

POLICY & PROCEDURE

ATTENDANCE

DOCUMENTS	: Student Handbook	
REFERENCES	: Intervention Strategy Policy : Discipline Student Policy : Student Code of Conduct : Withdrawals, Cancellation and Refund Policy : Student Support Services Policy : Complaint and Appeal Policy and Procedure : Academic Progress Policy : Attendance Record	
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RESPONSIBLE OFFICER	: Director of Education Services	

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PURPOSE

It is the purpose of this document to provide clear direction to employees and students regarding CRANAplus requirements for course attendance by students and the manner in which CRANAplus manages unsatisfactory course attendance.

POLICY

CRANAplus systematically monitors student attendance and overall course progress. CRANAplus is proactive in notifying and counselling students who are 'at risk' of failing to meet attendance requirements.

Refer: Intervention Strategy Policy.

SCOPE

This policy and procedure applies to all CRANAplus courses that require an attendance, included but not limited to face to face workshops, webinars, discussion boards and any online forum that requires satisfactory attendance.

DEFINITION

Attendance, Punctuality & Tardiness

Attendance - A minimum attendance of 100% at the face to face component of a course is required to successfully complete the course.

Punctuality – Preparedness to commence theoretical and practical components at the designated times as per the program.

Tardiness – Lack of adherence to course programs. For example, arriving after the scheduled, expected, or usual course times; arriving late or leaving early without consent or returning late after breaks.

CRANAplus Suspension

Suspension will occur where a student has evidenced a continued disregard for course attendance requirements or the Student Code of Conduct. This will be monitored by the course coordinator.

Expulsion

Expulsion means the immediate release/removal of a student from studies with CRANAplus.

Expulsion is a 'last resort' consequence that will occur where a student does not evidence active participation in the CRANAplus course and has not met the requirements of attendance for successful completion of a course. *Refer: Discipline Student Policy and Code of Conduct.*

Withdrawal from a course

Withdrawal from a course, due to illness or other compassionate or compelling circumstances without penalty will be negotiated and be dependent upon the level of completion and achievement at the time of withdrawal. It is not CRANAplus practice to penalise a student for circumstances that are out of their control.

Refer: Withdrawals, Cancellations and Refunds Policy and Procedure

Course Exit

Students exiting from a course prior to completion must provide an explanation to the course coordinator and be informed of the consequences of their actions.

Early course exit due to compelling or compassionate circumstances without academic penalty will be negotiated and be dependent upon the level of completion and achievement at the time of withdrawal.

Note: Failure to notify CRANAplus of course exit prior to the commencement of the course within the specified timeframe may result in the forfeiture or delay of payment of part or all of refunds. *Refer: Withdrawals, Cancellations and Refunds Policy and Procedure.*

Failure to complete payment of outstanding fees on early exit will result in withholding the Statement of Attainment and/or course certificate until the account is settled in full.

Intervention Strategy is negotiated but is compulsory once a student is identified as being at risk of not achieving satisfactory academic progress. *Refer: Intervention Strategy Policy.*

Complaint or Appeal

Processes by which students and other CRANAplus stakeholders may appeal decisions or formally register a complaint.

Refer to the *Complaint and Appeal Policy and Procedure* or speak with a CRANAplus staff member for assistance.

Compassionate and Compelling Circumstances

These are circumstances that cannot reasonably be expected to be foreseen or that are due to compassionate reasons.

They may include circumstances such as:

- Death of a family member
- Jury duty
- Unforeseen carer responsibilities
- Political upheaval or natural disaster in home country (migrants)
- Unforeseen travel delays due to external agencies
- Extreme weather conditions preventing travel
- Cultural or religious commitments
- MVA/MBA during travel to course
- Unplanned medical emergency/surgery

PROCEDURE

Attendance

Tracking of attendance is to be monitored by the course coordinator on a day-to-day basis and course by course basis.

Absences without valid reason will result in a 'not attended' outcome and students will then not be eligible for successful completion of the course. See missed session below for more information.

Classes (Theoretical and/or Practical):

Attendance will be monitored and recorded on a daily/session basis and low attendance and/or students at risk of not successfully completing due to poor attendance will be reported to the course coordinator immediately.

Punctuality is required at all times. Habitual lateness throughout the course may lead to expulsion from the course.

Lateness of more than 1 hour for commencement of the course on day 1 or 15 minutes late on re-commencement after breaks or commencement of any ensuing days will result in the student being prevented from entering the session unless there is a **valid reason** (see the heading Compassionate and Compelling Circumstances and Valid Reasons for Non-Attendance and/or Tardiness sections within this policy).

Students arriving late without a valid reason will not have the opportunity to request that the course coordinator provide additional support with respect to the missed time.

Students will be shown as 'not attended' on the attendance register.

Students experiencing difficulties for valid reasons should discuss their situation with the course coordinator to ensure adequate and appropriate supports are implemented.

Recurrent Tardiness

Recurrent tardiness will result in:

- The course coordinator:
 - Discussing with the student their punctuality/attendance level and implications to the successful completion of the short course
 - Attempting to identify the reasons and provide support or remedial actions and/or commencement of Intervention Strategy

Habitual tardiness over the duration of the course may result in disciplinary action in the form of expulsion from the course.

Valid Reasons for Non-Attendance and or Tardiness

If a student is unable to attend a course, the student must notify CRANApplus staff by email: courses@crana.org.ua or telephone 08 8408 8200 as soon as practical or visit our website at www.crana.org.au for contact details at the earliest possible convenience and before the course commencement date and time.

CRANApplus will accept the following reasons as valid for non-attendance at scheduled sessions:

- Compassionate or compelling circumstances. *Refer definitions above.*
- Illness supported by a Medical Certificate

However, students must make alternate arrangements to attend alternate session dates

A record of the decision must be kept and attached to the Attendance Record.

Missed Session

Where a student has missed a session, it will be their responsibility to liaise with the course coordinator to make arrangements for catch up.

RESPONSIBILITY

Director of Education Services

It is the responsibility of the Director of Education Services to ensure that intervention options are available to students with supportable issues and where applicable ensure staff and students adhere to the *Intervention Strategy Policy*.

Course Coordinators

It is the responsibility of course coordinators to monitor attendance levels, course progress and resolve the situation accordingly, in adherence with this policy.

Students

It is the responsibility of the student to:

- Maintain required attendance and punctuality levels at all times
- Advise the course coordinator of any valid circumstances that may affect their attendance and/or punctuality

APPEAL

Students who do not agree with a CRANAplus decision in relation to their attendance and/or punctuality may access the *Complaint and Appeal Policy and Procedure* within 10 days of receiving written notification of CRANAplus' decision. *Refer: Complaint and Appeal Policy and Procedure.*