



Attendance Policy and Procedure

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1. PURPOSE

- 1.1 This document specifies Laneway Education's (the College) learner attendance policy. It sets out, to staff and learners, the process in which learner attendance is monitored to support satisfactory course progression.

2. SCOPE

- 2.1 This document applies to all staff and learners in the College.

3. DEFINITIONS

- 3.1 *Compassionate or compelling circumstances*: are generally those circumstances beyond the control of the learner and which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to:
- 3.1.1 serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time;
 - 3.1.2 bereavement of close family members such as parents or grandparents;
 - 3.1.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies;
 - or
 - 3.1.4 a traumatic experience which could include:
 - a) involvement in, or witnessing of a serious accident; and
 - b) witnessing or being the victim of a serious crime.
 - 3.1.5 and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports)
- 3.2 *Course progress*: the measure of advancement within a course towards the completion of that course, within the nominated course duration, irrespective of whether course completion is identified through academic merit or skill-based competencies.
- 3.3 *Intervention strategy* may include actions such as:
- 3.3.1 advising the learner of available study skills workshops, academic counselling, English language support or other support the College may offer;
 - 3.3.2 requiring the learner to meet regularly with a College staff member/s to review their progress, before the end of the next study period;
 - 3.3.3 reducing the learner's study load temporarily or changing their enrolment to another subject area if this is agreed between the learner and College;
 - 3.3.4 requiring the learner to submit assignments or complete assessments within a certain timeframe;
 - 3.3.5 requiring the learner to attend a minimum percentage of classes or attend make-up classes;
 - 3.3.6 referring the learner to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, or financial counselling services;
 - 3.3.7 considering a period of deferment or temporary suspension of studies;
 - 3.3.8 putting a written intervention plan in place with the learner to confirm the steps they are required to take, which may include participating in some of the above actions.

- 3.4 *Satisfactory course progress*: is defined as the learner progressing so they are expected to complete their course within the nominated course duration, including completion of all assessments up to the point in time the course progress is reviewed.
- 3.5 *Scheduled course contact hours*: the hours for which learners enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.
- 3.6 *Study period*: is a discrete 10-week period of study within a course.

4. ATTENDANCE REQUIREMENTS

- 4.1 The College has identified that attendance is a direct indicator of academic course progression. As such the College recommends learners maintain a minimum 80 per cent attendance rate for the course in which they are enrolled.

5. ATTENDANCE POLICY

- 5.1 The College actively monitors learner attendance and is proactive in notifying and counselling learners who are at risk of failing to meet recommended attendance requirements.
- 5.2 Where a learner has been assessed as not achieving recommended attendance, the College notifies the learner in writing.

6. ATTENDANCE MONITORING AND REPORTING PROCEDURE

MONITORING

- 6.1 Trainers and assessors record learner attendance in online class rolls at the beginning of each class.
- 6.2 Trainers and assessors record learners that leave class prior to the scheduled class end time.
- 6.3 At the end of each week, the College administration team reviews the online class rolls for each cohort of learners.
- 6.4 The review identifies any learners:
 - 6.4.1 who have been absent for more than four consecutive classes without approval; or
 - 6.4.2 who are *at risk* of not attending for at least 80 per cent of the scheduled course contact hours for the course in which he or she is enrolled (before the learner's attendance drops below 80 per cent).

LEARNERS AT RISK OF UNSATISFACTORY ATTENDANCE

- 6.5 For any learner identified through 6.4.1 or 6.4.2 above, the College administration team contacts the learner via email to inform them of their recorded non-attendance and to reinforce the attendance requirements and expectations. A record of this conversation is added to the learners file.
- 6.6 If the reason for the attendance issue is identified as a medical reason, the learner is required to provide the College with a medical certificate that stipulates the period of absence due to that medical reason.
- 6.7 If the reason for the attendance issue is identified as homesickness or social issues, the College will attempt to resolve the issue by providing the learner with the opportunity to access appropriate support services.
- 6.8 If the reason for the attendance issue is considered by the College to be a compassionate or compelling reason, the College may temporarily suspend the enrolment of the learner while the

issue is resolved. The college may also implement, as appropriate, a further intervention strategy to assist the learner in returning to a higher rate of attendance.

- 6.9 If the reason for the attendance issue *is not* considered by the College to be a compassionate or compelling reason, the College may initiate an intervention strategy with the learner (refer to definitions).
- 6.10 If a learner is not attending scheduled classes, but is making satisfactory progress in their course, then the College will determine if the learner’s original course duration is suitable given as they may already have the skills, knowledge and experience to progress in their course without receiving structured training. In this instance, the College will reduce the duration of the learner’s course to the minimum duration required given their existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

7. RESPONSIBILITIES

- 7.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R				X	X	X			
A	X								
S			X						
C									X
I		X					X	X	

‘R’ Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

‘A’ Accountable (also Approver) – the person who is responsible for the whole task and who is responsible ‘for what has been done.

‘S’ Support – the person who provides support during the implementation of the process.

‘C’ Consulted – the person who can provide valuable advice or consultation for the process.

‘I’ Informed – the person who should be informed about the process.

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