IET Education Group Pty Ltd T/A Immaculate Education and Training

RTO No. 46361 | ABN 73 677 538 402

Attendance, Progress and Changes to Your Enrolment: Student Policy

Student Policy

Document ID	IET-SP-07
Version	4.0
Approved by	Chief Executive Officer
Applies to	All enrolled students
Related documents	Internal policy IET-POL-18 Attendance, Course Progress, Deferral, Suspension and Cancellation; Student Handbook

1. Purpose

This policy explains what IET expects about attendance, how we keep track of your progress and support you if you fall behind, and what to do if you need to start later, take time out or leave your course. It also explains when IET may cancel an enrolment, and your rights if that happens.

2. Attendance

Attending your classes is the best way to succeed. Your training includes demonstrations, practice, group work and practical assessments that can't easily be repeated, so you need to attend all your scheduled sessions.

You must attend:

- all scheduled classes and assessments at the Docklands campus, including practical sessions in the simulation laboratory
- all scheduled live online classes, if your course is delivered online. Looking at Moodle or course materials is not the same as attending. You need to join the live session and take part
- all rostered shifts on your work placement

Your trainer records attendance at every session. For online classes, you are marked as attending when you are present and taking part for the session.

3. If You Cannot Attend

If you are going to miss a class, an assessment or a placement shift:

- tell IET before the session by calling 0400 173 510 or emailing info@iet.edu.au
- give a reason and, if you can, supporting documents such as a medical certificate
- arrange with your trainer to catch up on what you missed, including any assessments
- if you will miss a placement shift, also tell your placement supervisor before your shift starts

If you miss a session without telling us, we will contact you the same or next business day to check you are okay.

4. What Happens if You Keep Missing Classes

We follow up absences early, because missing classes is often the first sign that a student needs help.

- If you have an unexplained absence, we will contact you to check on you.
- If you miss two sessions in a row, or your attendance drops below what your course requires, your trainer will meet with you and agree a catch-up plan.
- If you continue to miss classes, the Training Coordinator will meet with you and agree a support plan (see section 6).
- If we cannot contact you for 10 business days despite trying, we will write to you. This may lead to a Notice of Intention to Cancel Enrolment (see section 10).

5. Scheduled Breaks

Some courses include scheduled break weeks in the timetable. Taking these breaks is optional. If you choose to keep studying through a break, your timetable and placement dates will be set to match. Taking or not taking a scheduled break is not a suspension, and your actual start, break, placement and finish dates are recorded on your file.

6. Keeping on Track with Your Course

Your trainer and the Training Coordinator keep an eye on your attendance, participation, assessment submissions and results throughout your course. Every student's progress is reviewed at least at the end of each term or study period, and at any time your trainer has a concern.

You may be considered at risk of not completing if, for example, you:

- miss classes repeatedly
- do not submit assessments, or miss due dates repeatedly
- receive Not Satisfactory results on several tasks or units
- are not taking part in online sessions
- tell us about personal, health, money or work difficulties that are affecting your study

If you are at risk, the Training Coordinator will meet with you and agree a support plan. It may include:

- one-on-one meetings with your trainer or the Training Coordinator
- extra academic support or coaching
- a catch-up plan with dates
- assessment support or a reasonable adjustment
- referral to support services inside or outside IET
- more regular check-ins

The plan is written down, you sign it, and we review it with you on an agreed date. Please take part in the plan. It is there to help you finish your course.

If you have not satisfactorily completed 50% or more of the units you started in a study period, or you keep falling behind even with support, IET may formally review your enrolment. You will be invited to a meeting, you can bring a support person, and you will have a fair chance to explain your situation before any decision is made.

7. Deferring Your Start

If you need to start your course later for genuine personal, medical or work reasons, you can ask to defer:

- send your request in writing to the CEO before your course starts
- if your request is approved, we will move you to the next available intake and can hold any fees you have paid as a credit
- we will confirm the outcome in writing

8. Suspending Your Studies

If something happens after you start, such as illness, caring responsibilities or work, you can ask to take a break from your studies:

- send your request in writing, with supporting documents if you have them
- the CEO approves suspensions
- a suspension is usually no longer than 8 weeks, unless there are exceptional circumstances
- before you return, the Training Coordinator will confirm your return date, update your training plan and timetable, and arrange any catch-up

- if you have been away long enough that your knowledge may not be current, you may need a refresher before you continue your assessments

If your work placement needs to be delayed, we will complete a Work Placement Deferral Agreement with you that sets out your new dates.

IET may also suspend an enrolment for serious misconduct, or where there is a risk to the safety of the student or others, under the Code of Conduct and Academic Integrity: Student Policy.

9. Withdrawing From Your Course

If you decide to leave your course:

- tell us in writing using the Withdrawal/Refund Request Form
- the Training Coordinator will offer you a conversation first, in case a suspension or extra support would help you stay
- any refund is worked out under the Fees and Refunds: Student Policy
- you will receive a statement of attainment for any units you have completed

10. If IET Proposes to Cancel Your Enrolment

IET may cancel an enrolment for:

- not paying fees as agreed, after reminders and a reasonable chance to pay
- serious misconduct, or repeated breaches of the Code of Conduct
- ongoing lack of progress or participation, even after support has been offered
- giving false, misleading or fraudulent information
- not following IET's policies and procedures

Cancellation is always a last resort. Before we cancel, we will:

1. review the evidence and the support already offered to you
2. send you a written Notice of Intention to Cancel Enrolment explaining our reasons
3. give you 20 business days to respond or to appeal using the Complaints and Appeals process

Your enrolment stays active during those 20 business days, unless there is a serious risk to safety. If you appeal, we will not cancel your enrolment until the appeal has been decided. If you do not appeal, or your appeal is unsuccessful, we will confirm the cancellation in writing. You will receive a statement of attainment for any units you have completed, and any refund will be applied under the Fees and Refunds: Student Policy.

11. Records

Your attendance, support plans and any deferral, suspension, withdrawal or cancellation are recorded on your student file, and your enrolment status is kept up to date in our student management system for national reporting.

12. Your Rights

You can appeal any decision made under this policy within 20 business days of receiving it, using the Appeal Form. If you are unhappy with how something was handled, you can make a complaint. See the Complaints and Appeals: Student Policy. If you need help at any time, see the Student Support, LLND and Reasonable Adjustment: Student Policy.

13. Contact

Administration Officer: 0400 173 510, info@iet.edu.au, or in person at Suite 1312A/401 Docklands Drive, Docklands VIC 3008.

This document is reviewed at least annually, and earlier where there is a change to legislation, the Standards, a training package, IET's scope of registration or IET's operations, or where a review, complaint, audit or validation outcome identifies the need for change. Changes are recorded in the Continuous Improvement Register.