion if required, or
 - c) if the ground of Appeal is not substantiated, dismiss the Appeal.
 - d) The Appeals Committee may also decide that although the ground of Appeal is substantiated, the decision on Academic Standing should remain.
- 4.28 Each member of the Student Appeals Committee involved in the hearing of an Appeal, including the Chair or Deputy Chair, will have one deliberative vote only. In the event of a tied vote, the Student Appeal will be declared lost and will be dismissed.
- 4.29 Written records of the proceedings of the Student Appeals Committee will be kept, including:
- a) details of persons in attendance;
 - b) a summary of submissions made to the Student Appeals Committee;
 - c) the Student Appeals Committee's decision; and
 - d) the reason(s) for the Student Appeals Committee's decision.
 - e) The College will retain the records of an Appeal for five (5) years after the Appellant is no longer a student.
- 4.30 The College will notify the Student of the Student Appeals Committee's decision and its reasons for the decision within five (5) Working Days of the decision being made. If the Student Appeal is not successful, the College will also advise the student of their right to access an external complaint handling agency, including the appropriate agency's contact details.
- 4.31 The Student Appeals Committee may, in its absolute discretion, consolidate or separate Appeals, and may make one consolidated determination addressing all matters, having due regard to principles of natural justice.
- 4.32 The Appeals Committee is the final avenue of Appeal within the College.

External Grievances Mechanisms

- 4.33 If a Student is not satisfied with the outcome of an internal appeal, they may request an external review by an independent agency. The Student must advise the College of their intention to seek external review and provide a lodgment number within ten (10) Working Days or the College will consider the matter closed. The contact details of the National Student Ombudsman (NSO) are:

Website: <https://www.nso.gov.au/>
Phone: 1300 395 775
Email: nsooutreach@ombudsman.gov.au
Address: GPO Box 442, Canberra ACT, 2601

- 4.34 The National Student Ombudsman (NSO) is a free, impartial and independent service for students to escalate complaints about their higher education provider. The service is open to current and former higher education students, both domestic and international.

- 4.35 The NSO will consider issues including:

- Student safety and wellbeing
- Racism and racial vilification
- Discrimination
- Gender-based violence
- Course administration
- The fairness and effectiveness of student complaints process
- The appeals process

If the NSO concludes that the matter is not within its scope and does not refer the student to an alternative government agency, the student may request a review through the Resolution Institute.

The Resolution Institute
<https://resolution.institute/>
Phone: +61 2 9251 3366 or 1800 651 650
infoaus@resolution.institute

- 4.36 In the event of the NSO, or other related organisation, making a recommendation in favour of the overseas student, the College will ensure the decision or recommendations are considered for implementation immediately and will advise the Student of that action.

5. RELATED DOCUMENTS:

- 5.1 Relevant to this Policy are:

[Academic Progression Policy](#)
[Academic Progression Procedures](#)
[ELICOS Progression Procedures](#)
[Enrolment Policy](#)

- 5.2 This Policy has been developed in line with requirements set out in the:

[Education Services for Overseas Students \(ESOS\) Act 2000](#)
[ELICOS Standards 2018](#)
[Foundation Program Standards](#)
[National Code of Practice for Providers of Education and Training to Overseas Students](#)

6. CONTACT INFORMATION:

For queries relating to this document please contact:

POLICY OWNER	Director of Studies
ALL ENQUIRIES CONTACT:	Quality and Compliance Manager
TELEPHONE:	08 6279 1133
EMAIL ADDRESS:	justask@ecc.edu.au

7. APPROVAL HISTORY:

PROCEDURES APPROVED BY:	Senior Executive Team
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DATE LAST MODIFIED:	July 2026
REVISION HISTORY:	January 2024. Procedures were created to support the principle-based Attendance Policy. Attendance Meeting added prior to Student Appeal for students facing Exclusion. November 2024. Changes made to 4.9 to allow for difference in procedure with Foundation students. July 2026. Combined clauses for the same ELICOS and ECC Foundation procedures. Revised wording in 4.9 a), b) and c). Included the Appeals procedure. Included nurses and nurse practitioners in 4.5.
NEXT REVISION DUE:	February 2029