

Attendance Policy

Document

Document Name	Attendance Policy
Brief Description	This policy provides information and guidelines on the attendance requirements at the Sydney Institute of Business and Technology (SIBT).
Responsible Officer	Director of Student and Academic Services
Delegated Authority	Senior Management Team
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Version Control

Date/Approval	Version No.	Summary of Changes	Reviewer Name and Department/Office
12/12/24	13	Strengthened Purpose, Policy Statement and Appendix A&B requirements and added to Related Documents. Updated support mechanisms terminology, attendance calculation to reflect Navigate backend calculation. Clarified 80% attendance requirement. Removed sections out of scope. Added Clauses 7. Support, 8. Examination, 11. Diploma and 13. Review	Senior Management Team

Related Documents

Name	Location
Assessment Policy	SIBT Website
Grade Review Policy	SIBT Website
Program Progress Policy	SIBT Website
Special Consideration Policy	SIBT Website
Student Code of Conduct Policy	SIBT Website
Student Complaints and Appeals Policy	SIBT Website
Support for Students Policy	SIBT Website
Support for Students Procedure	SIBT Website
Assessment Invigilation Report	SIBT Intranet



Name	Location
Foundation Student Pre-emptive Warnings Flowchart	SIBT Intranet
Foundation Student Pre-emptive Warnings templates	SIBT Intranet
Higher Education Support Act 2003	https://www.legislation.gov.au/
Higher Education Standards Framework (Threshold Standards) 2021	https://www.legislation.gov.au/
Education Services for Overseas Students Act 2000	https://www.legislation.gov.au/
National Code of Practice for Providers of Education and Training to Overseas Students 2018	https://www.legislation.gov.au/



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1. Purpose

- a) The purpose of the Attendance Policy is to:
- i. Outline attendance requirements, recording, monitoring and support for all SIBT Diploma and Foundation students.
 - ii. Outline attendance and lateness requirements for classes, assessments and examinations;
 - iii. Outline the monitoring and reporting requirements specific to Foundation Program international students to comply with Standard 8 of ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code);
 - iv. Define the criteria and processes used to determine 'satisfactory' attendance;
 - v. Outline the strategies implemented by SIBT to ensure that students who do not meet the satisfactory attendance level, are provided with appropriate and adequate support in a consistent and equitable process.

2. Definitions

Term	Meaning
Academic Reasonable Adjustment Plan	An Academic Reasonable Adjustment Plan (ARAP) is a document established between a student and the student counsellor outlining the 'reasonable adjustments' or academic strategies identified to support them to complete their academic work while managing their condition. The ARAP is implemented by multiple areas including Teachers, Administration, Student Services, and Support Staff.
Academic Success Plan (ASP)	An individual support plan, based on an individual student needs assessment, that specifies SIBT academic and wellbeing support and the commitment and engagement required by the student.
Attendance	Calculation of student attendance in scheduled classes within a study period (Trimester).
Case Manager	A staff member who is assigned to students identified as 'at-risk' and are responsible for academic success plan implementation and communication with the student for the duration where they are considered 'at-risk'.
Intervention Strategy	An identified approach to mitigating risk to program completion which is aimed at supporting the student to succeed in their studies
Satisfactory Attendance	Attending at least 80% of the scheduled classes in any given study period.
Scheduled Class	A class in which a student is currently enrolled.
Student at Risk	A student that exhibits single or multiple risk factors which could inhibit academic success.

3. Application

- a) The Attendance Policy applies to all SIBT staff and students.

4. Policy Statement

- a) SIBT considers that attendance is critical to successfully achieving progress requirements and completion of a student's program and therefore may identify attendance as a risk category in individual student cases.
- b) SIBT is committed to ensuring that:
 - i. Students are encouraged and supported to maintain satisfactory program attendance in order to maximise their learning outcomes;
 - ii. Students are provided with information before and at the commencement of all programs, and throughout each student's program of studies to support ongoing attendance at SIBT;
 - iii. At the commencement of each study period, requirements for attendance, the importance of meeting satisfactory attendance, and the consequences of failing to meet these requirements are communicated clearly;
 - iv. Student attendance is monitored throughout each study period to identify students at risk of not successfully completing their units of study or breaching visa conditions;
 - v. Students who are at risk of not meeting the 'satisfactory' attendance threshold are contacted, counselled and advised of support services available to them to strengthen their opportunity for academic success;
 - vi. Compliance with regulatory requirements is maintained with warning notifications provided to Foundation Program international students who fail to meet student visa conditions in relation to attendance prior to actioning any regulatory reporting.

5. Attendance Monitoring

- a) All students are expected to maintain satisfactory attendance.
- b) Students are expected to seek assistance from SIBT staff if they are experiencing academic or personal difficulties that are impacting their attendance.
- c) Attendance is recorded electronically through the SIBT Student Portal during each class.
- d) A student is not permitted to 'swap' classes or to attend a class other than the one in which they are enrolled without prior permission.
- e) If a student's name does not appear on the class list and they do not have a 'Permission to Attend a Substitute Class' form to attend a substitute class, the student will be referred to SIBT Student and Academic Services staff to discuss the matter.
- f) All students can check their attendance status through their login to the SIBT Student Portal.
- g) While SIBT regularly monitors student attendance, the student is ultimately responsible for checking their attendance on a regular basis throughout the study period.
- h) Students under Academic Reasonable Adjustment Plan (ARAP) may have their attendance requirements adjusted to support their special needs and/or extenuating circumstances.
- i) Student's attendance will also be taken into consideration when assessing a grade review application for the reviewed unit.

6. Recording of Attendance by Teaching Staff

- a) Teachers will:
- i. Access the Student Portal and mark the attendance whilst ensuring confidentiality and privacy is maintained; or
 - ii. Mark attendance on a printed copy of the class roll from the Student Portal and update the Student Portal within 24 hours.

7. Support for 'Students at Risk' due to Attendance Factors

- a) Each student identified with an attendance risk factor is offered individualised support which may include but is not limited to:
- i. Following up on class absences to encourage attendance; and
 - ii. Offering non-academic support, if appropriate;
 - iii. Offering support to help them remain on track in their studies including additional support to 'catch-up' if required;
 - iv. Assistance with completing applications such as special consideration, reduced study load, break in studies (leave of absence).

8. Examination and Assessment Attendance

- a) Conditions regarding admittance to a classroom for an assessment task during an examination are:
- i. Students may be allowed to enter the examination room 15 minutes before the examination starts;
 - ii. Timelines during the examination period are:

Length of the Examination	Entering	Leaving
Up to 1.5 hours including reading time	Up to 30 mins (including reading time) after the commencement.	Must not leave: <ul style="list-style-type: none"> • During the first half of the examination; or • In the final 10 minutes.
Over 1.5 hours including reading time	Up to 60 mins (including reading time) after the commencement.	Must not leave: <ul style="list-style-type: none"> • During the first half of the examination; or • In the final 10 minutes.

- iii. There is no additional examination time allocated for students who are late;
- iv. Students who seek permission to leave the examination room and return (i.e. to use the toilet) will be escorted/under supervision;
- v. If a student becomes ill or affected by another condition during the examination, they should inform the invigilator and may be permitted to leave the examination room earlier;
- vi. If a student arrives late for the examination, but within the allowable time frames above, they will be given the opportunity to undertake the examination however no extra time will be provided (as per 8.a) iii). The teacher will:
 - Record the student's start time for the examination on the paper;

- Record the student ID on the Assessment Invigilation Report;
- vii. If a student is ill or arrives late for the examination the teacher will
 - refer student to a Student Learning Advisor so they can provide guidance and support as required including referring the student to the Special Consideration Policy.

9. Attendance of Scheduled Classes

- a) Up until and including week three (3), students who are late will be marked present. Teachers will advise students who are late of the temporary reprieve on recording lateness for the first three (3) weeks of the study period;
- b) From week four (4), students who are more than 30 minutes late, will be marked as absent. Teachers may use discretion in marking a student as absent by considering the following:
 - i. Student is not usually late; and/or
 - ii. Student has a valid reason for being late.
- c) If a student leaves the classroom for more than 30 minutes (such as a student not returning to class after a break) they will be marked as absent;

10. Attendance Calculation

- a) The attendance percentage is calculated as follows:

$$\times 100$$

$$\frac{\text{Total Duration for the Trimester (in minutes)} - \text{Total Absence Duration (in minutes)}}{\text{Total Duration for the Trimester (in minutes)}} \times 100$$

11. Monitoring and Reporting Attendance – Foundation Program

11.1 Monitoring Foundation Program International Students Attendance

- a) Under Standard 8 of the National Code, SIBT is required to monitor and record attendance of international students who enrol in the Foundation Program ensuring:
 - i. Attendance of over 80% of scheduled contact hours is maintained;
 - ii. Students are aware of the means of calculating attendance (refer 10. Attendance Calculation);
 - iii. How attendance is recorded (refer 6. Recording of Attendance and late attendance as specified in 8. Examination and Assessment Attendance and 9. Attendance of Scheduled Classes)
 - iv. Notifications and intervention strategies are designed to provide each student with the best chance of academic success. (refer 11.2 Pre-emptive Warning Notifications); and
 - v. Clarity on the point at which the student can no longer achieve the required attendance level in a study period.
- b) An official Certificate of Attendance is available to all Foundation Program students at the end of each study period, upon request.

11.2 Pre-emptive Warning Notifications

- a) SIBT will send three (3) warning messages, via email from the SIBT Student Portal to Foundation Program students as soon as their attendance has dropped below the following thresholds.

Attendance	Warning
93%	First Warning
86%	Second Warning
79%	Third Warning

- b) Students will also receive a warning notice if they are absent from classes for five (5) consecutive working days.

11.3 Reporting Unsatisfactory Attendance – Foundation Program

- a) SIBT is required to notify the Government via the Provider Registration and International Student Management System (PRISMS) of any international student enrolled in the Foundation Program whose attendance falls below 80%.
- b) Foundation Program students will receive the warning notices as detailed in Item 11.2 prior to reaching the threshold where SIBT are required to notify the student of an intention to report.
- c) SIBT will not report the breach of the 80% attendance requirement if an international Foundation Program student's attendance is not less than 70% and the student provides evidence of extenuating (compassionate and compelling) circumstances that is accepted by SIBT. Refer to Appendices A and B.
- d) SIBT will notify the Foundation Program international student of its intention to report them for not achieving satisfactory attendance when:
- i. They can no longer achieve 70% attendance in a study period; or
 - ii. Their attendance is not less than 70%, however they failed to provide evidence of extenuating (compassionate and compelling) circumstances; or
 - iii. They have provided evidence to support grounds for extenuating (compassionate and compelling) circumstances; however, SIBT did not accept it as adequate or/and sufficient evidence.

12. Monitoring Diploma Student's Attendance

- a) Diploma student's attendance is monitored by SIBT as a mechanism to identify students who may be at risk of not completing their units and/or program.
- b) Students are encouraged and supported to maintain satisfactory program attendance in order to maximise their learning outcomes.
- c) Diploma student's attendance is not reported, and the information is only used to identify students who may need academic or non-academic support or when assessing a grade review application.



13. Appeal

- a) Students can appeal decisions made under this policy within 20 working days from the receipt of the notification in accordance with the Student Complaints and Appeals Policy.

14. Review

- a) This Policy will be reviewed by the Responsible Officer and the Quality and Compliance Manager every three (3) years, or following any changes to the regulatory compliance requirements, legislation, regulation, and guidelines.

Appendix A: Extenuating (Compelling or Compassionate) Circumstances

- a) Extenuating (compassionate and compelling) circumstances are unusual or abnormal events or situations that:
 - i. Occurred on or after the Financial Census Date, or the impact of which was realised on or after Financial Census Date;
 - ii. Are beyond a student's control and could not reasonably have been foreseen or prevented; and
 - iii. Have been severe enough to prevent them from successfully completing their unit of study.
- b) Extenuating (compassionate and compelling) circumstances include, but are not limited to:
 - i. Serious illness or injury, including deterioration of a pre-existing health condition;
 - ii. Family or personal circumstances which have severely impacted the student's ability to continue with study;
 - iii. Bereavement of close family members such as parents or grandparents;
 - iv. Major political upheaval or natural disaster, in the case of international students this may include such situations occurring in their home country requiring emergency travel where this has impacted on the international student's studies;
 - v. A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
 - vi. Where SIBT was unable to offer a pre-requisite unit, or the international student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- c) Students whose circumstances are outside the ones listed above should seek assistance from the Student Support or other professional services and attach supporting documentation obtained from them. The 'other' circumstances may include but are not limited to:
 - i. Severe disruption to domestic arrangements;
 - ii. Religious observance or obligations;
 - iii. Formal legal commitments;
 - iv. Jury duty;
 - v. Military or/and emergency service;
 - vi. Service with a recognised emergency management service;
 - vii. Participation in significant national or international events.
- d) Students must be able to prove their claim for extenuating (compassionate and compelling) circumstances with appropriate supporting documentation (see Appendix B: Acceptable Supporting Documentation).

Appendix B: Acceptable Supporting Documentation

Circumstances	Documents
Visa Delay/Refusal	<ul style="list-style-type: none"> A letter advising that the applicant has not been able to obtain a visa yet issued by Department of Home Affairs (DHA); Visa refusal letter issued by Department of Home Affairs (DHA).
Failure to meet academic and/or English entry requirements	<ul style="list-style-type: none"> IELTS (or similar) test results; or High school results (or similar)
Medical and Health	<ul style="list-style-type: none"> Online medical certificates provided as a result of technology-based patient consultations are considered an appropriate alternative to consulting with a patient in the same physical room. An original certificate/letter/report from a doctor or registered treating health professional on a letterhead, including signature or providers stamp, provider's number, and a statement that student was unable to attend classes; A medical certificate stating just "illness" or "medical condition" or "medical reason" may not be sufficient. Medical Certificates must provide the dates covered by the certificate.
Personal and Welfare	<ul style="list-style-type: none"> A statement from a doctor, counsellor, social worker, or independent member of the community (e.g., A Justice of the Peace or a Minister of Religion); A certificate from a funeral director; A death certificates; A certified call to Australian Defence Forces; A letter/report describing the nature of emergency attended by the State Emergency Service or Country/Rural Fire Service; A copy of an accident report; A court summons or similar.
Academic	<ul style="list-style-type: none"> A copy of any academic advice received from their program convenor or a student learning advisor.

In accordance with the Australian Medical Association's (AMA) guidance, online medical certificates provided as a result of technology-based patient consultations are an appropriate alternative to consulting with a patient in the same physical room, when they are used:

- i. as an adjunct to normal medical practice;
- ii. for regular patients of the practice;
- iii. for patients who have been referred by another medical practitioner; and
- iv. when it is clinically appropriate for the patient's circumstances.

SIBT will accept online medical certificates if:

- v. it is evident that a tele-health consultation was necessary and appropriate in the given circumstances, based on the criteria listed above;
- vi. it was provided by an AHPRA registered provider; and
- vii. it can be confirmed that the service was provided as a Tele-Health Service e.g. through Skype, FaceTime etc.



All online medical certificates submitted as part of an application will be verified as part of the process to confirm their appropriateness and authenticity

Supporting documents MUST have:

- a) Supporting documentation for extenuating (compassionate or compelling) circumstances must be from an independent source or authority, and clearly indicate:
 - i. What the special circumstances were;
 - ii. When they occurred;
 - iii. How long they lasted;
 - iv. The specific dates they covered;
 - v. The level of impact of the special circumstances.

Supporting documentation must be in English (or accompanied by certified translation), on official letterhead (if relevant), signed, and dated.

What are NOT acceptable supporting documents:

- a) A personal statement from a student, their friend or family member, outlining their circumstances is not sufficient evidence to demonstrate extenuating (compassionate and compelling) circumstances.
- b) For international students a lack of funds is not accepted by the Department of Home Affairs (DHA) as an extenuation (compassionate and compelling) reason to defer or take leave. It is a condition of a student visa that students have access to funds to cover their tuition fees and cost of living for their first year of study in Australia. International students should not rely on income from paid employment while in Australia to cover their fees and living expenses during this period. Students experiencing an unexpected and unforeseeable change in circumstances should meet with student support to discuss their situation.