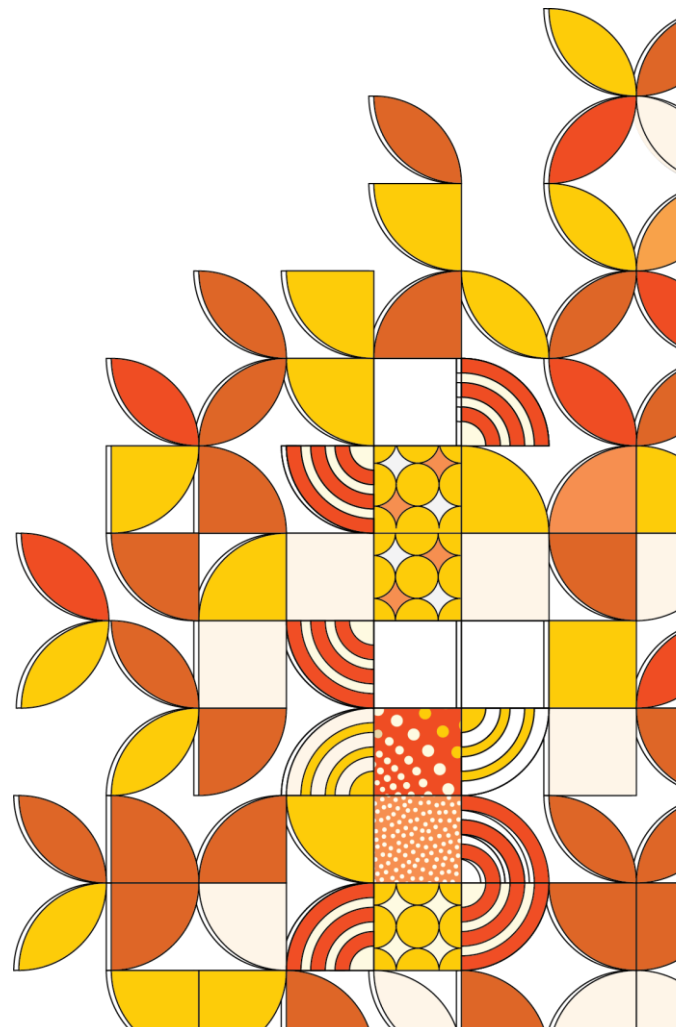# Attendance Procedure

SECTION 1

Purpose

1. The purpose of this document is to set out the procedures the Institute of Health & Management (IHM) will follow and provides information on attendance and sets out the attendance requirements, criteria and processes used to determine satisfactory attendance.

2. The primary purpose of this policy are to:
    a) Ensure that all on shore international students enrolled in the Institute of Health & Management (IHM)'s accredited or non-award courses are managed responsibly and in accordance with the requirements of the Education Services for International Students (ESOS) Act 200 and National Code of Practice for Registration Authorities and Providers of Education and Training (2018).
    b) Monitor and ensure attendance requirements for students undertaking fully online units of study.
    c) Monitor and ensure attendance requirements for domestic students studying at campus

Scope

3. The document applies to all the students enrolled in a course of study in the Institute of Health & Management (IHM), including:
    a) All on shore international students, to whom the Education Services for International Students Act 2000 applies.
    b) All students enrolled in an ongoing course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
    c) All domestic students.
    d) All ELICOS students.

Definitions

4. Definitions for key terms are presented in the Glossary of Terms

Suite Documents

5. This Procedure is linked to following Policy:

    a) Attendance Policy

    b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

6. This procedure is consistent with:

    a) Education Services for Overseas Students Act 2000.

    b) National Code of Practice for Providers of Education and Training to Overseas Student 2018
    c) Higher Education Standards Framework (HESF) 2021
    d) ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018

SECTION 2

7. **Responsibilities**

7.1. IHM holds the overarching responsibility for maintaining compliance with regulatory requirements, this encompasses the meticulous monitoring of student academic progression and attendance to ensure adherence to policies and guidelines mandated by relevant regulatory authorities as outlined in clause 4.

7.2. Students are responsible to:

   a) Attend all scheduled classes, whether in-person or online, as required by the course.
   b) maintain the necessary attendance levels as specified by the course requirements.
   c) Respond promptly to all communications from the Course Coordinator, Academic Team or Student Support Services.
   d) Take necessary actions within the stipulated time frames in response show-cause notices.

7.3. Course Coordinator and Academic Team is responsible for:

   a) Monitor and assess student attendance and academic progress.
   b) Provide necessary support and intervention strategies to students facing challenges.
   c) Issue Show Cause Notices as per the policy guidelines
   d) Ensure timely communication with the student and other staff.

7.4. Student Support Officer is responsible for:

   a) Ensure timely communication with the student and other staff.
   b) Collaborate with academic staff to identify students at risk of not meeting attendance requirements.
   c) Implement appropriate intervention strategies to support students in improving their attendance.
   d) Maintain accurate records of student attendance

Procedure

8. **Attendance monitoring**

8.1. Lecturer or Academic staff are required to document students' attendance for each class within the Student Management System.

8.2. may initially record attendance on a circulated attendance list during the class and subsequently transfer the attendance records into the Student Management System as part of the designated procedure.

8.3. A student may sign in and out at the beginning and end of each class using an attendance record sheet. These signatures may be cross-referenced with the electronic versions stored in student records for verification.

8.4. Students who arrive late or leave early, whether with or without prior approval, will have their respective entry and exit times recorded, allowing for a leeway of 10 minutes for flexibility.

9. **Attendance monitoring during Professional Experience Placements**

9.1. A student signs in at the beginning of each clinical placement shift on an attendance record sheet.

9.2. A student signs out at the end of each clinical placement shift.

9.3. The attendance record sheet is retained by the student's preceptor and submitted at the end of each week of placement to the Course Coordinator/Placement Coordinator.

9.4. The preceptor reports any absence of the student during a scheduled shift.

9.5. If a student cannot attend a clinical placement shift, the Course Coordinator/Placement Coordinator will negotiate with the health service provider and their preceptor and attempt to arrange an additional shift to make up their placement hours. Unless the student provides a medical certificate or statutory declaration indicating a valid reason for their absence, they may be liable for the cost of the preceptor over the makeup period.

9.6. Additional shifts to make up clinical placement hours will not exceed the duration of enrolment indicated on the student's CoE.

10. **Identification and counselling of students at risk of not meeting attendance requirements**

10.1.   Where an on-campus face-to-face student is absent for three consecutive weeks of lectures or tutorials or is absent for three consecutive days for professional experience placement shifts without the approval from designated staff will be investigated as a matter of urgency.

10.2.   The Student Administration and Support Officer/Academic staff will attempt to contact the student by phone or email to ensure that they are aware of the implications of low attendance on academic progression and offer them assistance/counselling. The assistance offered may include referral to support staff or advice.

10.3.   During counselling students are also informed that maintaining satisfactory attendance/academic progress is a student visa requirement.

11. **Attendance monitoring and reporting**

11.1.   If a student is absent for more than three consecutive weeks of lectures or tutorials or absent for more than three consecutive days for professional experience placement shifts without approval from designated staff, a written notification (First Show Cause Notice) is issued by the Course Coordinator. The Show Cause Notice will outline the following:

    a)   IHM's reporting obligations and procedures.
    b)   Information about available student support services.
    c)   The procedure and requirements for making up the missed hours.
    d)   Requirement for responding to Show Cause Notice within 5 working days

11.2.   The Student Administration and Support Officer contacts the student to ensure they have received and understood the first notification (First Show Cause Notice) and to provide advice/counselling as required.

11.3.   A student will be given five working days to respond to the Show Cause Notice by contacting Course Coordinator, Academic staff or Student Administration and Support Officer and provide supporting documentation, as applicable.

11.4.   If a student does not respond to the Show Cause Notice then second notification (Second Show Cause Notice) is issued which outlines the student visa condition and IHM's obligation to report to the Department of Home Affairs, resulting in the possible cancellation of their student visa.

11.5.   Students must respond to the Show Cause Notice within 5 working days to initiate the necessary intervention strategies and support.

11.6.   In the event that a student fails to respond to the second Show Cause Notice while remaining active in the course, IHM will proceed to issue the 'Intention to Report for Termination' notification as outlined in the established this procedure. The notice will outline the following:

    a)   The student is in breached of his/her visa condition in relation course progression
    b)   IHM's obligation to report the student for breaching the course progression conditions of their student visa.
    c)   Avenues of IHM's appeal process.

11.7.   The student is granted a period of 20 working days to submit an appeal following IHM's Student Complaints and Appeals policy. Throughout this duration, the student is required to consistently attend all scheduled classes and maintain satisfactory progress in the course.

11.8.   If the student does not take any further action within the 20 working days, indicating a decision not to access IHM's complaints and appeals process, the enrolment will be cancelled. Subsequently, the Department of Home Affairs will be notified by updating PRISMS and cancelling the Confirmation of Enrolment (CoE).

12. **Attendance procedure for students undertaking fully online units of study**

12.1.   Student attendance in an online unit or course is defined as **active participation** in the unit/course as described in the unit of study.

12.2.   Online courses have weekly strategies for student participation and engagement, that can be documented in any or all of the following ways:

    a) Completion of online tests or quizzes
    b) Discussion forums
    c) Submission of assignments on or before due date
    d) Communication with Course Coordinators/Lecturers/Student Administration and Support Officer
    e) Any other participation in the unit/course

12.3   Students are required to log in to Learning Management System (LMS) for each online unit and complete specific weekly activities.

12.4   To monitor attendance or engagement, emails to students, course announcements and discussion forums should be checked on a daily/regular basis, as applicable.

12.5   Students are informed that they are solely responsible for checking course updates.

12.6   If a student fails to meet the attendance requirements, and does not progress in the course, he/she will be issued with the unsatisfactory attendance/progress letters.

12.7   In the case of anticipated absence or if a student has a good reason for delays in completing certain weeks of study, the student should contact the Academic staff/Course Coordinator/ Student Administration and Support Officer in advance and make arrangement to complete the required assignments.

12.8   In case of an emergency (illness/accident or death in family), a student should contact the lecturer/Course Coordinator/ Student Administration and Support Officer as soon as possible providing documentation supporting the need for any late submission of graded event.

13. **Attendance or engagement for students undertaking fully online units of study can take any or all of the following forms:**

13.1. Participation in an online discussion forum moderated by teaching staff:

    a) Every unit of study provided by IHM will have at least one online discussion forum moderated by the lecturer/Course Coordinator/Unit Coordinator.
    b) Primarily these forums will be run in the LMS, and lecturers will initiate some topic threads to stimulate conversation. Conversations and comments will be recorded against the login credentials of each student.

13.2. Participation in virtual classroom activities:

    a) Every unit of study will incorporate some interaction through the virtual classroom environment that is incorporated into the LMS.

13.3. Participation in workshop activities:

    a) Workshop activities create the opportunity for peer review through the eLearning platform. It involves students uploading and reviewing each other's writing.

13.4. Maintaining flexibility:

    a) Flexibility is one of the key strengths of online distance education as a mode of course delivery. Therefore, IHM will not impose attendance requirements that negate this strength.
    b) Attendance requirements will allow students the option of participating in a variety of ways and each form of participation will be considered a form of attendance and/or engagement.

SECTION 3

Associated Information

Related Internal Documents	Attendance Procedure Unsatisfactory attendance warning letter Unsatisfactory academic progress warning letter Professional Experience and Placement Policy Professional Experience and Placement Procedure Student Academic Progression Policy Student Academic Progression Procedure Student Complaints and Appeal Policy Student Complaints and Appeal Procedure Credit and Prior Learning Policy Credit and Prior Learning Procedure Course Handbook International Student Handbook
Related Legislation, Standards, and Codes	ESOS (2020). ESOS legislative framework National Code of Practice (2018). National Code of Practice for Providers of Education and Training to International Students 2018 National Code of Practice (2018): Standard 6: Student Support Services National Code of Practice (2018): Standard 8: International student visa requirements National Code of Practice (2018): Standard 9: Deferring, suspending or cancelling the international student's enrolment. HESF (2021) - Higher Education Standard Framework Domain 1: Student participation and attainment ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018
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Document Custodian	Chair, Learning and Teaching Committee
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Change History

Version Control		Version 3.1
Change Summary	Date	Short description of the change, including version number, changes, who considered, approved, etc.
	15/03/2021 Version 3	• Policy and Procedure are now in two separate documents • Feedback from Wells Advisory was accepted • Definitions have been added • Minor editorial changes have been made • Version 3 approved by Academic Board in March 2021
	24/11/2023 Version 3.1	• Transfer into new template • Feedback from Wells Advisory was updated • Scope extended to include ELICOS courses • Definitions linked to Glossary of Terms • Minor editorial changes have been made