

	QIBA VET Course Attendance Policy			
	Policy Scope:	This Policy applies to all VET students, VET staff and VET trainers.		
	Accountability:	COO / VET Program Manager		
	Last Date of Review:	01.11.2022	Reviewed:	Annually
	QIBA Pty Ltd ABN: 35 071 667 108 RTO: 5304 CRICOS Provider No: 01515J			

1. Preamble

This policy is consistent with:

- a. The Education Services for Overseas Students Act (ESOS) 2000.
- b. National Code of Practice for Providers of Education and Training to Overseas Student 2018.

2. Purpose

The policy establishes the criteria and processes used to determine satisfactory attendance.

3. Definitions

Appeal: A submission by a student for a review of a decision made by QIBA of an academic or non-academic nature. See also QIBA Complaints and Appeals Policy.

Confirmation of Enrolment (COE): Confirmation of Enrolment. A document registered with the Australian Government confirming an overseas students' acceptance into a course for a specified duration.

Course: A program of instruction that leads to an award of the institution.

Course Progress: The measure of advancement within a course towards its completion. Also refer to QIBA Course Progress and Completion Policy.

ESOS Act 2000: The Education Services for Overseas Students Act 2000. This Act regulates the delivery of education services to overseas students.

QIBA Appeals Committee: The final appeals body at QIBA which considers appeals from students against any decision by QIBA of an academic or non-academic nature.

National Code 2018: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. 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.

Overseas Student: A student on an Australian student visa.

Overseas Students Ombudsman: An Australian Government agency which receives and investigates complaints from overseas students about actions and decisions of private education providers.

PRISMS: Provider Registration and International Student Management System. A database developed by the Australian Federal Government for the purposes of compliance with the ESOS Act.

Satisfactory Attendance: Attendance in at least 80 percent of scheduled contact hours across all units of study undertaken in a Term.

Satisfactory Course Progress: Satisfactory advancement within a course towards its completion.

Student Portal: QIBA intranet providing academic and administrative information and internal communication to QIBA students.

'Compassionate or compelling circumstances' - circumstances are generally those beyond the control of the student that are having an impact on the students' progress through a course. These could include, but are not limited to:

- a. serious illness;
- b. bereavement of close family members such as parents or grandparents;
- c. major political upheaval or natural disaster in the home country requiring emergency travel that impacts studies;
- d. an experience or circumstances which has or will impact on the students' ability to study;
- e. where QIBA was unable to offer a pre-requisite unit;
- f. not receiving student visa on time which in turn delays course orientation and/or course commencement date.

4. Scope

Standard 11 of the National Code requires QIBA to systematically monitor students' compliance with student visa conditions relating to attendance. The policy applies to all students enrolled in QIBA VET courses at all campuses.

This Policy is underpinned by the following principles:

- 4.1** QIBA will monitor and record the attendance of students for each enrolled unit in any given Term.
- 4.2** QIBA will identify, contact, counsel and provide support to students who are at risk of not meeting attendance requirements.
- 4.3** Students are required to attend a minimum of 80 per cent (80%) of their scheduled face to face class hours for each week in a given Term.
- 4.4** Information regarding attendance requirements are provided to students during Orientation and are available through the QIBA website and Student Portal.
- 4.5** Students are also expected to monitor their attendance and engage with QIBA staff if any anomalies to their attendance are identified or seek assistance if experiencing academic or personal difficulties that may impact on their attendance.
- 4.6** Reports on the attendance monitoring process will be provided to the Compliance and Risk Committee each term by the VET Program Manager.

5. Attendance Recording

- 5.1** For each class, trainers will take attendance at the beginning of the class. Attendance will be recorded electronically within QIBA's Student Management System, AXcelerate.
- 5.2** Students' formal attendance is based on the attendance details recorded in the Student Management System.
- 5.3** Students who arrive late or leave early without approval will have the approximate time (within 15 minutes) noted by the trainer.
- 5.4** Approval of the QIBA Disruption to Studies Form will be reflected in the students' attendance record in order for the student to continue to meet the minimum attendance requirements.

6. Attendance Monitoring

- 6.1** For any given study period i.e., one term, a student is required to attend a minimum of 80 per cent (80%) of their scheduled contact face to face hours to meet satisfactory attendance requirements.
- 6.2** Students will be reminded in their Attendance Reminder and Warning Notice(s) that they do not meet satisfactory attendance and their student visa condition.

- 6.3 Students identified as at risk of not meeting satisfactory attendance, will be required to attend an interview with a Student Services Officer to ascertain the reasons for their low attendance and what support they can be provided with.
- 6.4 If a student is absent for three (3) consecutive days, the student will be contacted by Student Services.
- 6.5 At the end of any given term, where it is determined that a student is unable to meet satisfactory attendance and, their attendance percentage is below 80 per cent (80%), they will be required to attend an interview with a Student Services Officer to ascertain the reasons for their low attendance and to discuss what support they can be provided with.
- 6.6 Students will be issued a notification of intention to report for unsatisfactory attendance. If they also have unsatisfactory course progress and attendance, they will be provided the opportunity to submit an appeal against QIBA's intention to report for unsatisfactory course progress.
- 6.7 A student may continue their enrolment and, will not be prevented from re-enrolling in the subsequent term, subject to meeting the requirements of the QIBA VET Course Progress and Completion Policy.
- 6.8 Where a student has not attended classes for an entire term, has not been in contact with QIBA, has ignored the communication, warnings, and intention to report emails sent throughout the term; the student will receive a final warning from the VET Program Manager. This final warning will be a notice of cancellation of their CoE. Their Course Progress may also be unsatisfactory and/or tuition fees outstanding, and the student is unable to be reached via phone, email or via their agent for a term or more. In this instance, the student will be provided twenty (20) calendar days to appeal the decision to cancel their enrolment. The student will be provided working 20 days to appeal this decision by accessing our Complaints and Appeals process, in accordance with the National Code of Practice 2018, Standard 10 (Complaints and Appeals). If QIBA do not receive a response from the student in the 20 calendar days, their CoE will be cancelled.
- 6.9 Reporting of a students' unsatisfactory attendance and unsatisfactory course progress to the relevant Australian higher education and immigration agencies will not be completed until all avenues of appeal, internal and external, are completed.

7. Appeals

- 7.1** Students are entitled to appeal a decision under this policy by submitting an appeal application to QIBA Appeals Committee. The appeal must be lodged within twenty (20) working days from the date the decision was communicated to the student in writing.
- 7.2** Students with attendance of at least 70 per cent (70%) of their scheduled face-to-face hours for all enrolled units of study; and who have provided supporting documentation to demonstrate compassionate or compelling circumstances when submitting the appeal application, will be assessed to determine if he/she will be reported for unsatisfactory attendance.
- 7.3** If a Student Services Officer determines that the students' personal circumstances are conducive to taking a leave of absence, this will be recommended to the student, a QIBA Disruption to Studies Form would be completed and the students' enrolment status adjusted accordingly.

8. Reference Documents

- a. Orientation Documentation
- b. Disruption to Studies Form
- c. Course Progress and Completion Policy
- d. First Warning Letter
- e. Second Warning Letter
- f. Intervention Strategy Form
- g. Final Warning Letter
- h. Complaints and Appeals Form

Version Control and Change History

Version Control	Date Effective	Approved By	Amendments Made
1.0	01/02/2020	CEO	First issue
3.2	09/02/2021	CRM	New format and accountability
3.3	09/08/2022	CRM	Review and updated 6.4
3.4	01/11/2022	COO	Addition of 6.8