

Attendance Policy and Procedure

1.0 Purpose

- 1.1 ... This policy and procedure is to ensure that ALL students who attend VET courses at MCOHB maintain satisfactory course attendance, achieve satisfactory learning outcomes and complete their studies within the expected duration.
- 1.2 ... This policy and procedure specifies student attendance requirements for VET courses offered by the Melbourne College Of Hair and Beauty (MCOHB) and the processes for managing student compliance with those requirements.
- 1.3... This policy meets the requirements of the:
- *ESOS Act*
 - *National Code of Practice for Providers of Education to Overseas Students 2018 (CRICOS Standards)*
 - *Standards for Registered Training Organisations (RTOs) 2015,*
 - ASQA Fact sheet: overseas student attendance,
 - MCOHB Student Code of Behaviour,
 - MCOHB Course Progress Monitoring and Intervention Policy and Procedure.

2.0 Responsibility

- 2.1 ... The Director of Studies is responsible for the implementation of this policy and procedure. The Operations Manager, Student admin manager, trainers are responsible for ensuring that all staff and students are aware of its application and that staff implement the policy and procedure requirements.
- 2.2 ... The Academic/Student Support Manager executes the operational and procedural aspects of this policy.
- 2.3 ... All trainers at MCOHB are responsible for recording students' attendance.
- 2.4 ... All students enrolled within vocational courses at MCOHB must comply with this policy and procedure.
- 2.5 ... This policy is made available to staff and students on MCOHB website and staff portal.
- 2.6 ... Students are provided with this policy and procedure during the pre-enrolment phase and again they will have this attendance policy explained to them during orientation and it is also accessible to students on MCOHB's website.

- 2.7 ... On orientation day, new students will also be given a timetable and class rolls.
- 2.8 ... Each student will be given the details of the classes such as date, start and end time, total contact hours, type of contact hours that is lecture, practical, tutoring, etc.
- 2.9 ... Students are allocated to classes on the SMS and new rolls are issued to trainers by the end of orientation week 5.

3.0 Definitions

Academic progress	Successful completion of units of the course or course increments of the course the student is enrolled in, and the time frame specified in the students CoE
Assessment	Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or a vocational education and training (VET) accredited course.
Attendance	The number of hours or percentage of time present in class to successfully complete the course and/or unit of competency, inclusive of all theory and/or practical components required. In order to complete the course work an 80% attendance rate is recommended for all nationally recognised qualification training courses.
Attendance warning letter	Letters that are sent to students due to non-compliance with their course attendance requirements. Issued as a first warning and second warning.
Assessment system	A controlled and ordered process designed to ensure that assessment decisions made in relation to many individuals, by many assessors, in many situations, are consistent, fair, valid and reliable, and may include: grievances and appeals processes; validation systems and processes; reporting/recording arrangements; acquisition of physical and human resources; administrative procedures; roles and responsibilities; partnership arrangements; quality assurance mechanisms; risk management strategies; and documented assessment processes.

Being AT Risk	<p>Being “at risk” of failing to achieve satisfactory course progress requirements occurs when a student does not meet the course progress requirements and:</p> <ul style="list-style-type: none"> • fails to achieve more than 50% of the expected course progress requirements of a specific qualification as defined in the training plan undertaken in any study period; • is in danger of being unable to complete a course within the expected duration of study as recorded on the PRISMS register after having their program reviewed by the Academic/Student Support Department. • fails to achieve pre-requisite units.
Candidate	The person presenting for an assessment.
Compassionate and compelling circumstances	<ul style="list-style-type: none"> • Serious illness or injury, where a medical certificate states that a student was unable to attend classes, • bereavement of close family member such as parent or grandparent, • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies or • witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists’ reports) • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
Client	A person (learner/candidate) or an organisation that uses or purchases training and/or assessment services.
Confirmation of Enrolment (CoE)	The Confirmation of Enrolment (CoE) is an official document that provides important information about an international student’s enrolment status. This document is required to be submitted to the Department of Home Affairs before applying for a student visa.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.

Competence (Competent)	<p>An individual is considered competent when they are able to consistently apply their knowledge and skills to the standard of performance required in the workplace, assessed benchmarks or the training package requirements. When assessed is recorded as “COMPETENT or C”.</p> <p>Both workplace and off the job training and assessment aim to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.</p>
Compulsory Study Period	<p>A period of study in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9 (Deferring, suspending or cancelling the student’s enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies.</p>
Consecutive unsatisfactory progress	<p>Is defined as not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that study period as defined and implemented in the training plan.</p>
Course	<p>Full time registered University or Vocational Education and Training courses or ELICOS courses offered by or through an RTO and registered on Registered Providers CRICOS scope of registration.</p>
Course progress	<p>Course progress requirements are met on the successful completion of units and/or pre-requisite units where the assessments are scheduled in each study period and identified in the training plan. These requirements are used to benchmark against a student’s progress. The course progress requirement varies due to different courses and study periods.</p>
Credit transfer	<p>The agreed value of the achievement or partial achievement of one qualification when related to another qualification. This value translates to the learner as equivalent to an exemption from undertaking a component or components of the destination qualification based on the acceptance that these components have already been successfully completed through previous formal study. This exemption reduces the amount of time and learning required in achieving the second qualification.</p>

Enrolment	<p>Enrolment means where an International student has been issued with a CoE and written Student Agreement to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.</p> <p>For Domestic Students it when they have been issued a written Student Agreement.</p>
ESOS Act	<i>Education Services for Overseas Students Act 2000</i> revised 2018 of the Commonwealth of Australia.
Full time study	The amount of study for a particular Course which is approved by the accrediting body for the Course, or in cases where the accrediting body gives no such approval, means minimum of 20 contact hours per week.
Intervention Strategy Plan (ISP)	A documented process which outlines the academic support and/or assistance to a student identified as “being at risk” of or not achieving satisfactory course progress in any study period. The strategies in the ISP may include but are not limited to counselling, assistance with study, extra classes, additional training or tuition, reducing the student’s workload temporarily, referring to student support services, assisting with welfare, housing or other personal issues that are impacting upon student.
Integrated learning	An approach to learning that covers the clustering of multiple units/elements from relevant competency standards. This approach focuses on the assessment of a ‘whole of job’ role or function that draws on a number of units/elements of competence. This learning approach also integrates the assessment of the application of knowledge, technical skills, problem-solving and demonstration of attitudes and ethics. <i>From National Quality Council, Training Package Glossary.</i>
Learning	An active process of the acquisition of skills, knowledge and emotional dispositions that is influenced by external contributions, but ultimately determined and regulated by individuals. The learning process occurs with the integration of intellectual development and experience.
Medical Certificate	A signed statement from a registered medical practitioner, health practitioner or approved health specialist certifying a period of time during which a student is/has been affected by a medical condition impacting on their participation and/or attendance of scheduled course hours.

Mode of Study	Attendance including face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning.
Monitoring of student course progress	Monitoring refers to an active checking of course progress; 'Recording' means that there must be a documented record of the student's achievement within each unit; 'Assessing' requires the provider to consider a student's demonstrated achievement, progress or competency.
Not Yet Competent (NYC)	An individual is considered Not Yet Competent when they are unable to consistently apply their knowledge and skills to the standard of performance required in the workplace, assessed benchmarks or the training package requirements. When assessed is recorded as "NOT YET COMPETENT or NYC" .
Principal Course of Study	The principal course of study that refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.
PRISMS	The Provider Registration and International Students Management System (the electronic system that holds CRICOS course and provider registration details and the electronic Confirmation of Enrolment) and reporting changes in course enrolment, particularly where study ceases (non-compliance), or the duration of the study changes. PRISMS also facilitates the monitoring of student compliance with visa conditions, as well as provider compliance with the ESOS Act.

<p>Recognition processes</p>	<p>A term that covers Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) and Skills Recognition. The term refers to assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.</p> <p>Under the relevant VET regulatory framework, competencies may be attained a number of ways, including through any combination of formal or informal training and education, work experience or general life experience.</p> <p>In order to grant RPL/RCC, the assessor must be confident that the candidate is currently competent against the endorsed industry or enterprise competency standards of training packages or competency outcomes specified in AQF-accredited courses. The evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients, and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.</p>
<p>Recognition of Current Competency (RCC)</p>	<p>Assessment of a person's current capacity to perform; it applies if an individual has previously successfully completed the requirements for a unit of competency or a module and is now required to be reassessed to ensure that the competence is being maintained.</p>
<p>Recognition of Prior Learning (RPL)</p>	<p>An assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards, for entry to and/or partial or total completion of, a qualification.</p>

Satisfactory course progress	Satisfactory course progress means that students have successfully completed the competencies in 50% or more of the course requirements scheduled for the study period and have not been identified as being “at risk”.
Skill	An ability to perform a particular activity, which may be developed by training or practice, and which may be intellectual, manual, motor, perceptual or social. Specified skills are identified as part of each competency standard, and competence usually requires a combination of skills in the application of cognitive and psycho-motor functions.
Study Period	A study period is a period of time measured in weeks. The study period begins from the student’s actual commencement date. The course may contain one or more study periods. For courses of less than 15 weeks, the entire course will be a single study period. For longer courses, there will be more than one study period. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period which may be shorter due to a course coming to an end, but it will still be considered as a full study period. The study periods of all courses are prominently listed in the Enrolment Form, Letter of Offer, and Student Agreement so that students have full access to all necessary information regarding study periods prior to commencing their course.
Student Course Variation (SCV)	Is a Student Course Variation , created through PRISMS to inform the Dept. Home Affairs of any change to an accepted student’s enrolment, or their failure to meet visa conditions.
Student Management System (SMS)	An approved NCVET AVETMISS Data Entry Tool for the collection and storage of a VET students information, collected by an RTO during the students course of study of an AQF accredited qualification.

4.0 Requirements/process

4.1 ... All students are required to maintain full attendance by attending all required classes and assessments. This is a condition of the student's agreement and for International students it is a condition of their CoE and student visa.

4.2 ... MCOHB monitors international students for all study periods the student is enrolled in, including compulsory study periods and non-compulsory periods. A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under *Standard 9 of the CRICOS Standards*. An example of non-compulsory period is a term break period.

4.3 ... A student's attendance rate will be based on their raw attendance data as recorded in attendance rolls and entered in the student management system with the attendance rate being calculated with the total class hours for the study period as the denominator and the number of hours attended as the numerator. Absences related to verified medical certificates will be included in the total number of hours absent.

4.4 ... Where a student's enrolment is temporarily suspended, either in advance or retrospectively, in accordance with the provisions on Deferment, Suspension or Cancellation of Study during Enrolment under *CRICOS Standard 9*, the number of class hours expected to be attended during the affected study period will be reduced.

4.5 ... When reporting a student for unsatisfactory attendance in PRISMS any mitigating circumstances such as absences covered by validated medical certificates will be recorded in an appropriate note by MCOHB.

4.6 ... Attendance monitoring will occur after each class, when the trainer will be responsible for marking a student present or absent on the student roll and in the student management system. The student admin manager or team leader will have access to this system and check attendance each week on a Friday.

5.0 Milestones will be marked three times in each study period:

5.1 ... In the fourth week of the study period, based on the first three weeks of attendance out of a total of 60 scheduled class hours, and with regard to their maximum potential attendance rate for the whole study period assuming 100% attendance for the remaining class hours.

5.2 ... In seventh week of the study period, based on the first six weeks of attendance out of a total of 120 scheduled class hours, and with regard to their maximum potential attendance rate for the whole study period assuming 100% attendance for the remaining class hours.

5.3 ... In the week following completion of a semester, based on attendance for the total number of scheduled class hours for the semester.

MCOHB meets the requirements of ASQA's Fact sheet: overseas student attendance

- 5.4... Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA.
- 5.5... Students are also expected to progress through their course so that they complete the course within the nominated course duration.
- 5.6... The National Code defines course progress as: 'the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies'.
- 5.7... MCOHB delivers training prior to assessment to achieve skill-based competencies. MCOHB facilitates learning so that students can consistently apply knowledge and skill to the standard of performance required in a workplace.
- 5.8... MCOHB monitors and review attendance every five weeks of the total duration of the course from the commencement date. It is proactive in notifying and counselling students who are '**at risk**' of failing to meet the attendance requirements of at least 80% of all scheduled contact hours for the duration of the course.
- 5.9... Students with children in childcare should, where possible, have alternative arrangements for care if the children are ill and cannot attend such childcare.
- 5.10. It is the responsibility of each student to notify their trainer prior to 9am if they will be absent on a given day. A properly notified absence of up to two days due to illness will not require a medical certificate. **All absences of more than two days require a medical certificate.**
- 5.11. A student who is ill or medically incapacitated must obtain a medical certificate to demonstrate that they were unable to attend their scheduled class/s. This certificate is to be produced for recording, and then retained by the student. A medical certificate does not cancel an absence; it only provides an explanation and must be presented within one month of its date of issue.
- 5.12. If a student is absent for more than two consecutive days due to:
- a. Illness
 - b. Medical incapacity
 - c. Family/Personal reasons
 - d. A Critical Incident
- 5.13. Students are required to complete and submit Student Notification of Non Attendance Form.

- 5.14. A student who is too ill or will be medically incapacitated for more than three weeks to continue their studies may apply for special leave and have their enrolment temporarily suspended on the grounds of compassionate or compelling circumstances. Please refer to Deferral, Suspension or Cancellation of Enrolment Policy and Procedure.
- 5.15. MCOHB defines satisfactory attendance as attendance of over 80% of course contact hours. If at any point it becomes impossible for the student to attend over 80% of course contact hours the student's attendance will be deemed unsatisfactory.
- 5.16. If a student is absent for more than 5 consecutive days in any semester, they will be required to show cause why they should not have their enrolment: Suspended, Cancelled or Withdrawn.
- 5.17. For international students be reported to the Department of Home Affairs for breaching their visa conditions.
- 5.18. The pro rata equivalent number of days will apply to any student who is undertaking less than a full course load in a semester.
- 5.19. Students whose attendance is deemed unsatisfactory will be required to attend an Intervention Support Meeting.
- 5.20. The procedures employed for Intervention Strategy, both informal and formal, and the procedures for reporting students for unsatisfactory attendance are set out in MCOHB's Course Progress Monitoring and Intervention Policy and Procedure.

Defining unsatisfactory attendance

- 5.21. The student admin team review student attendance weekly to identify students who are at risk of not maintaining satisfactory attendance requirements. A student will be identified as not meeting satisfactory attendance in following scenarios:
 - Is absent for more than 5 consecutive scheduled class days without approval.
 - Is at risk of not achieving 80% of attendance of total scheduled contact hours of the term, as per projected maximum possible attendance calculation.
 - Has actually fallen below the required attendance level within the current attendance calculation period, which is below 80%.

6.0 PROCEDURE FOR MARKING ROLLS

- 6.1 ... Trainers are required to mark and sign off daily class rolls for each scheduled class and upload the information in MCOHB's student management system (rolls shall be printed from the student database for each class).
- 6.2... Trainers shall use the following codes when marking class rolls:
 - P = Present for whole scheduled class
 - / = Present for 1 hour
 - X = Present for 2 hours
 - A = Zero attendance (absent)
- 6.3... There is also space for the trainer to write down the total hours that the student was absent that day.

- 6.4... Class rolls are to be scanned at the end of each week.
- 6.5... Alteration in rolls: If an alteration is needed this should be clearly made and signed by the trainer/Administrative Staff. The admin staff will then enter the alterations into the database attendance records.
- 6.6... Students will be notified immediately of any changes to the timetable/class rolls after the course begins.
- 6.7... Trainers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll with the start time and students will mark the End time before leaving the class and sign the attendance sheet.
- 6.8... Trainers will hand over all the class rolls at the end of the day to admin staff.
- 6.9... Admin staff will text all the students who were absent about the missed class, If they have not already advised MCOHB of their absence.

7.0 ABSENCES OF 5 CONSECUTIVE DAYS

- 7.1... Any absence longer than 5 consecutive days without the approval will be investigated as a matter of urgency after the 5 days have passed (i.e. on the 6th day) as follows:
- 7.2... Student admin support will attempt to contact the student by phone or email.
- 7.3... If contact with the student cannot be made Student admin support will contact the student's education agent, if any and/or the emergency contact or a friend also studying at MCOHB. For domestic students, their next of kin or emergency contact listed on their enrolment application.
- 7.4... If contact with the student is made student admin support will ascertain the reason for the students absence, advise the student of their attendance requirements and any welfare issues that may have been the cause of the prolonged absence.
- 7.5... If contact with the student cannot be made, the manager for admin services is notified of the absence and takes appropriate steps, including making further enquiries and/or making a report to the Director of Studies.

8.0 CALCULATING ATTENDANCE

- 8.1... Student attendance will be monitored by the Administration Officer every week on the Friday during a Study Period to assess each student's "overall attendance". The overall attendance is the student's attendance as at the relevant Friday expressed as a percentage and is calculated as follows:

$$\text{Overall attendance} = ((A - B) / A) \times 100$$

Where:

A is the total scheduled course contact hours

B is the number of course contact hours that the student has been absent up to the relevant Friday.

- 8.2... In calculating the attendance, any period of exclusion or suspension from class will not be included in student attendance calculations.

- 8.3... Attendance is calculated from the start date to the end date of the attendance monitoring period and incorporates the absences from the class rolls.
- 8.4... A term is defined by the length of course, however at no point it can exceed 26 weeks.
- 8.5... The projected attendance figure for a student is calculated by a set formula.
- 8.6... The projected attendance figure is expressed as percentage.
- 8.7... The attendance figure (at any point of calculation) expresses the maximum attendance percentage that the student can maintain if the student has no further absences.
- 8.8... It is the student's responsibility (as advised during student orientation) to ensure that they are regularly checking the attendance reports, and if they have any concerns about the data on these reports, they are urged to make an appointment with the Administrative Staff
- 8.9... Workplace training hours will be counted as planned and verified with the logbook signed by the supervisor.
- 8.10. Students whose overall attendance falls below 80% will have the policies and procedures detailed in MCOHB's Course Progress Monitoring and Intervention Policy and Procedure applied.
- 8.11. Class hours missed due to late enrolment (within 14 calendar days of enrolment day) as a result of approved Deferment of Enrolment based on verified and approved Compassionate and/or Compelling Circumstances will not be deducted from the expected class hours for the study period and thereby excluded from the calculation of students' attendance rates.
- 8.12. Class hours missed due to late enrolment (within 14 calendar days of enrolment day) without approved Deferment of Enrolment will be classed as hours absent and thereby included in the calculation of students' attendance rates.
- 8.13. If a student fails to enrol within two weeks of the enrolment day and has no approved leave they will have their CoE cancelled for non-commencement.
- 8.14. If a student fails to return to classes within two weeks of a scheduled term break without approved leave, that student will be identified through the attendance monitoring procedures and the Student Admin Manager or team leader will initiate the appropriate intervention strategy in consultation with the Director of Studies.
- 8.15. If a student is granted Leave of Absence on grounds of Compassionate and Compelling Circumstances in accordance with MCOHB's Deferment, Suspension and Cancellation of Study During Enrolment Policies and Procedures, their studies will be temporarily suspended, and the class time covered by that leave of absence will be deducted from the expected class hours of a study period.