

Attendance, Assessment and Academic Integrity Policy

1. Purpose

This policy outlines the requirements and expectations for student attendance, submission of assessments and academic integrity at Key 2 Learning College (the College).

The policy is designed to maintain the quality and integrity of training for CHC52025, Diploma of Community Services (Case Management) in accordance with regulatory and professional requirements, and to ensure a fair and equitable learning environment for all students.

2. Principles

In pursuit of the skills and knowledge that employers value and are required by the Australian Skills Quality Authority (ASQA), including the Education Services for Overseas Students Framework (ESOS), and Community Work Australia (CWA) Accreditation standards, Key 2 Learning College regards the training environment as place to learn, and display, workplace expectations.

Students are supported to cultivate the essential skills, behaviours and attitudes to confidently and effectively enter the community services workforce as highly capable, 'workplace ready' early career professionals.

3. Scope

This policy applies to all students enrolled in the CWA Accredited CHC52025 at Key 2 Learning College.

4. Associated Policies and Forms

This policy is to be read in conjunction with other policies and procedures and forms (found on Key 2 Learning College website) including:

- International Student Handbook
- PP048 - Appeals Feedback Complaints and Policy
- PP068 - Vaccination Immunisation Policy and Procedure
- PP056 - Student Support Services Policy and Procedure
- PP008 - Student Code of Conduct
- PP023 - Access and Equity Policy and Procedure
- PP060 - Confidentiality Policy and Procedure
- PP081 – Course Progression Policy
- PP075 - Placement Policy
- F009 – Incident and Accident Form

5. Attendance

- 5.1 **Tuition:** One hundred per cent (100%) attendance is mandatory for two days a week, as shown on the Course Schedule. This includes one day of Theoretical instruction and one day of Tutorial Support, each week; students are permitted one day per week of Self Study from home
- 5.2 **Student Placement:** One hundred per cent (100%) attendance is mandatory during each (of two) six week Block Placement periods shown on the Course Schedule
- 5.3 **CHCDIV002 – Promote Aboriginal and Torres Strait Islander cultural safety:** One hundred per cent (100%) attendance is required at both Theoretical and Tutorial Support days

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(the latter may include activities associated with the Unit's delivery and assessment). Where students miss any part of CHCDIV002, they will need to re-do the entire Unit by attending 100% of the Unit with another class

5.4 Course attendance and progress: Students are required to maintain active engagement with their studies in keeping with general attendance requirements (5.1, 5.2). Students will be recorded as not meeting satisfactory course attendance and course progress standards where they:

- fail to attend Theoretical or Tutorial Support days without an acceptable reason (6.1, 6.2, 6.4), or leave class without permission, on two (2) occasions, and;
- will be issued with a penalty of \$100.00 and an official Letter of Warning

5.5 Repeating a Unit of Competency: The College acknowledges that circumstances can arise that are beyond a student's control, affecting their ability to attend class for a limited time (6.1, 6.2, 6.4, 8.4). However, students will be recorded as not meeting satisfactory course attendance and course progress standards where they:

- fail to attend the first Theoretical session of a new Unit of Competency
- fail to attend any two (2) Theoretical sessions for any Unit of Competency without an acceptable reason (6.1, 6.2, 6.4), and
- will be required to repeat the Unit (with a different Diploma class) at the same time as meeting ongoing Course Schedule requirements
- where students fail a repeated Unit, the third attempt is at their own cost

5.6 Active and appropriate participation: Students are required to participate in Theoretical and Tutorial Support days in a constructive, focussed and alert way. Where students fall sleep or engage in disruptive behaviours, they;

- will be asked to leave the class, and recorded as *Absent* for course progression purposes (see 5.4, 5.5).

6. Absence

6.1 Physical illness: Students who are absent due to physical illness or injury must;

- be assessed by a medical practitioner registered by the Australian Health Practitioner Regulation Agency ([AHPRA](#)), who is not a near relative (eg. spouse, partner, child, brother, sister, or parent) or a close associate (eg. close friend, neighbour, or partner or child of a colleague)
- attend a medical appointment in person, and obtain a personally signed Medical Certificate from a GP stating the dates for which they are unfit
- submit the Medical Certificate via email to the College within 24 hours of the day of absence to advise of non-attendance at class
- complete F009 - Incident and Accident Form where they have encountered or been involved in an accident or other form of personal harm
- send a digital image of a positive COVID test result from the student's mobile on record, with time and date information embedded in the image
- provide a Medical Certificate stating that an underlying medical condition gives rise to secondary dysmenorrhea

6.2 Mental health issues: Students who are absent due to mental health issues must;

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- be assessed by a medical practitioner registered by the Australian Health Practitioner Regulation Agency ([AHPRA](#)), who is not a near relative (eg. spouse, partner, child, brother, sister, or parent) or a close associate (eg. close friend, neighbour, or partner or child of a colleague)
- advise the GP that if a further referral is required for diagnosis, the medical practitioner must report this to the College in the form of a letter or report

NOTE: The following will not be accepted as supporting medical evidence to account for absence from class for physical or mental health related reasons;

- Medical Certificate from a pharmacy
- Medical Certificate from an online provider
- a document created by a student or non-AHPRA registered practitioner
- a Medical Certificate for elective or non-critical appointments (eg. optical/dental, specialist treatment) – these cannot be made on days when students are required to attend the College as shown on the Course Schedule
- Medical Certificates accounting for student illness that predate the appointment (retrospective certification)

NOTE: Where a Medical Certificate or report is provided, the student is marked as *Absent (with permission)* for Attendance records – they remain Absent for course progression purposes.

6.3 Prolonged or frequent illness: Students who fail to attend class due to illness (despite providing a Medical Certificate) on three (3) occasions within a two (2) month period are regarded as experiencing prolonged or frequent illness. Under these circumstances;

- the student will be required to meet with the Student Support Officer/CEO to determine their capacity to meet course attendance and progress requirements (5.4)
- the College reserves the right to require the student to undergo medical assessment with a GP affiliated with the College to ensure the student's safety and welfare
- where prolonged or frequent illness prevents a student from fulfilling the inherent requirements of the course, the student's enrolment in the course will be cancelled

6.4 Absence from class for reasons other than illness – acceptable reasons: The College acknowledges that circumstances can arise that are beyond a student's control, affecting their ability to attend class for a limited time. These are generally compassionate and compelling circumstances and include, but are not limited to:

- serious illness or injury, with a Medical Certificate stating the period of time for which the student is unable to attend class
- bereavement of close family members such as parents or grandparents
- pregnancy or childbirth
- major political upheaval or natural disaster in a student's country of origin requiring emergency travel
- a traumatic experience with supporting documentation such as a Police Report which could include
 - involvement in or witnessing a serious accident
 - witnessing or being the victim of a serious crime

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6.5 **Absence from class for reasons other than illness – unacceptable reasons:** None of the reasons set out below constitute an acceptable reason to be absent from a scheduled Theory or Tutorial Support class, or to leave early without permission, and will not be considered;

- irregular, casual (paid) work
 - demands of (paid) employment (team meetings, training days, conferences)
 - increased (paid) work commitments
 - increased work or pressures due to promotion in (paid) employment
 - financial problems
 - childcare responsibilities, including over school holidays
 - being invited to attend a wedding or any other event as a guest
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- additional holiday time before or after a wedding or other family event
 - reasonably anticipated or ordinary family events or commitments, including banking and legal matters
 - pre-booked flights to travel overseas
 - pre-arranged holidays or other travel/accommodation
 - holiday arrangements (including overseas travel)
 - difficulty studying effectively or adjusting to the demands of study life
 - normal levels of stress or anxiety associated with study
 - normal pressures relating to managing study and employment
 - normal biological cycles (menstruation) without an underlying medical condition
 - computer or internet problems
 - English language difficulties
 - Visa problems
 - relationship difficulties (unless violence involved – see 6.4)
 - cultural and/or religious activities and festivals
 - moving house or changing address (unless sudden and involuntary)
 - social or leisure events
 - minor events or accidents

7. Punctuality

7.1 **Theory and Tuition Support days:** Students are required to be punctual and arrive in the classroom before 9.30am (unless F009 - Incident and Accident Form is provided)

7.2 **Late arrival:** Where the Attendance Sheet shows students arriving in class after 9.30am on more than three (3) occasions (unless for reasons of emergency);

- the student's CANVAS system will be locked and will only be re-opened on payment of a \$100.00 penalty
- a further penalty of \$100.00 will be applied for each further instance of late arrival for class

7.3 **Missed assessment owing to late arrival:** Where students miss Role Plays or other forms of assessment owing to late arrival in class;

- a penalty of \$100.00 will be applied where staff have to make up Role Plays or other forms of assessment outside of class hours

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8. Assessments

8.1 **Assessment due dates:** Students are expected to submit the Assessments associated with each Unit of Competency by the date shown on the Course Schedule, or as specified by a Trainer. Where students fail to submit Assessments by the due date;

- the student's CANVAS system will be locked and will only be re-opened on payment of a \$100.00 penalty, with a new due date specified by the Trainer

8.2 **Assessment submissions:** Students are expected to submit complete Assessments, and to take feedback on board if required to resubmit an Assessment deemed Not Yet Satisfactory. Where students submit incomplete Assessments, or fail to incorporate feedback in a resubmission (second attempt) and have to resubmit for a third (and final) attempt;

- the student's CANVAS system will be locked and will only be re-opened on payment of a \$100.00 penalty, with a new due date specified by the Trainer

8.3 **Assessment extension:** Students have three (3) Tutorial Support days and three (3) Home Study days to prepare Assessments for each Unit of Competency. This is regarded as ample time to meet course requirements. However, the College acknowledges that from time to time, students can experience circumstances beyond their control that prevent submission of Assessments by the due date. Where students find themselves in exceptional circumstances (6.4), they may;

- submit F027 – Application for Assessment Extension Form via email at least two (2) business days prior to the due date
- attach substantiating documentation that details the exceptional circumstances affecting the student's study to allow appropriate appraisal of the Extension request
- submit information knowing it will be handled confidentially
- apply for an Extension of no more than two (2) weeks beyond the due date – a new due date will be specified by the Trainer and if not met, incurs the penalties as per 8.1
- apply for no more than a maximum of three (3) Assessment Extensions across the 20 Units of Competency that make up CHC52025

NOTE: Late applications for Extension (submitted less than two (2) business days prior to the due date), or applications without supporting evidence will not be considered. Applying for an Extension does not guarantee it will be granted – each application is assessed on a case-by-case basis.

8.4 **Acceptable supporting evidence for Extension request:** Students need to submit credible evidence of genuine need to substantiate an application, such as;

- evidence of physical or mental ill health (6.1, 6.2) or accident/physical harm reported in F009 - Incident and Accident Form, confirming how a student's circumstances have affected their ability to meet an Assessment due date
- special circumstances of an extraordinary kind (examples include, but are not limited to, 6.4), as well as having to repeat a Unit of Competence (with a different Diploma class) or completing Fieldwork Placement at the same time as meeting ongoing Course Schedule requirements

8.5 **Unacceptable supporting evidence for Extension request:** None of the reasons set out at 6.5 will be considered as a basis for an Extension, nor;

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- misreading or failing to be familiar with the Assessment due date
- unexpected events occurring in the hours before the due date
- Medical Certificate from a pharmacy
- Medical Certificate from an online provider
- a document created by a student or non-AHPRA registered practitioner
- a Medical Certificate for elective or non-critical appointments (eg. optical/dental, specialist treatment)

8.6 **Extension request outcomes:** Assessment Extension requests fall outside the College's Appeals Policy and Procedures, and will only be granted under circumstances of genuine disruption to a student's life that are not under the student's control. If an Extension request is refused;

- the student's CANVAS system will be locked and will only be re-opened on payment of a \$100.00 penalty, with a new due date specified by the Trainer
- the student can contact the Course Coordinator if they believe a request for Extension has been declined in error

9. Academic Misconduct

9.1 **Plagiarism, collusion or cheating:** Students being trained to receive a qualification under ASQA accreditation must submit Assessments which are the result of their own effort (academic integrity). For each Unit of Competence, students must sign a Declaration that the work is their own (or part of a group effort) – this Declaration has legal standing. Where students copy work from another student or allow their work to be copied (including across Diploma cohorts), copy from the internet, or submit work created by someone other than themselves or a cheating service;

- on the first occasion, the student will receive a written warning and be required to resubmit the Assessment in their own words
- on the second occasion, the student will receive an official Letter of Warning and \$100 penalty, and be required to resubmit the Assessment in their own words
- on the third occasion, the student will receive an official Letter of Warning and \$200 penalty, with the intention to cancel the student's CoE for reasons of academic misconduct and to report the student to PRISMS and the Department of Home Affairs

9.2 **Use of Artificial Intelligence in Assessments:** Using AI content generators or tools to create or alter Assessments is a violation of academic integrity, because the work is not the result of the student's own efforts. Where students use AI to create, paraphrase, translate or alter their work, the penalties outlined at 9.1 will apply

9.3 **Verification of student knowledge:** At any time, students can be required to undertake handwritten Assessments under exam conditions, or to participate in question and answer sessions (viva voce) to verify that verbal answers align with Assessment submissions. Where students are found unable to reproduce required knowledge by their own hand, or verbally, their enrolment in the course will be reconsidered

10. Inherent requirements of the course

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- 10.1 **Essential skills, knowledge and behaviours:** Students being trained to receive a qualification under ASQA and CWA Accreditation requirements must be able to display essential, non-negotiable skills, knowledge and behaviours to successfully complete the course. As well as the knowledge requirements associated with each Unit, students must demonstrate performance requirements to achieve core learning outcomes. These include (but are not limited to):
- spoken English fluency to build conversational rapport to encourage trust and cooperation
 - ability to recognise, interpret and respond to non-verbal cues
 - capacity for self-awareness and reflection
- 10.2 **Reasonable adjustment:** students with disability or health conditions can expect to participate and succeed on the same basis as others, through adjustments that cannot change the core learning requirements or compromise professional standards. A reasonable level of student support is provided but cultural or personal dispositions, or inadequate spoken or written English fluency are not grounds for reasonable adjustment and will not be permitted to compromise the competency standards of the qualification
- 10.3 **Satisfactory performance evidence:** Many of the inherent requirements of the course involve performance evidence provided through Role Play. Students deemed Not Yet Satisfactory on Role Play performance evidence assessed in class will receive:
- one (1) additional coaching session with one-on-one input from a Trainer and peer mentor
 - access to supplementary training resources (videos) and time to practice and refine the requisite performance evidence
 - one (1) final Role Play opportunity to display performance evidence that meets Assessment criteria (for a new Role Play Case Scenario), with a Trainer and independent Assessor

NOTE: Where students are found unable to display the required performance evidence after the additional support outlined is provided, their enrolment in the course will be reconsidered.

11. Recognition of Prior Learning (RPL)

- 11.1 **Credit Transfer:** Students with a Credit Transfer (CT) for completion of a Unit (irrespective of the level or type of qualification) are required to:
- attend Theory days to contextualise their learning for the specific context of the qualification, but
 - students are not required to attend the Tutorial Support day or to complete any Assessments
- 11.2 **RPL:** Students may seek recognition of prior learning (RPL) by direct application to the Chief Executive Officer

12. Course Completion

- 12.1 **Withholding of course completion certification:** Students will not be issued with course completion certification (the Diploma) where penalties or fees remain outstanding.

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Student Agreement

I have read and understood the Key 2 Learning College Student Code of Conduct.

I agree to all terms and provisions set out in the Student Code of Conduct as a condition of my enrolment with the College.

I understand that failure to comply with any of the provisions within this Code of Conduct may result in the cancellation of my enrolment with the College for the qualification for which I am enrolled.

Name: _____

Signature: _____

Date: _____