

## Attendance Policy

<b>Document Name</b>	<b>Attendance Policy</b>		
<b>Approved by</b>	PEO	<b>Date</b>	29/05/2019
<b>Responsible Officer</b>	Director Studies		
<b>This policy is used by</b>	<b>ECA College and APIC Foundation</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)		
<b>Related Documents</b>	Student Handbook Attendance 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

### 1. Purpose

This policy is to ensure that all domestic and international 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. ECA Group believes attendance is a requirement of satisfactory course completion, promotes educational quality and monitors attendance for these reasons. Students with low attendance are counselled.

### 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>	Physical presence at face-to-face classes. Logging in and actively participating in online sessions in the LMS. Participating with other students and interacting with the Trainer.
<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>Satisfactory course progress</b>	Attending scheduled classes and successfully completing all assessments and obtaining a (C) Competency in all the units in the prescribed study period
<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. Policy

- 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.
- 4.2. ECA Group will ensure that all student attendances are recorded on an ECA Group attendance record. All attendance records will be signed by the ECA Group staff member conducting the session. ECA Group will implement an intervention strategy to support students with poor attendance or participation levels.
- 4.3. ECA Group will monitor all student’s attendance and participation to ensure poor attendance or participation levels are identified and an early intervention strategy can be implemented if needed.
- 4.4. ECA Group ensures that the expected duration of study specified in the international student’s CoE does not exceed the CRICOS registered duration.
- 4.5. ECA Group has and implements as part of this Policy and associated Procedures mechanisms for monitoring the attendance of international students if the requirement to implement and maintain minimum attendance requirements for international students is set as a condition of ECA’s registration by an ESOS agency. Where ECA Group has an ESOS agency that requires it to monitor international student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for a course. Where an ESOS agency requires ECA Group to monitor international student attendance, this Policy and associated Procedures for monitoring and recording attendance of an international student that specifies:
  - the method for working out minimum attendance requirements
  - processes for recording course attendance
  - details of the 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 the international student has failed to meet satisfactory course attendance.
- 4.6. Where an international student is assessed as not meeting course progress or attendance requirements, international students are provided with written notice as soon as practicable which:

- notifies the international student that there is an intention to report 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, within 20 working days.
- 4.7. If the requirement to implement and maintain minimum attendance requirements for international students is set as a condition of ECA's registration by an ESOS agency, ECA Group will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
- the internal and external complaints processes have been completed and the decision or recommendation is supported by 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 ECA in writing.
- 4.8. If the requirement to implement and maintain minimum attendance requirements for international students is set as a condition of ECA's registration by an ESOS agency, ECA Group may decide not to report the 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.
- 4.9. ECA Group does not deliver courses exclusively by online or distance learning to international students.
- 4.10. 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.
- 4.11. 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.
- 4.12. Any online or distance learning is in addition to minimum face-to-face teaching requirements approved by the relevant designated State authority or ESOS agency as part of the registration of the course if applicable.
- 4.13. 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 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.
- 4.14. All records of attendance and participation are stored appropriately on the Student Management System (SMS).
- 4.15. All intervention documentation is stored appropriately on the SMS.
- 4.16. This Policy and associated Procedure enables ECA Group to identify, notify and assist an international student at risk of not meeting course progress or attendance requirements where there is evidence from the international student's assessment tasks, participation in tuition activities or other indicators of academic progress that the international student is at risk of not meeting those requirements.
- 4.17. All ECA Group staff are made aware of this Policy and Procedure through induction.

- 4.18. All students are informed of the attendance and participation requirements pre-enrolment, on enrolment and orientation, and throughout the program.
- 4.19. All students receive a Student Handbook detailing safety tips for arriving at and leaving training sessions delivered by ECA Group.
- 4.20. Students are notified of their opportunity to access ECA Group's support services through pre-enrolment information, at enrolment and orientation and throughout the program:
  - English language support for oral and written comprehension
  - Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills
  - Counselling services in order to address personal issues
  - Changing courses from evening to daytime or vice versa
  - Mentoring by a trainer
  - Reassessment