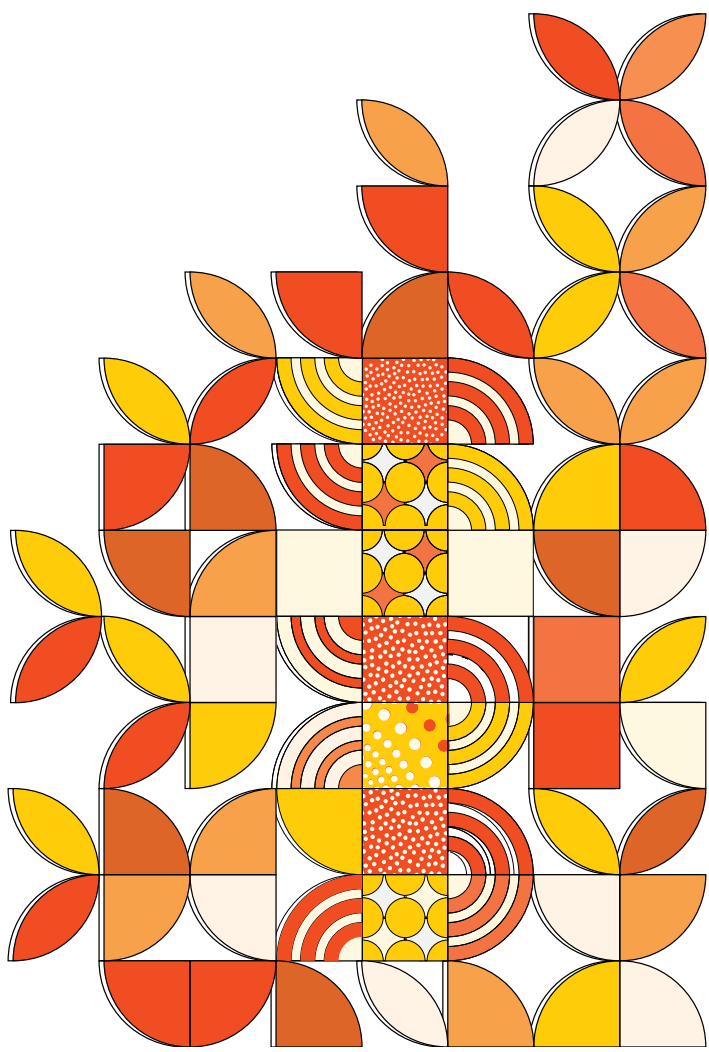


Attendance Policy



SECTION 1

Purpose

1. This policy describes the Institute of Health & Management's (IHM's) key information on attendance and sets out the attendance requirements, criteria and processes used to determine satisfactory attendance.
2. The primary purpose of this policy is to:
 - a) Ensure that all onshore international students enrolled in IHM's accredited or non-award ELICOS courses are managed responsibly and in full 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). This includes adhering to specific requirements for monitoring students' compliance with visa conditions related to attendance.
 - 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 the campus.

Scope

3. This policy applies to students enrolled in a course of study at IHM, including:
 - a) All onshore international 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 Policy is linked to the following policy:
 - a. Attendance Procedure
 - b. See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy

6. **Attendance Monitoring Principles**

- 6.1 Attendance and participation in class activities are considered integral to IHM education. It is the intention and ethos of IHM education and policy that each student is actively engaged in the learning and teaching experience, and therefore, attending scheduled classes is an expectation.
- 6.2 IHM will record and monitor the attendance of a student for each enrolled unit in a study period.
- 6.3 If attendance and participation in class are required and contribute to the student's grade, it is the academic team's responsibility to clearly communicate this information to students during the first week of the session and include it in the unit guide or course syllabus.
- 6.4 IHM will identify, contact, and provide support to a student who is at risk of failing to meet course progression requirements.
- 6.5 A student is expected to monitor academic progress and engage with the student support staff/academics if any anomalies to their course progression is identified or seek assistance if experiencing academic or personal difficulties that is impacting on their course progress.
- 6.6 International students are required to maintain satisfactory course attendance to retain their enrolment and comply with student visa conditions. In accordance with the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, IHM is obligated to report any breaches of the minimum attendance requirements.
- 6.7 For International students, unsatisfactory attendance/academic progress may result in the cancellation of their Confirmation of Enrolment (COE), which may have implications on their student visa.

7. **Attendance Requirement**

- 7.1 A student enrolled in an ELICOS Program must maintain a minimum 80% attendance for the scheduled contact hours. However, IHM may choose not to report a student for breaching the 80% attendance requirement if:
 - a) The student provides documentary evidence demonstrating that compassionate or compelling circumstances apply.
 - b) The student's attendance remains at or above 70% of the total scheduled contact hours for which they are enrolled; and
- 7.2 A student is required to attend 100% of the Professional Experience Placement (PEP) if PEP is a course requirement.
- 7.3 Attendance is defined as "active participation" in the course for students undertaking fully online units of study, as described in unit guides.
- 7.4 A student is required to attend orientation sessions in the first week of the course.

- 7.5 A student is made aware that attendance rates and class participation are directly related to academic progress and regular attendance is highly recommended.
- 7.6 IHM, at its sole discretion, may choose not to report the overseas student for breaching the attendance requirement under the following conditions:
- c) The student maintains a minimum attendance of 70%; or
 - d) The student provides valid documentary evidence (e.g., medical certificates) demonstrating Compassionate and Compelling Circumstances that justify their absence during the relevant period.

8. Attendance Monitoring and Reporting

- 8.1 To promote academic success and compliance with attendance requirements, students are encouraged to attend 100% of scheduled contact hours for each unit of study. However, satisfactory attendance is defined as attending at least 70% of the total scheduled contact hours for the study period.
- 8.2 A student whose attendance falls below 70% will be classified as 'at risk', triggering procedures outlined in the Student Academic Progression Policy and Student Academic Progression Procedure.
- 8.3 A student who is identified as 'at risk' will be contacted to attend a meeting with the Course Coordinator or Academic Team to ascertain reasons for low attendance and support required.
- 8.4 In accordance with the Student Academic Progression Policy and Procedure, if a student fails to respond to communications or initiate contact with the Course Coordinator or Academic Team, the student shall be issued an early Show Cause Notice.
- 8.5 Through the issuance of Show Cause Notices, students are notified of unsatisfactory attendance or academic progress. They are advised that, if attendance falls below the minimum threshold of 70%, as required under the National Code 2018, this may result in reporting to the Provider Registration and International Students Management System (PRISMS), which could impact their student visa status.
- 8.6 Students must respond to the Show Cause Notice within 5 working days to initiate the necessary intervention strategies and support. In cases where a student is unable to maintain satisfactory attendance/academic progress and fails to respond to the Show Cause Notice, a 'Notification of Intention to Report' for unsatisfactory attendance/academic progress will be issued.
- 8.7 Students who are issued a Notification of 'Intention to Report' will have the opportunity to submit an appeal within 20 working days, in accordance with the Complaints and Appeals Policy and the Complaints and Appeals Procedure.
- 8.8 If a student fails to initiate an appeal within 20 working days, they will be issued a Termination Letter. In the event of unsatisfactory attendance/academic progress reported through PRISM, the student may face visa cancellation by the Department of Home Affairs.

8.9 For students engaged in fully online study, attendance serves the principal purpose of facilitating their engagement with the communication and social aspects integral to learning and teaching. Bilateral or multilateral communication is thus imperative for any activity deemed to contribute to or be counted towards satisfactory attendance.

9. Actions following a successful Appeal

9.1 These provisions should be read in conjunction with the IHM's Student Complaints and Appeals Policy and Student Complaints and Appeals Procedure.

9.2 If any grievance resolution process results in a decision or recommendation in favor of the international student, IHM will immediately implement the decision or recommendation and/or take any required corrective or preventive action and inform the international student of the steps taken.

9.3 If an international student is successful in their appeal against a Notification of Intention to Report for failure to maintain satisfactory attendance, IHM will not report the student to the Department of Home Affairs.

9.4 If the appeal is upheld due to an administrative error in calculating the student's attendance, the student's attendance record will be corrected to reflect the demonstrated errors.

9.5 If the student's attendance falls below the required threshold due to documented compassionate or compelling circumstances and is still above 70%, these circumstances will be recorded in the student's file, and no report will be made to the Department of Home Affairs.

9.6 If the student's attendance subsequently falls below 70%, a new Notification of Intention to Report will be issued, and the standard appeals and reporting process will apply.

SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Attendance Procedure • 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) Standard 6: Overseas student support services Standard 8: Overseas student visa requirements

	<p>Standard 9: Deferring, suspending or cancelling the overseas student's enrolment</p> <ul style="list-style-type: none"> Higher Education Standards Framework (Threshold Standards) 2021 Domain 1 (Student participation and attainment)
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	<p>Chief Executive Officer</p> <p>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".</p>
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