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AIAC Student Attendance procedure

Purpose

The purpose of this document is to outline the processes for monitoring and reporting student attendance in a Nationally Accredited course.

Scope

Applies to all students enrolled in a Nationally Accredited training program at AIAC.

1 Process

The minimum attendance requirements are set out in the student's enrolment confirmation pack. By returning and submitting the enrolment contract, the student agrees to this and any other policy and procedure whilst studying at AIAC.

Full time and continuous participation enhances the forming of pilot skills, improves success rate and is more cost effective. Therefore, Students are required to comply with the following standards of attendance. The minimum attendance required is determined by the ESOS act and the National Code. International students enrolled through the RTO are required to meet these standards and failure to do so will cause AIAC to report the student to the DoHA and DET potentially affecting their VISA and ability to remain in Australia.

Minimum attendance is defined as: 80% of the scheduled contact hours for the course. Refer to the delivery plan in the enrolment confirmation pack for the scheduled course hours.

1.1 Signing In

All students will be required to sign into college, whether they are attending theory or flight lessons. It is the student's responsibility to ensure he/she signs in for each lesson; failure to sign into class will result in the student being noted as absent for that day.

In the theory centre, sign in forms are managed by the Head of Ground Theory or the relieving instructor in the absence of the ground theory instructor.

At Hangar 1, the Operations Manager (OM) (or a delegate) will be responsible for managing student sign-ins. The forms are located at the front desk in the foyer.

At Kempsey, the most senior flight instructor on duty is responsible for managing the sign-in forms.

At the end of the week, the RTO Compliance Officer (RCO) will collect all forms and enter any absences into the Student absence register (document no. AIAC-QHS-RG-011_v1).

1.2 Absences

Any student that does not show up for training without prior approval will be immediately contacted by their flight instructor or the ground instructor to find out the reason/s why. If the instructor cannot contact the student, the matter will be referred to the OM and the Student Contact Officer (SCO). The SCO is to continually attempt to contact the student. The OM will record the absence in the student absence register.

If the student is still missing after 3 days, the SCO will escalate the matter and report to the HOO and the RTO Compliance Officer. If this happens, follow the procedures in the Critical incidents Policy (missing students). This will include contacting next of kin and possibly referring the matter to law enforcement agencies.

If a student is unable to meet a scheduled training session due to illness or emergency the student must notify the instructor immediately and no later than two hours before the start of the training session. It is the responsibility of the student to re-schedule any missed activity with their instructor. The instructor will be required to notify the OM who will enter the details into the student absence register.

Absences without a valid reason or prior approval may instigate a Progress Review Meeting between the student and the OM or HOO depending on the severity. Minutes of the meeting are to be recorded and kept confidential by the OM or the HOO. The HOO or the OM may decide to implement a Student Support/Intervention Plan if the student is struggling to meet course requirements. A copy of this plan is to be given to the student and the SCO who will monitor his/her progress and report back to the HOO weekly. Refer to the Student Support policy for more information on support plans.

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The HOO may choose to implement the student intervention strategy at any time but MUST be implemented after 5 days missing or if attendance will likely drop below 80%.

All unscheduled absences will be reported to the DoHA by the Compliance Officer through PRISMS.

1.3 Determining Unsatisfactory Attendance

If it is likely that attendance will drop below 80%, the RCO is to advise the HOO as soon as possible. This will trigger the Student Intervention strategy. Refer to the Student Intervention Strategy policy for more information.

If course attendance falls below 80%, the RCO will send a warning letter to the student using document *AIAC-RTO-FRM-011_v1 - Student Warning Letter 1 (CRICOS) - poor attendance*. The letter must outline how the student can access the company's complaints and appeals procedures. The student will have 14 days to arrest the situation and must attend an intervention meeting with the HOO or the OM.

If the problem persists, the HOO will send a second warning letter to the student using document *AIAC-RTO-FRM-012_V1 - Student Warning Letter 2 (CRICOS) - poor attendance*. This letter may also include a notice of intent to cancel enrolment (*AIAC-RTO-FRM-013_v1*). This starts the cancellation procedure. The letter must outline how the student can access the company's complaints and appeals procedures. At this point all training will be suspended unless otherwise noted by the HOO. The second warning letter is to include other details outlining any additional meetings or next steps.

The HOO and the OM will review all available evidence and progress of the student to determine if the student's enrolment should be cancelled. The HOO is to consider the student's progress and competencies when assessing unsatisfactory attendance. AIAC may allow an attendance rate of 70% if the student is progressing through the course satisfactorily.

1.4 Extensions

In most instances, AIAC will not be able to extend the course duration unless exceptional circumstances apply (refer to the Attendance policy). To apply for an extension, download the Student Extension Application form (document no. *AIAC-RTO-FRM-017_v1*) from the server and submit to rto@aiacollege.com with any supporting evidence. The application will be assessed by the HOO and the student informed in writing within 3 working days of the result. If an extension is approved, the written response must advise the student that he/she is to contact the DoHA as any extension may impact their visa; or a new visa may be required.

If an extension is denied, the written response must explain the reasons why and any further action the student must take before resuming studies. Refer to the Extension policy and procedure for more information.

1.5 Cancellations

AIAC reserves the right to cancel enrolment due to poor attendance. Refer to the Defer-Cancel-Suspend policy and procedure for more information. If your enrolment has been cancelled, you will have 20 days to access our complaints and appeals policy. If you choose to access the complaints and appeals policy (internal or external), your training will be suspended until the process has been completed. Also, AIAC will not cancel your enrolment until the process finds in favour of AIAC or the student withdraws his/her appeal.

If the student chooses not to access the complaints and appeals policy, enrolment will be cancelled as per the date in the Notice of Intent to Cancel letter. Refunds will be issued as per our Refunds policy.

The compliance Officer will update the overseas student enrolment in PRISMS and update the student's enrolment status in the student register.

2 Review of policy and procedures

The Attendance policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (*AIAC-QHS-RG-006_V1*) will be used to manage the review schedule.

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