

Attendance Monitoring Policy and Procedures

This policy only applies to ELICOS students and

VET students (As required by ASQA as a condition of registration)

1. Policy

- 1.1 Institute of Business and Management (Victoria) employs an effective Attendance Monitoring policy to support all students in successfully completing their course within the scheduled timeframe.
- 1.2 Institute of Business and Management (Victoria) monitors student's attendance and provides reasonable support where feasible and appropriate.
- 1.3 Institute of Business and Management (Victoria) provides access to academic and personal/welfare support services to all students.
- 1.4 Institute of Business and Management (Victoria) provides students with information relating to the attendance monitoring policy at the time of pre-enrolment and at orientation. The outcomes of not achieving satisfactory attendance and the available support services are communicated with them.
- 1.5 Institute of Business and Management (Victoria) will provide students with information to inform them of the support services available in a timely manner.
- 1.6 Institute of Business and Management (Victoria) will be proactive in notifying and counselling students who are at risk of failing to achieve satisfactory course attendance and to report students, who have breached the attendance requirements.
- 1.7 1.In compliance with Institute of Business and Management (Victoria)'s obligations under the National Code 2018, student attendance will be:
 - a) checked and recorded daily by use of an attendance sheet
 - b) assessed regularly
- 1.8 The length of a study period for each level is as follows:
 - a) 10 weeks each for General English.
 - b) 13 weeks each for Diploma of Business administration.
 - c) 12 weeks each for Advanced Diploma of Business.
- 1.9 Institute of Business and Management (Victoria) expects students to maintain 100% attendance. Student visa holders are required under the conditions of their visa to attend at least 80% of the scheduled contact hours.
- 1.10 The ELICOS Director of Studies (for ELICOS) and SOA (for VET Courses) is responsible for implementing this policy and reviewing its effectiveness. An administration team assists the Director of Studies in the effective administration of ELICOS attendance procedures.
- 1.11 This policy will be read in conjunction with Institute of Business and Management (Victoria) student Support Policy and Procedure-ELICOS.
- 1.12 This policy will be implemented in compliance with the requirements of the Standards for Registered Training Organizations (RTOs) 2015 clause 1.3 and 1.7 and Standard 8 of the National Code 2018 standards 6, 8, 9, 10 and ELICOS Standards 2018.

2. Procedure

2.1 Recording Attendance

- a) Trainers use the Student Attendance Sheet to record student attendance at each scheduled class and note early departures and late arrivals
- b) Students and the applicable trainer must sign the attendance sheet.
- c) At the end of each week, trainers pass the Student Attendance Sheet to the administration team for them to update in the student management system.

2.2 Calculating Attendance

- a) The administration team runs a report to calculate attendance every fortnight
- b) The administration team will then initiate contact with students who are not attending classes
- c) The administration team will in addition contact students, who are absent for 5 consecutive days
- d) Any absences longer than 5 consecutive days without the approval of the institute will be treated as a matter of urgency and the following steps will be actioned:
 - The administration team will attempt to contact the student by phone or email.
 - If contact with the student cannot be made, the administration team contacts the student's education agent (if any) or their emergency contact.
 - If contact with the student is made, institute staff will provide appropriate counselling or setup an intervention strategy (stipulated in 4.0) as necessary in relation to attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
 - If contact with the student cannot be made the Director of Studies and Support team are notified of the absences and appropriate steps will be taken including reporting to the relevant authorities or making further enquiries.

3. Attendance Warning

- 3.1 Attendance Warning 1. When a student "Projected attendance for a study period" falls to 90%, the student will be contacted by email or phone to remind them that their attendance is falling and it is a requirement for his/her enrolment in this institute to maintain a minimum of 80% attendance per study period. A signed warning letter is also posted to the student. The student is advised to contact the institute and see trainer to discuss any issues that is affecting the attendance of the student.

- 3.2 Attendance Warning 2. When a student "Projected attendance for a study period" falls to 85%, the student will be contacted by email or phone warning them that they are at risk of not meeting satisfactory attendance progress. The student is also advised to contact the institute immediately and to see student a support officer or a trainer to discuss any issues that is affecting their attendance. The student should also be informed that they will be reported to Department of Home Affairs and the student's visa may be cancelled if they fail to maintain their attendance requirement.
- 3.3 Letter-Intention to Report Attendance. When a student's "Projected attendance for a study period" has fallen to 80% or below, "a Letter of Intention to Report" is sent to the student advising him/her that the "Projected attendance for a study period" has fallen below 80% and he/she has breached the requirement for his/her enrolment in this institute which is to maintain a minimum of 80% attendance per study period. The student is advised that he/she will be reported to Department of Home Affairs for unsatisfactory attendance, and he/she has 20 working days to make an appeal against this decision. If the appeal is not upheld or the student withdraws from the appeal process, then the institute must report the student to Department of Home Affairs.

4. Intervention Strategy & Counseling Session

- 4.1 Student who are identified as at risk of not achieving satisfactory attendance are contacted within 5 working days, inviting them to attend an intervention meeting within 5 working days.
- 4.2 The purpose of the intervention meeting is to establish the underlying reasons for unsatisfactory attendance and initiate an intervention strategy
- 4.3 If the underlying reasons for not achieving satisfactory attendance are in relation to academic issues, the institute will attempt to assist the student where feasible by:
- a) providing access to training and assessments staff
 - b) reviewing on the learner materials with the student
 - c) re-phrasing explanations
 - d) providing information in a context that the student understands; providing information in larger text
 - e) providing extra time to complete tasks
 - f) providing access to supplementary reference materials
 - g) providing supplementary exercises to develop understanding
 - h) arranging access to computers with relevant software and modified resources
 - i) providing opportunities to re-attempt assessments
 - j) providing additional tutorial or study session
 - k) providing sustained academic counseling sessions
 - l) appointment of a peer/mentor
 - m) providing advice on Time Management and improvement of study skills

- 4.4 Assistance with personal issues (Personal/Welfare Support) which may be impeding progress will be provided as per Institute of Business and Management (Victoria) student support policy and procedure. Access to internal and institute nominated external personal/welfare services is provided free of charge.
- 4.5 Agreement is reached with the student to set up an Intervention Strategy and the student is informed of the ramifications. The Intervention strategy is then signed by both parties. A copy of the student support meeting is provided to the student and the original placed in the student's file.
- 4.6 A student's CoE may have to be amended as a result of the Intervention strategy, if required. The existing CoE will be cancelled and the reasons for the new one being created are recorded in PRISMS.
- 4.7 Students who, after the intervention strategy has taken place, still do not achieve satisfactory attendance are invited to a further meeting with the CEO/Director of Studies. A letter will be sent to the student within 5 working days of the issue being brought to the CEO/Director of studies' attention.
- 4.8 At the meeting, the reasons/ circumstances are identified and the CEO/Director of Studies (with input from appropriate internal/ external stakeholders if required) will decide whether to implement another intervention strategy and informs the student in writing of the institute's intentions.
- 4.9 Students failing to follow the intervention strategy without a reasonable excuse may be reported to Department of Home Affairs for unsatisfactory attendance.
- 4.10 The letters are sent to student within 5 working days of being identified. The letter also informs them of their right to appeal the decision within 20 working days of receipt by accessing the institute's complaints and appeals policy.
- 4.11 The institute reports students to the relevant authorities if:
- a. No appeal is lodged after 20 working days from sending the intention to report letter
 - b. The appeal is not upheld after the conclusion of the internal and external appeals process
 - c. The students withdraws from the appeals process
 - d. The institute reports the students with 5 working days of the completion of the processes/ time periods.
 - e. Reporting is completed through PRISMS.
 - f. Students who chose not to access the complaints and appeals processes within the 20-working period, withdraws from the process, or the process is completed and results in a decision supporting Institute of Business and Management (Victoria), Institute of Business and Management (Victoria) will notify the Department of Home Affairs through PRISMS that the student is not achieving satisfactory attendance as soon as practicable.
 - g. A hard copy of the PRISMS entry will be included in the student's file.

5. Exception

Institute of Business and Management (Victoria) will not report a student to Department of Home Affairs where:

- a) the student can demonstrate compassionate or compelling reasons,
- b) the student is attending at least 70 per cent of the scheduled course contact hours or

6. Compassionate or compelling circumstances

6.1 'Compassionate or compelling circumstances' circumstances are generally those beyond the control of the student that are having an impact on the student's progress through a course.

These could include:

- a. serious illness, where a medical certificate states that the student was unable to attend classes
- b. bereavement of close family members such as parents or grandparents
- c. major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- d. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- e. inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

Note: An absence supported by a medical certificate is counted towards the student's total absences when calculating attendance. Institute of Business and Management (Victoria) designated staff will assess if compassionate or compelling circumstances actually exist before reporting a student for unsatisfactory attendance.

CEO will assess whether a suspension of studies is in the interests of the student as per the

institute's Deferment, Suspension and Cancellation Policy and may suspend/cancel the student's study.

7. Record Keeping

- A copy of all communication is stored in the student file