Captain Cook Institute Pty Ltd trading as
George Brown College Level 5, 191 Thomas Street, Haymarket NSW 2000
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OVERSEAS STUDENT ATTENDANCE POLICY – ELICOS

1. Attendance must be recorded by the teacher on the student attendance record for each student for each teaching session.
2. Attendance is calculated weekly.
3. Students must not be more than 15 minutes late for the commencement of each class.
4. A student must attend at least 80% of the course contact hours (20 hours per week).
5. A student who has been absent for more than 2 days without approval will be contacted by the Student Services Officer/s to determine the reason/s for the absences.
6. Students whose attendance drops below 80% will be issued a 1st Warning Letter by e-mail and will be advised to contact Student Services Officer/s to explain absences.
7. Students whose attendance drops below 75% will be issued 2nd Warning Letter by e-mail and will be advised to contact Student Services Officer/s to schedule a meeting with the Director of Studies to explain absences.
8. Where a student does not achieve satisfactory attendance at minimum 70%, the student will be notified by email of the College's Written Intention to Report the student to DoHA. The letter will inform the students of the right to access the College's complaints and appeals process within 20 working days.
9. Students will not be reported for failing to meet the 80% threshold where:
    - The student engages in the appeals process within 20 working days of receiving a Written Notice of Intention to Report letter and
    - The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g. Medical illness supported by a medical certificate, major family events or problems, traumatic events or personal problems seriously affecting the student's ability to focus on study) and
    - The student is making satisfactory course progress and
    - The student is attending at least 70% of the scheduled course contact hours for the course on which they are enrolled.
10. If the internal appeal is unsuccessful, the student has a right to appeal externally with Overseas Student Ombudsman (OSO) and has 10 days to do so.
11. Where the student does not access or fails to complete the internal appeal process within 20 working days or the external appeal is unsuccessful, the College will report the unsatisfactory attendance to the Secretary of DET through PRISMS.
12. Students who complete all academic requirements, although their attendance is below 70% of the scheduled course contact hours, will still not be issued any Certificate at the end of their course completion. Meeting attendance requirement is thus very important for issuing any documents or certificates to the students.