

Student Attendance and Participation Policy and Procedure

1. Purpose

1.1. This policy and procedure is to ensure that all student attendances are recorded, monitored and actioned to facilitate best student outcomes. It defines the expected level of attendance and actions to be taken if a student does not meet the expected level.

1.2. This Policy should be read in conjunction with the following policies and procedures:

- Contractual, Legislation and Insurance
- Student support policy and procedure
- Complaints and appeals policy and form
- Governance
- Risk Management

2. Scope

2.1. All staff of MediQuest Pty Ltd may be directly affected by this Policy.

3. Authority

3.1. This policy and procedure are issued on the Authority of the Director. It is the responsibility of the Training Manager and Compliance Manager to monitor compliance with the policy. All staff are responsible for the implementation of this Policy and Procedure.

4. Review

4.1. This Policy and Procedure are reviewed in accordance with the Policy and Procedure Review Schedule or at need.

5. Definitions

Term	Definition
Student	A person enrolled in a course by MediQuest Pty Ltd.

6. Policy Statement

- 6.1. MediQuest Pty Ltd will ensure that all student attendances are recorded on the MediQuest attendance record.
- 6.2. All attendance records will be signed by the MediQuest staff member conducting the session.
- 6.3. MediQuest will implement an intervention strategy to support students with poor attendance or participation levels.
- 6.4. MediQuest Pty Ltd will monitor all student's attendance and participation to ensure poor attendance or participation levels are identified and an early intervention strategy can be implemented if needed.

- 6.5. All records of attendance and participation are stored appropriately.
- 6.6. All intervention documentation is stored appropriately.
- 6.7. All MediQuest Pty Ltd staff are made aware of this Policy and Procedure through induction.
- 6.8. All students are informed of the attendance and participation requirements pre-enrolment, on enrolment and orientation and throughout the program.
- 6.9. Students are required to attend training as nominated on their training plans and timetables. All MediQuest training is delivered during business hours and training sessions are no longer than 8 hours in duration. On occasion training may be scheduled outside business hours but will begin no earlier than 8am and finish no later than 10pm, on any one day.
- 6.10. All students receive a Student Handbook detailing safety tips for arriving at and leaving training sessions delivered by MediQuest.
- 6.11. Students are notified of their opportunity to access MediQuest's support services through pre-enrolment information, at enrolment and orientation and throughout the program:
 - English language support for oral and written comprehension.
 - Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills.
 - Counselling services in order to address personal issues.
 - Changing courses.
 - Mentoring by a trainer.
 - Reduction in course load.
 - Reassessment.
 - Combination of above methods.

7. Procedure

7.1. Recording Attendance.

- 7.1.1. The Operations Quality Coordinator ensures attendance records are current and available.
- 7.1.2. For each scheduled session for training or assessment an attendance record is provided to the trainer-assessor.
- 7.1.3. The trainer-assessor must ensure that every student's name is recorded on the attendance record.
- 7.1.4. For physical classroom sessions
 - 7.1.4.1. The trainer-assessor must ensure that all details of the session are recorded correctly, that the student's attendance is indicated and sign the attendance record.
 - 7.1.4.2. The trainer-assessor must ensure that every student signs the attendance record as verification of attendance.

- 7.1.5. For virtual classroom sessions
 - 7.1.5.1. The trainer-assessor must ensure that all details of the session are recorded correctly, that the student's attendance is indicated and sign the attendance record.
 - 7.1.5.2. Proof of attendance, if required, may be verified through the learning platforms where available.
- 7.1.6. All student absences will be noted by the trainer-assessor.
- 7.1.7. Trainers-assessors must submit soft copy attendance records to administration officer at the end of each day or to an email address as instructed. Hard copy attendance records are submitted weekly during the trainer-assessors administration time.
- 7.1.8. The Operations Quality Coordinator will contact trainers if attendance records are not submitted in accordance with this policy and procedure. If attendance records continue to be submitted outside of timeframes, the matter will be referred to the Training or Compliance Manager.
- 7.1.9. Attendance records are reviewed for completeness prior to entry to the Student Management System and any omission, non-attendances or comments are investigated by the Operations Quality Coordinator. Matters may be referred to the Training Manager or Compliance Manager.
- 7.1.10. Student absences that negatively impact the ability of the student to successfully complete their training, may result in a suspension of enrolment and training or withdrawal from enrolment and training.

7.2. Absent with a medical certificate

- 7.2.1. Trainers-assessors collect certificates for absences and forward to administration.
- 7.2.2. Students who supply medical certificates for absences are recorded as being absent for the period with a medical certificate and a copy of the certificate is placed in the students file.

7.3. Absence without notice

- 7.3.1. At the first absence, the trainer-assessor will take reasonable action to determine the reason for the absence and note the reason, if known, on the attendance record.
- 7.3.2. At the second consecutive absence, the trainer-assessor will take reasonable action to contact the student such as a phone call and will note the action and outcomes on the attendance record.
- 7.3.3. At the third consecutive absence, the trainer-assessor will take reasonable action to contact the student such as a phone call and will note the action and outcomes on the attendance record. The trainer-assessor will also notify the Training or Compliance Manager in writing of the absence on the day of the absence. The written notice to the Training or Compliance Manager may be by email or text message.

- 7.3.4. A letter or email will be sent to the student if the trainer-assessor is unable to make contact with the student after the third absence. The letter or email invites the student to a meeting with the Training or Compliance Manager to determine the reason for the absences. The meeting date will be not more than one (1) week from the date of the third absence.

7.4. Irregular pattern of attendance

- 7.4.1. Students with an irregular attendance pattern that affects their ability to maintain satisfactory course progress are also reported to the Training or Compliance Manager.
- 7.4.2. The Operations Quality Coordinator reviews attendance and participation and identifies students 'at risk' of not maintaining satisfactory course progress. 'At risk' students may be referred to the Training or Compliance Manager (refer to student support policy)
- 7.4.3. Contact will be made with the student. The contact may be in person, by phone or by letter or email. The contact invites the student to a meeting with the Training or Compliance Manager to determine the reason for the irregular attendance pattern. The meeting date will be not more than one (1) week from the date of the identification of the irregular attendance pattern.

7.5. Intervention Strategy

- 7.5.1. The student and the Training or Compliance Manager meet within one (1) week of the third absence without notice or the determination that the student is 'at risk'. If appropriate an intervention strategy is negotiated at the meeting and signed by the Training or Compliance Manager and student.
- 7.5.2. The Intervention strategy is provided to the student in writing. The effectiveness of the strategy is reviewed regularly with amendments implemented where appropriate.
- 7.5.3. A revised course schedule, study and / or attendance arrangements, delivery and assessment arrangements may be negotiated with the student.
- 7.5.4. The student attends a regular review meeting with the Training or Compliance Manager. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
- 7.5.5. Appropriate MediQuest staff contribute to student's intervention strategies.
- 7.5.6. The guidelines in the unit of competency may be accessed along with the regulator for guidance/information on allowable adjustment/allowances to assessment.
- 7.5.7. The student is required to abide by the arrangements negotiated or MediQuest may cease provision of the services/ arrangements.
- 7.5.8. The Training or Compliance Manager will review the student's progress and commitment to the arrangements after each review meeting or after a scheduled

meeting if the student does not attend.

- 7.5.9. The intervention strategy will last for as long is appropriate. Appropriate internal and external personnel contribute to the process where required.
- 7.5.10. Each meeting, agreement, adjustment and communication in this process is documented and placed in the student's file.
- 7.5.11. Students who fail to abide by the terms of the agreement or after intervention do not maintain satisfactory course progress are invited to a meeting with the Training or Compliance Manager. The invitation may be made in person, by phone or by letter or email. The invitation will be issued within 5 working days of the issue coming to the Training or Compliance Manager attention.
- 7.5.12. At the meeting, the reasons or circumstances for the failure to abide by the terms of the agreement are identified and the Training or Compliance Manager (with input from appropriate internal / external stakeholders) will decide whether to implement another intervention strategy and informs the student of MediQuest's intention in writing.
- 7.5.13. If the decision is to not enter into another intervention strategy, students are sent a letter informing them of the decision along with their right to appeal the decision by accessing the MediQuest Complaints and Appeals Policy within 20 working days.
- 7.5.14. If no response is received from the student within 20 days or their appeal is refused or they withdraw from the process, MediQuest cancels their enrolment.
- 7.5.15. All documentation is placed in the students file.
- 7.5.16. The Training or Compliance Manager monitors the implementation of this policy on a weekly basis to ensure all student notifications take place in accordance with policy and procedure.

7.6. Student Participation – Face to face delivery

- 7.6.1. At least one point of evidence of participation is recorded per unit if the elapsed time for delivery is one month or less.
- 7.6.2. At least two points of evidence of participation is recorded per unit if the elapsed time for delivery is greater than one month.
- 7.6.3. The type of evidence maintained is identified in the document "The Department" Participation Evidence Guidelines.
- 7.6.4. Evidence maintained contains the student name, ID number, unit identifiers and the date.
- 7.6.5. Where the evidence cannot contain the information included in item 7.6.4 of this policy, supporting documentation will be maintained to verify the evidence. This may include learning and assessment strategy, timetables, session plans, training and

assessment schedules, trainer/ assessor notes or an endorsed attendance role.
Evidence of engagement in learning activities is maintained.

7.6.6. RPL evidence is maintained in compliance with the RPL/CT Policy and Procedure.

7.6.7. In the event of a fire, flood or equivalent event that leads to the primary data being unavailable, RTO staff directly associated with training delivery will attest participation of individuals in the unit in question. A staff member will sign a statement confirm participation in such circumstances.

7.6.8. The signed and dated statement will include an explanation why the evidence is not available, and a full explanation of the evidence being provided and affirmed.

7.7. Student Participation - Workplace training and / or online delivery and / or blended delivery

7.7.1. Students who are undertaking courses in the workplace and / or classroom modes have their participation recorded and monitored by trainers every session. Modes of participation are identified in the document “The Department” Guidance on 2018 Data Reporting, Claims for Payment and Evidence Requirements.

7.7.2. Students with a participation pattern that affects their ability to achieve satisfactory course progress and complete their course within the scheduled timeframe are offered support services in the Student Handbook.

7.7.3. Students who do not participate as per the course schedule and / or Training Plan are deemed to be ‘at risk’ of not maintaining satisfactory course progress. Such students will be managed in accordance with Clause 7.4 of the Procedure.

7.7.4. If during the meeting the student identifies that the reason for the unsatisfactory course progress is a workplace issue, for example not being provided the opportunities to learn, insufficient study leave or other factors identified in the workplace learning agreement the Training or Compliance Manager will attempt to resolve these with the employer.

7.7.5. If during the discussion the student identifies that the reason for the unsatisfactory participation/ course progress is a personal welfare issue the Training or Compliance Manager refers the student to the appropriate support service.

7.7.6. If during the discussion the student identifies that the reason for the unsatisfactory course progress is an academic / Language, Literacy and Numeracy issue the Training or Compliance Manager will attempt to identify strategies to support the student. External agencies are accessed where appropriate and feasible.

7.7.7. In the event of a “The Department” funding student withdrawing the total hours of participation are identified in the SMS and reported to “The Department” under the funding code 40. The withdrawal dates and the withdrawal outcome code are also recorded and communicated to “The Department” via SVTS.

- 7.7.8. All students receive a copy of the Student Handbook, course outline and training timetable at their enrolment session detailing MediQuest Policies and Procedures, including training location and hours.

Related Documents

- Student information handbook
- Attendance records
- Participation records
- Attendance / participation letters
- Enrolment form
- At risk warning letters
- Intervention meeting records
- Intervention strategies
- Training plans
- 2018-2019 Standard VET Funding Contract (extended to 31 December 2020)
- “The Department” Guide to SVTS Claims (2020 Version 1

Revision History

Date	Revision	Revised by
01/05/2012	Created	Chris Donaghy
01/02/2013	Revised	Denise Dawson
02/09/2013	Revised	Denise Dawson
08/06/2016	Revised and updated to meet 2016 requirements	Brianna Moore
24/07/2017	Revised, ‘Client’ replaced with ‘Student’ and migrated to new template	Barrie Campbell
13/04/2018	Revised and updated	Denise Dawson
18/07/2019	Revised	Barrie Campbell
13/02/2020	Revised and Logo Updated	Denise Dawson
2/09/2020	Revised to reflect virtual classroom attendances	Barrie Campbell