

Attendance Procedure



Institute of Health &
Management Pty. Ltd.

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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.
4. This policy 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 \(HESF\) 2015](#)
 - d) [ELICOS \(English Language Intensive Courses for Overseas Students\) Standards 2018](#)

Definitions

5. The following definitions have their meaning as spelt out below:
 - a) **Activity**- A scheduled activity, including but not limited to lecture, tutorial, practical and seminar at specified day and time.
 - b) **Attendance** - Physical and or online presence/engagement for the scheduled duration of a class or learning activity, at an educational or clinical facility (physical) or virtually (online).
 - c) **International student(s)** - A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act but does not include students of a kind prescribed in the ESOS Regulations.
 - d) **Domestic student(s)** -Refers to all students who are not overseas students as defined in the National Code.

- e) **Online student(s)** – 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.
- f) **Compassionate or compelling circumstance** - Circumstance beyond the control of the student and which has an impact on the student's course progress or wellbeing.
- g) **CRICOS** - Commonwealth Register of Institutions and Courses for Overseas Students.
- h) **ELICOS** - English Language Intensive Courses for Overseas Students. Includes IHM’s English and Academic Preparation courses.
- i) **ESOS framework** - Principally comprises the Education Services for Overseas Students Act 2000 (ESOS Act), the Education Services for Overseas Students Regulations 2000 (the ESOS Regulations), the Education Services for Overseas Students (Registration Charges) Act 1997 (the ESOS Charges Act) and the National Code.
- j) **Immigration** – Department of Home Affairs.
- k) **PRISMS** - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
- l) **Projected attendance** - the expected level of attendance by at the end of the semester or unit.
- m) **Unit of study** - A Unit of Study relates to a single component of a course/qualification, or a stand-alone unit, that has been approved/accredited.
- n) **Satisfactory attendance** - Students who achieve at least 80% attendance of scheduled contact hours across all unit of study undertaken in a course.
- o) **Unsatisfactory attendance** - Students who are not be able to achieve 80% attendance of scheduled contact hours across all unit of study undertaken in a course.
- p) **National Code 2018** - Established under section 33 of the ESOS Act 2000. The National Code 2018 provides nationally consistent standards and procedures for providers who deliver educational services to overseas students.
- q) **Trimester** - A defined and formal period of study of 12 weeks for IHM accredited courses. IHM runs three compulsory trimesters annually.
- r) **Student Portal** - An IHM web portal where all information and all services that students need can be found in one place. The home page requires a login that provides personal information (username and password).
- s) **Confirmation of Enrolment (CoE)** -A document, provided electronically, which is issued by IHM to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular course of IHM.

Suite documents

- 6. This Procedure is linked to following Policy:
 - a) Attendance Policy
 - b) See Associated Information listed in the ‘Related Internal Documents’ in Section 3 below.

SECTION 2

Procedure

7. **Attendance monitoring**
 - a) For each class, the lecturer will record students' attendance in Knowledge Hub.
 - b) A lecturer may record attendance on an attendance list circulated in class and later transfer the record in the Knowledge Hub.
 - c) A student may sign in and out at the beginning and end of each class on an attendance record sheet. Signatures may be compared to the electronic versions stored in student records.
 - d) Students who arrive late or leave early with or without approval have the approximate times with a leeway of 15 minutes noted.

8. **Attendance monitoring during Professional Experience Placements**
 - a) A student signs in at the beginning of each clinical placement shift on an attendance record sheet.
 - b) A student signs out at the end of each clinical placement shift.
 - c) 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.
 - d) The preceptor reports any absence of the student during a scheduled shift.
 - e) 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.
 - f) 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**
 - a) Where an on-campus face-to-face student is absent for five consecutive days in regular classes 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.
 - b) 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.
 - c) During counselling students are also informed that maintaining satisfactory attendance/academic progress is a student visa requirement.

10. **Attendance monitoring and reporting**
 - a) If a student is absent for more than five consecutive days for regular classes or absent for more than three consecutive days for professional experience placement shifts without approval from designated staff, a written notification (first warning letter) is issued by the Registrar/Course Coordinator. The first warning letter includes:

- a. IHM's reporting obligations and procedures.
 - b. The procedure for making a formal complaint or appeal about attendance.
 - c. Information about available student support services.
 - d. The procedure and requirements for making up the missed hours.
- b) The Student Administration and Support Officer contacts the student to ensure they have received and understood the first notification (first warning letter) and to provide advice/counselling as required.
 - c) A student will be given five working days to respond to the first warning letter by contacting Student Administration and Support Officer and provide supporting documentation, as applicable.
 - d) If a student does not respond to the first warning letter, then second notification (second warning letter) 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.
 - e) When a student's projected attendance falls below 70% and the student has not made any academic progress the student will be issued with a 'Notice of Intention to Report'. The notice will outline IHM's intention to report the student for breaching the attendance conditions of their student visa.
 - f) The student will be given 20 working days to lodge a complaint/appeal in accordance with the IHM Student Complaints and Appeals policy. During this time, the student must continue to attend all scheduled classes and make satisfactory course progress.
11. **Attendance procedure for students undertaking fully online units of study**
- a) Student attendance in an online unit or course is defined as **active participation** in the unit/course as described in the unit of study.
 - b) 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
 - c) Students are required to log in to Learning Management System (LMS) for each online unit and complete specific weekly activities.
 - d) To monitor attendance or engagement, emails to students, course announcements and discussion forums should be checked on a daily/regular basis, as applicable.
 - e) Students are informed that they are solely responsible for checking course updates.
 - f) 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.

- g) 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.
- h) 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:

- a) 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.
- b) Participation in virtual classroom activities:
Every unit of study will incorporate some interaction through the virtual classroom environment that is incorporated into the LMS.
- c) Participation in workshop activities:
Workshop activities create the opportunity for peer review through the eLearning platform. It involves students uploading and reviewing each other’s writing.
- d) 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
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	Credit and Prior Learning Procedure Course Handbook International Student Handbook
Related Legislation, Standards, and Codes	<p>ESOS (2020). ESOS legislative framework</p> <p>National Code of Practice (2018). National Code of Practice for Providers of Education and Training to International Students 2018</p> <p>National Code of Practice (2018): Standard 6: Student Support Services</p> <p>National Code of Practice (2018): Standard 8: International student visa requirements</p> <p>National Code of Practice (2018): Standard 9: Deferring, suspending or cancelling the international student's enrolment.</p> <p>HESF (2021) - Higher Education Standard Framework Domain 1: Student participation and attainment</p> <p>ELICOS (English Language Intensive Courses for Overseas Students) Standards 2018</p>
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Change history

Version Control	Version 3
Change Summary	Short description of the change, including version number, changes, who considered, approved, etc.
	<p>15/03/2021</p> <ol style="list-style-type: none"> 1. Policy and Procedure are now in two separate documents 2. Feedback from Wells Advisory was accepted 3. Definitions have been added 4. Minor editorial changes have been made <p>Version 3 approved by Academic Board in March 2021</p>