

## ATTENDANCE AND CONTACT POLICY

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### 1. PURPOSE

- 1.1. This Policy provides clear guidance to students and stakeholders regarding attendance, communication, and participation expectations, including the processes by which International Child Care College Pty Ltd (**ICCC**) will monitor and address these matters.

### 2. SCOPE

- 2.1. In this Policy, “**Company**” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2. This Policy applies to all students of International Child Care College; collectively referred to as [**students**].
- 2.3. This Policy applies to all employees of International Child Care College; collectively referred to as [**employees**].

### 3. DEFINITIONS

- 3.1. **Attendance:** Being present at a predetermined time and place.
- 3.2. **Contact:** Any direct communication and/or interaction between ICCC employees and the student.
- 3.3. **Participation:** Taking part in scheduled events, including all training and assessment requirements.
- 3.4. **Learner Support:** Scheduled interactions between ICCC employees and the student around a specific area of learning.
- 3.5. **Individual Learning Plan (ILP):** A standardised plan mapping out assessment tasks and timelines to efficiently progress in training and assessment.
- 3.6. **Individual Support Plan (ISP):** A goal-focused plan aimed at re-engaging students in training and assessment, which may include scheduled Learner Support.
- 3.7. **Workplace Visits:** In-person contact between ICCC employees and students in their workplace for training and assessment purposes.
- 3.8. **Work Placement:** Volunteer work as part of the training program, offering hands-on experience and the opportunity to apply theoretical knowledge.

### 4. REGULAR CONTACT

- 4.1. ICCC regularly contact students throughout the training contract to support administration, schedule workplace visits, guide learning, and monitor participation.
- 4.2. Students are expected to respond to all reasonable ICCC contact requests within 72 hours. Failure to respond to a reasonable request may result in disciplinary action.

### 5. LEARNER SUPPORT

#### 5.1. Student-Initiated Learner Support

- Attendance at student-initiated Learner Support sessions is optional, but non-attendance is recorded. Consistent non-attendance may result in limitations on future bookings.

#### 5.2. Trainer-Initiated Learner Support

- Attendance at trainer-initiated Learner Support sessions is compulsory. Non-attendance is recorded and may lead to disciplinary action

### 6. WORKPLACE VISITS

6.1. Attendance at the workplace for scheduled observation assessments is compulsory. Students must notify ICCC 24 hours in advance if they cannot attend.

6.2. Repeated failure to participate in scheduled observation assessments may result in a Not Competent outcome for that unit and further disciplinary actions.

## **7. WORK PLACEMENT**

7.1. Attendance at scheduled work placements is compulsory. Repeated non-attendance may result in ineligibility to complete course requirements, cancellation of future placements, and disciplinary actions.

7.2. Absences must be reported to the service and trainer as soon as possible before the daily routine begins.

## **8. COMPLIANCE**

8.1. ICCC seeks and encourages the commitment of all employees regarding this Policy and is dedicated to ensuring that all employees are aware of and understand all elements of this Policy, and any associated policies and procedures.

8.2. Employees must comply with the requirements of this Policy. Any breach of this Policy may result in disciplinary action including, but not limited to, termination of employment.

## **9. REVISION HISTORY**

<b>Rev</b>	<b>Date</b>	<b>Revision Description</b>	<b>Name</b>
V1	6/03/2016	Initial Policy	ICCC HR
V2	4/01/20225	Review and updated to align to updated Disciplinary Policy	KC