

Purpose

The purpose of this policy is to ensure that student's attendance is monitored and assessed for improving the quality of training and assessment. This policy is not for reporting students to Department of Immigration and Border Protection (DIBP); reporting is done as per the requirement of Standard 10 of the National Code 2007 (unsatisfactory course progress policy and procedures).

Scope

This policy applies to both domestic and international students who have enrolled for VET courses at the Institute.

Responsibility

The Student Support Officer will be responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.

Requirements

- 1.1 Both domestic and international students studying VET courses are expected to attend all classes. All students should try to attend 80% of classes to be competent in any units.
- 1.2 Trainers/Assessors will record daily attendance in hard copies of both domestic and international students studying VET courses. Then the daily attendances will be entered into Wisenet on a regular basis. This will be used for identifying students who are running at risk of not meeting attendance requirements, for making judgements for unsatisfactory course progress, and for providing any information to DIBP or other regulatory bodies, if required.
- 1.3 If students do not meet attendance requirements, they are then sent with warning letters by post and/or email every fortnight (maximum of three warnings per term) by Student Services asking them to attend classes on a regular basis.
- 1.4 Even after sending warning letters, if a student does not attend the classes and is at risk of not meeting 80% attendance requirements, SSO will contact the student by phone or email or post and arrange a counselling session with the DOS or the nominee or Compliance Manager. In the counselling session, DOS or the nominee will document the reasons for student's non-attendance. DOS or the nominee will explain to the student that if there are valid reasons for non-attendance and if the student wants to compensate any missed classes, they can do so by attending the missed classes with other students or during extra hours upon consultation with student services and trainers. Exemptions for 80% requirements will be given to the

student if the student is unable to meet the attendance requirements on the grounds of compassionate or compelling circumstances and that the student is doing all assessments from home. Examples of such grounds may include, but are not limited to:

- serious illness or injury where a medical certificate states that the student is unable to attend classes
- bereavement of close family members such as parents or grandparents; a death certificate to be supplied where possible.

1.5 Students can make an internal appeal to CEO if they are not satisfied with the outcome of the counselling session with the DOS or the nominee or Compliance Manager. International students can make external appeal to overseas students Ombudsman (and also to ASQA for very serious complaints) and domestic students can make appeal to ASQA if they are not satisfied with the outcome of the internal appeal.

1.6 While meeting 80% attendance requirement is crucial for all students, they may be exempted from this requirement if they are completing all course requirements on timely basis as per the “Unsatisfactory course progress policy”.

1.7 The following documents will be maintained in student files:

- warning letters
- notes from counselling sessions
- medical certificates
- appeal documents
- any other relevant documents

Version history:

Version	Date	Description of modifications
1	June 2013	Original
2	March 2015	Change of college address; Purpose is for improving quality and not for reporting; changed to 80% attendance requirements; contacting and counselling students, etc.
3	November 2019	Change in the trading name and a logo as Kingston Institute Australia

Reference:

Standard 11, the National Code 2007