

PP035 Student Attendance, Deferral and Late Assessment Policy and Procedure

Overview

Students are responsible for their own attendance and you are expected to attend 100% of scheduled classes or placement when enrolling into a qualification with EmployEase. This gives you the best opportunity to successfully complete your chosen course.

EmployEase understands that there will be times where circumstances which are beyond your control will prevent you from attending training and submitting assessments by the due date. These may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Work commitments
- Bereavement

EmployEase is committed to giving every student an opportunity to successfully complete their chosen course and provides support for individual circumstances when a student begins to disengage from their learning or when regular attendance and assessment submission is not consistent. This policy outlines your attendance and assessment requirements and how to notify us if:

- you can't attend training or a class
- you will be late submitting your assessment, and
- you need to defer (suspend) your enrolment

What are your attendance requirements?

If you don't attend class or training and don't notify us

We understand that emergencies sometimes happen; however, we believe that we have a duty of care for our students. If you don't attend class or placement training for two classes in a row, we will try to contact you and we will also contact your trainer and placement supervisor.

If you are continuously absent from class or your attendance drops below 90 percent

If you are continuously absent from class or your attendance drops below 90 percent you will be considered by EmployEase to be 'at Risk' as your ability to complete your qualification may be compromised by non-attendance.

We encourage you to call us. We will then refer you to the EmployEase Student Support & Placement Manager who can then discuss any underlying issues that may be impacting your attendance or the suitability of the training that you are undertaking.

If you wish to continue the course, the Student Support & Placement Manager will work with you and your trainer/assessor to develop an individual re-engagement strategy taking into account your specific needs.

The Student Support & Placement Manager will then touch base with you periodically to see how you are going and if you need any additional support. Students are able to contact the Student Support & Placement Manager themselves during any stage of their studies to discuss any issues or problems that they may be facing which may affect their ability to attend classes or complete their qualification.

If you continue to be absent from class, the Student Support & Placement Manager may recommend to EmployEase administration that your enrolment be withdrawn.

Classroom or zoom based students, online supported students and traineeship students

- You are required to attend your class. Your trainer will record your attendance and sign an attendance sheet (this may be an electronic or a paper-based attendance sheet).
- If additional support is required to complete assessments, students are encouraged to attend non-mandatory study sessions.
- Online students - attending mandatory sessions is compulsory.

Placement based students

You are required to attend placement. Your trainer or placement supervisor will record your attendance (this may be an electronic or a paper-based attendance sheet).

Can't make a class or need to cancel your appointment with your trainer?

- For both classroom based or zoom students you will be required to contact us before the commencement of your class.
- For placement students you are required to contact us or your trainer or placement supervisor at least 2 business days before your scheduled visit where possible.
- If you contact our office, we will let your trainer know that you won't be attending class or cancelling your appointment and record this in your records.

If you can't attend a class or attend your appointment with your trainer, you can either:

1. Call our office on 03 9761 2156
2. Contact your trainer directly

Employer obligations

An employer of a trainee must:

- Ensure that the apprentice or trainee is given every opportunity to obtain the appropriate qualification for the vocation by releasing him/her to attend training delivered by EmployEase or to undertake work-based or self-paced learning or assessments
- Competency record books and work evidence guides are available, in most vocations, to support the delivery of training to apprentices and trainees. These booklets are provided by EmployEase and should be used to monitor the trainee's progress.

EmployEase Class cancellations

From time to time, EmployEase may cancel a class or a scheduled placement visit. This is usually due to trainer illness or emergency.

Where possible, we will try to schedule another trainer, but this is not possible, we will:

- Send you an SMS TXT, and
- Attempt to call you.

Our policy, is generally to let you know with as much notice as possible. However, there are occasions where we may not be notified until the last minute of a cancellation.

On rare occasions, we may need to cancel a number of classes and where this is the case, we will keep you informed of what is happening and how we will make up the missed classes.

Late assessments

If you are going to be late submitting an assessment/s you must complete an *Application for Assessment Extension Form* to either your trainer or to the Student Support & Placement Manager at the earliest possible opportunity and provide supporting documentary evidence where required.

Suspending enrolment

If you believe that you will be absent for an extended period, you must submit a *Deferral of Training Application form* to the Student Support & Placement Manager. Please note you will get deferment maximum no more than 3 months during your training period.

We will suspend your enrolment and we will contact you to discuss how you catch up or make up classes or move to another class.

EmployEase contacts

- Administration and Student Services
 - 03 9761 2156
 - admin@employease.com.au
- Student Support & Placement Manager
 - (03) 9760 5239,
 - Suraj.Dissanayake@employease.com.au