



IHM[®]
Institute of Health and Management

Attendance Monitoring Policy and Procedure (ELICOS)

Purpose

To ensure the attendance of all ELICOS students holding a valid student visa is recorded and monitored

Scope

This policy applies to all ELICOS students who hold a valid Student Visa enrolled at IHM.

Principles

1. IHM has put in stringent measures for early detection of a student's attendance that does not meet the minimum specified level of 80 per cent.
2. IHM provides students an opportunity to rectify their situations before being reported for breaching attendance requirements.
3. All ELICOS students, holding a valid student visa, must attend a minimum of 80 per cent of their course duration of the total scheduled contact hours.
4. Lecturers and all staff members dealing with the ELICOS classes are made aware of the policy and procedure and related attendance requirements through the IHM staff induction and ongoing professional development processes.
5. Students are made aware of the attendance requirements through:
 - a. Pre-enrolment information
 - b. Student orientation undertaken on commencement
 - c. Constant communication from the assigned lecturer to the class
 - d. Information and communication through the Student Hub
6. Where a student fails to achieve attendance requirements, intervention, intention to report and/or cancellation of COE will apply as per the procedure.

Responsibility

1. The student services manager for the implementation of this policy and for ensuring that academic staff and students are aware of its application and procedure
2. Course Coordinator for monitoring the implementation of the policy and procedure
3. Lecturers for recording and monitoring ELICOS student attendance.

Procedure

Recording student attendance

Student attendance is monitored every session of the scheduled class time using the 'class attendance record sheet'. Each lecturer will be provided a class attendance record sheet that includes the names of all students currently enrolled in each class.

The class attendance record sheet is populated by the Student Administration at the beginning of each week. Each lecturer is responsible for monitoring the sheet and ensures it is accurate at all times.

The class attendance record sheet is divided into morning and afternoon sessions. Attendance is recorded at the start of the session and at the end of the session.

A symbol is placed in the box beside each student’s name to indicate their attendance. A student who arrives late or misses part of a session shall have their hours of attendance recorded on the class attendance record sheet.

The lecturer is required to sign the attendance record at the end of each session and confirm the accuracy of each student’s attendance.

The student attendance record sheet is to be submitted to the Course Coordinator at the end of each day. The Course Coordinator will ensure the class attendance record sheets are collated and maintained securely.

All attendance shall be recorded in the Student Management System which shall record each student’s attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.

All relevant staff (Student Administration and lecturers) are informed of this process and the importance for accuracy when entering and collating student attendance through induction and regular professional development programs.

Monitoring student attendance

The Student Services team monitors student attendance across IHM ELICOS program.

The projected attendance is monitored weekly.

All student class attendance record sheets are to be submitted to the Student Administration by the Course Coordinator for the data entry into the Student Management System. It is the responsibility of the Student Administration to ensure all attendance records are up to date and are accurate.

Once a week, the Student Services team will record the attendance percentage of all students and monitor the individual attendance of each student.

Student Attendance and IHM Response

Where an individual student attendance falls into any of the following categories the associated action shall be taken:

Student attendance status	IHM action
Absence from classes for five (5) consecutive days without prior approval	<p>Early detection of, and intervention.</p> <p>Student will be immediately contacted by phone/email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is unsuccessful the Course Coordinator is to be informed and shall attempt to identify the student’s current contact details.</p> <p>If a student does not comply and does not attend classes after being contacted, the Course Coordinator is to be notified and</p>

	<p>the student is to be sent an Early Warning Letter advising of the consequences of not achieving 80% attendance, and offer support by inviting them to meet with the designated officer at IHM.</p> <p>The aim of this Early Warning Letter is to encourage student to TAKE ACTION to improve their performance during the study period.</p> <p>Student will be invited to a contact student services officer for a confidential discussion or speak directly with their teacher/lecturer to discuss their personal situation. They are also told about other people or services they could avail to help them.</p>
<p>Student's projected attendance falls below 90%</p>	<p>The student is sent a 'Student Attendance 1st Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80% by the end of the course.</p>
<p>Student's projected attendance falls below 85%</p>	<p>When a student's projected attendance is below 85% the student shall be sent a 'Student Attendance 2nd Warning Letter'. This communication will indicate the student is required to organise an appointment with the Course Coordinator to discuss their poor attendance record and strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days Student Administration will attempt to contact the student and action the student enrolment status as required.</p>
<p>Student's projected attendance falls below 80%</p>	<p>The student shall be sent an Intention to Report letter indicating the student has breached the attendance requirements notifying the student of the Institute's intention to report the student. The student will be informed that they can access IHM's Complaints and Appeals Process and that they have 20 working days to lodge an appeal with the Institute.</p> <p>If the student does not appeal, withdraws from the appeal process, or the appeal results in a decision supporting the Institute, IHM will report the student. Reporting is through PRISMS.</p> <p>If the student does appeal externally, IHM will await for the outcome of the Ombudsman and action accordingly.</p>
<p>Reporting 'Breach of Student Attendance'</p>	<p>As identified above, when a student falls below a projected attendance of 80%, and has no compassionate and compelling reasons, or loses their internal and external appeals, the student</p>

	<p>must be reported to the Department of Home Affairs via PRISMS for a breach of their Visa condition.</p> <p>A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>
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Exemptions

Students whose attendance falls below 80% are not reported in the following circumstances:

- When the student produces verifiable evidence clearly demonstrating that compassionate or compelling circumstances apply (e.g. medical certificate, Statutory Declarations); and
- IHM confirms the student is attending at least 70% of scheduled course contact hours.

Reporting 'Breach of Student Attendance'

Where a student accesses the Appeals Process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and provides evidence of compassionate or compelling circumstances, and they have an attendance record of at least 70%, they will not be reported.

Where a student's appeal is not successful they are notified in writing of the outcome and informed that the breach of attendance requirements will be reported.

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the affected student file.

Related policies (please insert correct names)

- Complaints and appeals
- Records Management
- Satisfactory Course progression
- Deferment, suspension and cancellation
- Student Support

Related documents

- COE
- Application for Deferment/Course variation
- Early warning Letter
- 2nd Warning Letter
- Notice of Intention to Report Letter
- Appeals Form
- Appeals Outcome Advice Form

Name of Document	Attendance Monitoring Policy and Procedure (ELICOS)
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