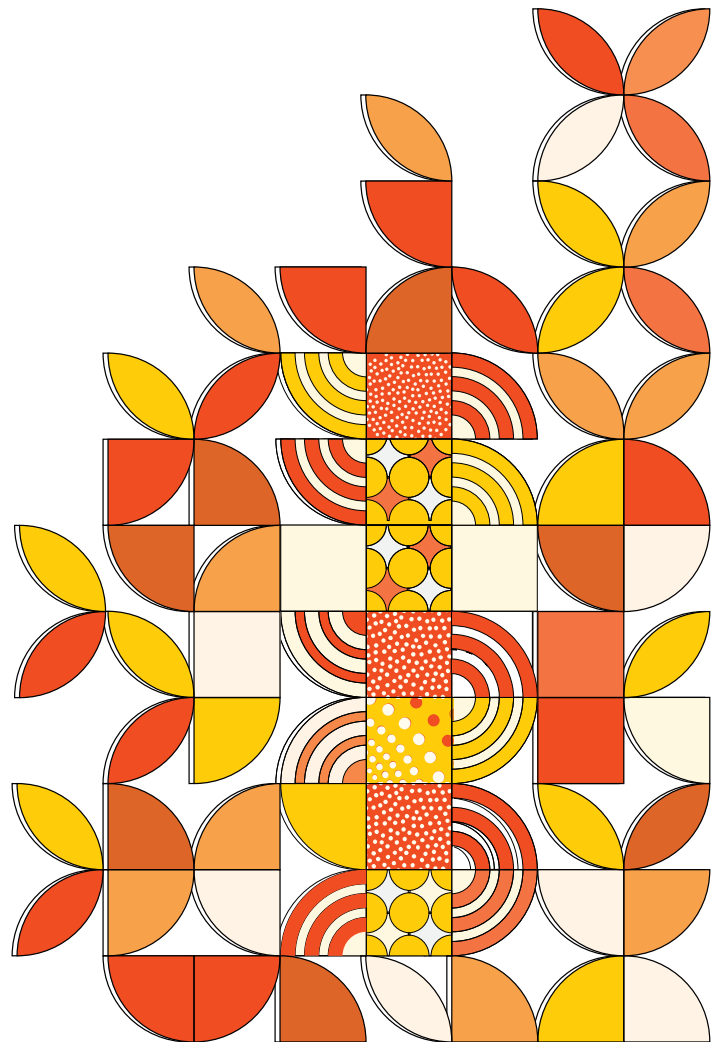


Attendance Procedure



SECTION 1

Purpose

1. The purpose of this document is to outline the procedures the Institute of Health & Management (IHM) will follow to manage and monitor student attendance. It provides clear guidance on attendance requirements, criteria, and processes to assess and ensure satisfactory attendance across all programs.
2. The primary purpose of this procedure is to:
 - a) Ensure that all onshore international students enrolled in IHM's accredited or non-award ELICOS courses are managed responsibly, in compliance with the Education Services for Overseas Students (ESOS) Act 2000 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).
 - b) Monitor and enforce attendance requirements for students undertaking fully online units of study to ensure engagement and participation.
 - c) Monitor and ensure compliance with attendance requirements for domestic students studying on campus, promoting accountability and academic success.

Scope

3. This procedure applies to students enrolled in a course of study at IHM, including:
 - a) All overseas students to whom the Education Services for Overseas Students (ESOS) 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. Refer to [IHM's Glossary of Terms](#).

Suite Documents

5. This Procedure is linked to the following policy:
 - a) Attendance Policy
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

6. **Attendance Requirements**

- 6.1 International On-Campus Students: Maintain a minimum of 70% attendance in scheduled contact hours for each unit.
- 6.2 ELICOS Students: Maintain a minimum of 80% attendance. Reporting exceptions may apply if compassionate or compelling circumstances are documented, and attendance is at least 70%.
- 6.3 Professional Experience Placement (PEP): Attendance must be 100%.
- 6.4 Online Students: Attendance equates to active engagement and participation.

Procedure

7. **Attendance Monitoring**

- 7.1 Lecturers or Academic staff are required to document students' attendance for each class within the Student Management System.
- 7.2 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.
- 7.3 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 15 minutes for flexibility.
- 7.4 Students must self-monitor their attendance via student portal.

8. **Attendance Monitoring During Professional Experience Placements**

- 8.1. A student signs in at the beginning of each clinical placement shift on an attendance record sheet.
- 8.2. A student signs out at the end of each clinical placement shift.
- 8.3. 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.
- 8.4. The preceptor reports any absence of the student during a scheduled shift.
- 8.5. 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.
- 8.6. Additional shifts to make up clinical placement hours will not exceed the duration of enrolment indicated on the student's CoE.

9. Identification and Counselling of Students “at-risk” of Not Meeting Attendance Requirements

- 9.1. If an on-campus, face-to-face student fails to maintain the minimum 70% attendance requirement in lectures or tutorials, or is absent for three consecutive days during professional experience placement shifts without prior approval from designated staff, the matter will be escalated and investigated as a priority.
- 9.2. The Student Administration and Support Officer or Academic staff will contact the student via phone or email to inform them about the potential impact of low attendance on their academic progression. During this communication, support will be offered, which may include referrals to relevant support services, academic counseling, or additional advice to address their specific needs.

10. Attendance Monitoring and Reporting

- 10.1. To ensure academic success and compliance with attendance requirements, students are strongly encouraged to attend 100% of scheduled contact hours for each unit of study. However, satisfactory attendance is formally defined as maintaining attendance of at least 70% of the total scheduled contact hours for the study period. Students falling below this threshold may be subject to intervention and support measures.
- 10.2. A student whose attendance falls below 70% of the scheduled contact hours will be classified as ‘at risk.’ This triggers the intervention measures outlined in the Attendance Procedure, including early communication, counseling, and support. Further actions will align with the Student Academic Progression Policy and Procedure, ensuring that the student is provided with the necessary support to address their attendance issues and improve their academic standing.
- 10.3. If a student fails to maintain satisfactory attendance or is absent for more than three consecutive days from professional experience placement shifts without prior approval from designated staff, the Course Coordinator will issue a First Show Cause Notice. 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
- 10.4. 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/counseling as required.
- 10.5. 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.
- 10.6. 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.

- 10.7. Students must respond to the Show Cause Notice within 5 working days to initiate the necessary intervention strategies and support.
- 10.8. 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 'Notice of Intention to Report for Termination' notification as outlined in this established procedure. The notice will outline the following:
- a) The student is in breach of his/her visa condition in relation to 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.
- 10.9. 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.
- 10.10. 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).
11. **Attendance Procedure for Students Undertaking Fully Online Units of Study**
- 11.1 Student attendance in an online unit or course is defined as **active participation** in the unit/course as described in the unit of study.
- 11.2 Online courses have weekly strategies for student participation and engagement, that can be documented in any or all 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
- 11.3 Students are required to log in to the Learning Management System (LMS) for each online unit and complete specific weekly activities.
- 11.4 To monitor attendance or engagement, emails to students, course announcements and discussion forums should be checked on a daily/regular basis, as applicable.
- 11.5 Students are informed that they are solely responsible for checking course updates.
- 11.6 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.

- 11.7 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.
- 11.8 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.
12. **Attendance or engagement for students undertaking fully online units of study can take any or all of the following forms:**
- 12.1 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.
- 12.2 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.
- 12.3 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.
- 12.4 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.
13. **Responsibilities**
- 13.1 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 section 6.
- 13.2 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 to show-cause notices.

13.3 The Course Coordinator and the Academic Team are 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.

13.4 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

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Attendance Policy • Show Cause Notice • Notice of Intention to Report • Termination Notification • 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
Related Legislation, Standards, and Codes	<ul style="list-style-type: none"> • Tertiary Education and Quality Standards Agency Act 2011 • Education Services for Overseas Students (ESOS) Act 2000 • Education Services for Overseas Students (ESOS) Framework • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) <ul style="list-style-type: none"> Standard 6: Overseas student support services Standard 8: Overseas student visa requirements Standard 9: Deferring, suspending or cancelling the overseas student's enrolment • Higher Education Standards Framework (Threshold Standards) 2021 Domain 1 (Student participation and attainment) • English Language Intensive Courses for Overseas Students (ELICOS) Standards 2018
Date Approved	24/11/2023
Date of Effect	27/11/2023
Date of Next Review	01/11/2026
Approval Authority	Academic Board (endorsed by the Board of Directors)

Responsibility for implementation	Learning and Teaching Committee
Document Custodian	Academic Dean
Additional changes	27/11/2024
Additional changes approved by	Chief Executive Officer In exercise of power delegated to him under paragraph 3.4 of Schedule 1 to the <i>Delegation Framework</i> for “Board of Directors powers in urgent and unforeseen circumstances”.
IHM Doc ID	IHM-AP1-3.2

Change History

Version Control		
Change Summary	Date	Short description of change, including version number, changes, who considered, approved, etc.
Version 3.0	15/03/2021	<ul style="list-style-type: none"> 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
Version 3.1	24/11/2023	<ul style="list-style-type: none"> 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
Version 3.2	21/11/2024	<ul style="list-style-type: none"> Changes to Policy further to align with National Code 2018 and HESF 2021 based on feedback from TEQSA CRICOS review in October 2024