

### **Attendance Policy**

#### **1.0 Purpose**

1.1 This policy and procedure is to ensure that all students who attend VET courses at Australian College of Trade maintain satisfactory course attendance, which can impact on students' ability to achieve satisfactory learning outcomes and complete their studies within the expected duration in order to meet the requirements of the relevant training package.

1.2 Australian College of Trade also treats unsatisfactory attendance as a breach of the code of behaviour.

#### **2.0 Responsibility**

2.1 The Director of Studies is responsible for the implementation of this procedure and for ensuring that all staff and students are aware of its application and that staff implement its requirements properly.

2.2 The Campus Manager in conjunction with the Administration Manager executes the operational and procedural aspects of this policy.

2.3 All trainers at Australian College of Trade are responsible for recording students' attendance.

2.4 All students enrolled in VET courses at Australian College of Trade must comply with this attendance policy.

2.5 This policy is made available to staff and students on Australian College of Trade's website and staff shared drives.

#### **3.0 Definitions**

3.1 "Attendance" means physically being in the classroom, simulated learning environment, or workplace, and being involved in learning activities organised by the trainers.

#### **4.0 Requirements/process**

4.1 The minimum required level of attendance is 80% of scheduled sessions. Attendance will be reviewed weekly for the total duration of the course from the commencement date.

4.2 If students are more than 30 minutes late to a session, they may attend the class, but their attendance will be recorded as late attendance. However, trainers have discretionary power to allow students to attend the session depending on the student's circumstances.

4.3 Trainers will use the 'Attendance Roll' to record student attendance at all scheduled classes.

#### **Unsatisfactory attendance**

4.4 If students are found to have less than 80% satisfactory attendance for scheduled classes, the attendance roll will reflect that the students have unsatisfactory attendance.

4.5 Where they have been absent for 10 or more consecutive calendar days students will be sent an email, phone text message and/or phone call informing them that they have breached their Student Code of Behaviour by having an unsatisfactory attendance record. Students will be asked to attend an intervention meeting session to formulate an attendance improvement plan.

4.6 Students noted with unsatisfactory attendance will be monitored over the next five-week period. If the student continues to have unsatisfactory attendance and are not meeting their obligations under the improvement plan, they will be issued a first warning letter for not meeting their attendance obligations. Students will be asked to attend an intervention meeting to formulate a critical improvement plan.

4.7 After the intervention meeting, the student's attendance will continue to be monitored over the next five-week period. If the student continues to have unsatisfactory attendance for a second five-week period they will be issued with a Second Warning Letter, which advises the student of the college's intention to Cancel their enrolment and report them to the Department of Home Affairs via the PRISMS portal.

4.8 In another scenario, when students fail to attend the intervention meeting after receiving the first warning letter, the student will be contacted by College staff to attempt to schedule a meeting to avoid the sending of a second warning letter. Where the student does not return contact or agree to attend an intervention meeting, they will be sent the second warning letter that will inform them of Australian College of Trade's intention to suspend or cancel their enrolment and of their right to access Australian College of Trade's complaints and appeals process within 20 working days (plus two working days for postage and handling).

4.9 The cancellation of the student's enrolment cannot take effect until the appeal process is completed. Students are to continue to attend classes whilst the appeals processes are in action.

*4.10 Reporting students to Department of Home Affairs through PRISMS is only applicable for international students based on unsatisfactory course progress. For students under a Skills First funding program, suspension or cancellation of enrolment must be reported via SVTS as a withdrawal from the unit whilst the intervention and appeals process is in action. This may affect the students' Skills First funding entitlement. This does not apply to full fee-paying domestic students.*

4.11 Students may make an internal or external appeal against the College's intention to suspend or cancel their enrolment. They will be informed of their rights to access Australian College of Trade's Complaints and Appeals process within 20 working days (plus two working days for postage and handling) as defined in the Australian College of Trade's Complaints and Appeals Policy.

The suspension or cancellation of enrolment is subject to the discretion of Australian College of Trade.

### **Non-commencement**

Australian College of Trade will initiate a cancellation of the offer and the eCoE when:

4.12 A new student fails to commence within 15 working days of the orientation date as specified on the letter of acceptance. The student will not be entitled to refunds or an extension as a result of non-commencement (student default). The eCoE will be cancelled, the student and/or Education Agent will be notified prior to the cancellation and a copy of the cancelled eCoE will be sent for their reference. Appealing rights are not offered when the student has not commenced studies at Australian College of Trade.

4.13 A student fails to commence within 15 workings days of a deferral or approved holiday break. This is a breach of Student Code of Behaviour which can lead to the cancellation of student's enrolment. - For

international students, the Department of Home Affairs will be notified of the cancellation of enrolment, which may result in the cancellation of student's visa via Provider Registration and International Student Management System (PRISMS).

### 5.0 Exemptions

5.1 An exemption applies when a student can:

- provide documentary evidence clearly demonstrating his/her compassionate or compelling circumstances (e.g. illness where the student is unable to attend class).
- apply for leave of absence in writing and have his/her enrolment suspended on the grounds of compassionate or compelling circumstances.

If the leave of absence is approved, he/she will be required to attend catch-up classes to meet the requirements of the relevant training package.

For more details on the procedure and the application for deferral of commencement, or suspension of study, please refer to Australian College of Trade's Deferral, Suspension or Cancellation of Enrolment Policy.

### 6.0 Enrolment Appeals

All students can Appeal a decision regarding their enrolment. This can be done by accessing the College's Complaints and Appeals process.

A copy of the application form Student Complaint & Appeal Form is available from the College's reception and also on the College's website.

For more complaints and appeal procedures, please refer to Complaints and Appeals on Australian College of Trade's website. –

The student will remain enrolled at the College during this time. Whilst the appeal is in progress, the student will be expected to attend classes and his/her academic performance will continue to be monitored.

### Default tuition fees

- If students are found to have defaulted in the payment of tuition fees, they are initially contacted by email, phone text message and/or phone call detailing the late payment and advising them to see the Finance Department immediately.
- If students continue to default in the payment of tuition fees after seven days from the date of the initial reminder, they are sent a First Warning letter.
- If students still do not pay after the First Warning letter, a Second and final warning letter is sent outlining Australian College of Trade's intent to suspend or cancel their enrolment. This letter will inform the students of their right to access Australian College of Trade's complaints and appeals process within 20 working days (plus two working days for postage and handling).
- The cancellation of a student's enrolment cannot take effect until the appeal process is completed.
- The student will be excluded from class at the same time as the cancellation of the student's enrolment take effect (once the appeal process is completed).

## Policy & Procedure 4.9

### **Student Attendance**

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- Suspension or cancellation of enrolment will be reported to the Department of Home Affairs and may affect the student's visa status (only applicable to international students). The default reason will be the date the student was excluded from class.

For more details on the Complaints and Appeals policy and procedure, please refer to Complaints and Appeals on the website

Please refer to Course Progress on the website for more details