

## Attendance Procedure

<b>Document Name</b>	<b>Attendance Procedure</b>		
<b>Approved by</b>	PEO	<b>Date</b>	29/05/2019
<b>Responsible Officer</b>	<b>Director Studies</b>		
<b>This procedure is used by</b>	<b>ECA College</b> (RTO Code 45012; CRICOS Provider Code 02644C) <b>Australasian College of Care Leadership and Management</b> (RTO Code 40829, CRICOS Provider Code 03637E) <b>ECA Graduate Institute</b> (RTO Code 91423, CRICOS Provider Code 03865D)		
<b>Related Documents</b>	Student Handbook Attendance Procedure Student Support Policy and Procedure		
<b>References and Legislation</b>	Standards for Registered Training Organisations (RTOs) 2015 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 8		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Reviewed in line with ESOS and VET Standards	PEO	2/07/19
v19.2	Review and update	PEO	11/11/19
v20.0	Correction of definitions	PEO	12/10/2020
v21.0	Update CRICOS code	PEO	18/05/21

### 1. Purpose

This Procedure is to ensure that all international and domestic student attendances are recorded, monitored and actioned to facilitate best student outcomes. It defines the expected level of attendance and any action to be taken if a student does not meet the expected level.

### 2. Scope

This policy applies to international and domestic student (potential or actual) who are enrolled in Education Centre of Australia Pty Ltd (ECA Group) educational institutions including ECA Graduate Institute (EGI), ECA College (ECAC) and Australasian College of Care Leadership and Management (ACCLM).

### 3. Definitions

Item	Definition
<b>Assessment</b>	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of an accredited course.
<b>Attendance</b>	Physically being present at face-to-face classes for the duration of the class. Logging in and actively participating in online sessions in the LMS.

<b>Course/Unit</b>	A 'Unit of Competency from Training Packages and/or a Module from curriculum-based courses.
<b>Learner</b>	An individual, enrolled with the RTO, who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment.
<b>Program</b>	A structured and integrated program of education or training consisting of a number of units of competency or modules or an accredited short course, usually leading to the award of a qualification.
<b>Study Period</b>	A discrete period of study within a course, namely term, semester, short course, or as otherwise defined by ECA Group as long as that period does not exceed six months. At ECA Group, a VET study period refers to an approximate 10-week period of study and is generally labelled as "term".

#### 4. Procedure

- 4.1. Student progress, attendance and course duration are interlinked and ECA Group understands that educational quality requires monitoring of all aspects of a student's study experience. ECA Group ensures that the expected duration of study specified in the international student's CoE does not exceed the CRICOS registered duration unless compassionate or compelling reasons apply.
- 4.2. ECA Group has a documented policy and process for monitoring the attendance of international students if the requirement to implement and maintain minimum attendance requirements for international students.
- 4.3. Where an ESOS agency requires ECA Group to monitor international student attendance, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.
- 4.4. Where an ESOS agency requires ECA Group to monitor international student attendance, ECA Group has a documented policy and procedure for monitoring and recording attendance specifying:
  - the method for working out minimum attendance
  - processes for recording course attendance
  - details of ECA Group's intervention strategy to identify, notify and assist international students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the international student's attendance drops below 80 per cent
  - processes for determining the point at which an international student has failed to meet satisfactory course attendance.

#### 5. Reporting international students for unsatisfactory course attendance

- 5.1. Where an ESOS agency requires ECA Group to monitor international student attendance and where ECA Group has assessed an international student as not meeting course progress or attendance requirements, the student is provided with a written notice as soon as practicable which:
  - notifies the international student that ECA Group has an intention to report the them for unsatisfactory course progress or unsatisfactory course attendance
  - informs the international student of the reasons for the intention to report
  - advises the international student of their right to access ECA Group's complaints and appeals process
- 5.2. ECA Group only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the decision of ECA Group, or
  - the international student has chosen not to access the internal complaints and appeals process within the 20-working day period, or

- the international student has chosen not to access the external complaints and appeals process, or
- the international student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

5.3. ECA Group may decide not to report an international student for breaching the attendance requirements if the international student is still attending at least 70 per cent of the scheduled course contact hours, and the international student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or the student is maintaining satisfactory course progress.

## **6. Allowable extensions of course duration**

- 6.1. ECA Group will not extend the duration of an international student's enrolment if the student is unable to complete the course within the expected duration, unless:
- there are compassionate or compelling circumstances on the basis of demonstrable evidence, or
  - ECA Group has implemented, or is in the process of implementing, an intervention strategy for the international student because the student is at risk of not meeting course progress requirements, or
  - an approved deferral or suspension of the international student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the international student's enrolment).
- 6.2. If ECA Group extends the duration of the student's enrolment, the student will be advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## **7. Modes of delivery**

- 7.1. ECA Group does not deliver a course exclusively by online or distance learning to an international student.
- 7.2. No more than one-third of the units (or equivalent) of a VET course is delivered by online or distance learning to an international student.
- 7.3. ECA Group ensures that in each compulsory study period for a course, an international student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- 7.4. ECA Group takes all reasonable steps to support international students who may be disadvantaged by additional costs or other requirements, including for international students with special needs, from undertaking online or distance learning; or an inability to access the resources and community offered by ECA Group, or opportunities for engaging with other international students while undertaking online or distance learning.
- 7.5. While there are no attendance requirements for domestic students undertaking online learning, online students are monitored at various times through their course and provided with feedback. The monitoring will identify students at risk of not completing their course. Student services will provide counselling where required.

## **8. Recording Attendance**

- 8.1. The Director of Studies ensures attendance records are current and available. At each scheduled session for training or assessment, an attendance record is provided to the trainer-assessor. The trainer-assessor must ensure that every student's name is recorded on the attendance record. The trainer-assessor must ensure that all details of the session are recorded and all student absences will be noted by the trainer-assessor.
- 8.2. Trainers-assessors must submit attendance records to the administration officer at the end of each week. The Director of Studies will contact trainers if attendance records are not submitted in accordance with the Attendance policy and procedure.
- 8.3. Attendance records are reviewed for completeness prior to entry to the Student Management System and any omission, non-attendances or comments are referred to the Director of Studies.

- 8.4. Student absences that negatively impact the ability of the student to successfully complete their training will result in an appropriate intervention to be implemented to further assist the student.
- 8.5. The Director of Studies reviews attendance and participation and identifies students 'at risk' of not maintaining satisfactory course progress.

## **9. Intervention Strategy**

- 9.1. After a student is identified as 'at risk', an appropriate intervention strategy is negotiated and offered to the student. The Intervention strategy is provided to the student in writing. The effectiveness of the strategy is reviewed regularly with amendments implemented where appropriate.
- 9.2. A revised course schedule, study and/or attendance arrangements, delivery and assessment arrangements may be negotiated with the student. The student attends a regular review meeting with the Director of Studies. The effectiveness of this intervention strategy is monitored and adjusted if necessary. Appropriate ECA Group staff contribute to the student's intervention strategies.
- 9.3. The guidelines in the unit of competency may be accessed along with the regulator for guidance/information on allowable adjustment/allowances to assessment.
- 9.4. The intervention strategy will last for as long as is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 9.5. Each meeting, agreement, adjustment and communication in this process is documented and placed in the student's file and stored in the SMS.

## **10. Review and Continuous Improvement**

The ECA Group is committed to ongoing monitoring and improvement of its Policies and Procedures, and to this end has an integrated strategy including:

- The ECA Group Management Team conducting reviews of specific elements of the Attendance Policy and Procedures when a student or trainer-assessor raises a possible problem to be addressed that has not been factored into the existing policy and/or procedure. This will then be referred to the ECA Group General Manager, Quality Assurance updates the policy and seeks approval from the PEO.
- Staff at the College with responsibilities relating to the managing of attendance are encouraged to submit any concerns about, and suggestions for making improvements to the Attendance Policy and Procedure to the appropriate Manager in the college who is responsible for ensuring that appropriate responses are reported to the ECA Group for development.