



South Sydney College

ATTENDANCE

Reference:

NC Standard 11 Attendance

VERSION HISTORY

Policy Owner:	Principal		
Document Management:	Principal		
File:	POL_SS11 Attendance v2.4		
Last Updated on:	10/2019	Next Review Date:	09/2020
Changes history			
Number	Dates	Changes summary	
V2.4	October 2019	Update contact hours as per ESOS act	
V2.3	September 2018	Updated Information as per Internal audit report feedback	
V2.2	December 2017	Quality assurance check across documents	
V2.1	April 2017	Changes to notification of non-attendance to be activated at 4 days (2 weeks)	
V2.0	September 2016	Quality assurance check across documents	
v1.0	July 2016	New standards for RTO's 2015	

PURPOSE

South Sydney College has adopted the National Code Standard 10 Course Progress policy.

This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

South Sydney College has set an internal policy that good attendance is necessary for a student if he/she is going to complete sufficient training and assessment to meet the course progress requirement. So, South Sydney College will record and monitor attendance. Attendance across a term will be part of the consideration for students who are at risk and require intervention.

The student will be advised in the International Student Handbook and on the website of course progress requirements and the attendance expectations.

References

NC Standard 11	<p>Monitoring attendance <i>Attendance is used as part of the SOUTH SYDNEY COLLEGE intervention policy and procedure.</i> <i>This standard is not relevant <u>for reporting purposes</u> within SOUTH SYDNEY COLLEGE as the College has adopted the DET-DIBP Course Progress policy</i></p>
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Implementation

The **CEO** is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

The **Principal** is responsible for staff training, system and implementation of the attendance policy and administration of the attendance records.

The **Student Services Manager** is responsible for day to day administration of the database and records including attendance.

PROCESS

Study Period

The study period is 1 term.

Where the course is a shorter course (less than 6 months) then the study period is the length of the course.

80% attendance requirement average across the study period (term)

Our International Student Handbook and orientation and other information will state that attendance is required to be maintained at a minimum of 80% of the course classroom hours.

Attendance is calculated as an average across the study period. So, a student timetabled for 20 hours per week (180 hours per term) must maintain 80% attendance which is 16 hours per week (144 hours per term) plus satisfactory course progress which means passing the units in that term.

Attendance – Absent for 4 consecutive days or more (2 weeks in the term)

Our International Student Handbook and orientation will state that students who are absent for 4 or more consecutive days will be contacted and warned that they must contact the College and explain their absence.

Where a student does not attend for 6 days, their attendance is falling below 80%

Procedure

This attendance notification is through the RTOM system which generates bulk reports and can use email or SMS messaging to specific students identified in the data reports. These communications are saved in the system so that the Student Services Manager is aware of the message, the response from the student and follow up. File notes are added to the students records in RTOM.

This information is used in monthly reports on course progress and intervention reports for the Principal.

Attendance Recording

Trainer's Responsibilities

- Trainers will log in to RTO Manager and record attendance.

Student's Responsibilities

- Students are expected to attend the classes for the entire schedule indicated in the timetable. If they are partially absent, their attendance will be marked and calculated accordingly.
- The students can see from the student portal their attendance status and if they are at risk of not meeting attendance requirements.

Data entry

- The Student Services Officer has responsibility for the checking of data entry of all attendance data entered in the Student Management System.
- Information is monitored monthly in the database.

Attendance monitoring

- The Student Services Manager will run reports from the Student Management System at the end of every month. The reports will highlight the students that are not meeting attendance requirements for the study period. By exceptions report.
- The Principal will be sent the reports at each month and at the end of term.

Intervention decisions

- Intervention will be discussed between the Student Services Manager and the Principal at regular staff meetings (at every month). Intervention is not activated for attendance alone but in combination with Course progress.

Warnings by email and letter

Students with Attendance that falls below 80% attendance and that are not passing units in a term so they have unsatisfactory course progress are reported and managed. They are sent warning emails.

- Students whose attendance is identified by the Student Management System to be below 80% are identified in a report that is produced each month. (in the following week)
- Students whose attendance is identified at 80% with satisfactory course progress will be accepted as meeting the College standard for course progress.
- There will be records of all messaging, email, phone and letter contact and counselling. This can be sighted and monitored by management in the College database RTOM.
- We will email and SMS the students who are absent for 4 consecutive days or below an average of 80% to find out why the students have been absent and to see what support the staff may be able to offer the student. For example, the student's absence may not be due to medical reasons, but rather to homesickness or social issues – matters which may be addressed through the provider's student support services.
- When counseling the student about the absence, the staff are trained in procedures to remind the student of the College attendance and course progress policies.
- Students who do not respond to warning notices and email communication regarding attendance and course progress will be dealt according the National Code standard 10. They are not reported to DET- DIBP for attendance only.
- The notifications explain that the student is able to access the internal and external complaints and appeals process and has 20 working days in which to do so. We are also taking under consideration of postal time i.e 3 days and public holidays.

Holidays

South Sydney College will not grant any holiday leave and will not issue any holiday approval letters during the terms. There are 9 week terms with 2 or 3 weeks breaks and longer breaks at the end of year. These provide opportunities for holidays to be arranged.

Special leave

The Principal may consider only special leave on compassionate reasons for approval.

Illness

In cases of illness, students must provide certified documents (ie Medical Certificate) from a registered Medical Practitioner. The documents must state the reason for their absence and the dates they were deemed unfit for class. The documents must also clearly state the Medical Practitioner's contact details.

Students must make a copy of these documents and write their student number on the copy before submitting it to their teacher for filing. The original documentation must be kept by the students for the information of DIBP in the event of an audit or appeal.

Principal's discretion to consider compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime.
- and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the Principal may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, South Sydney College will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

Counselling and extra support

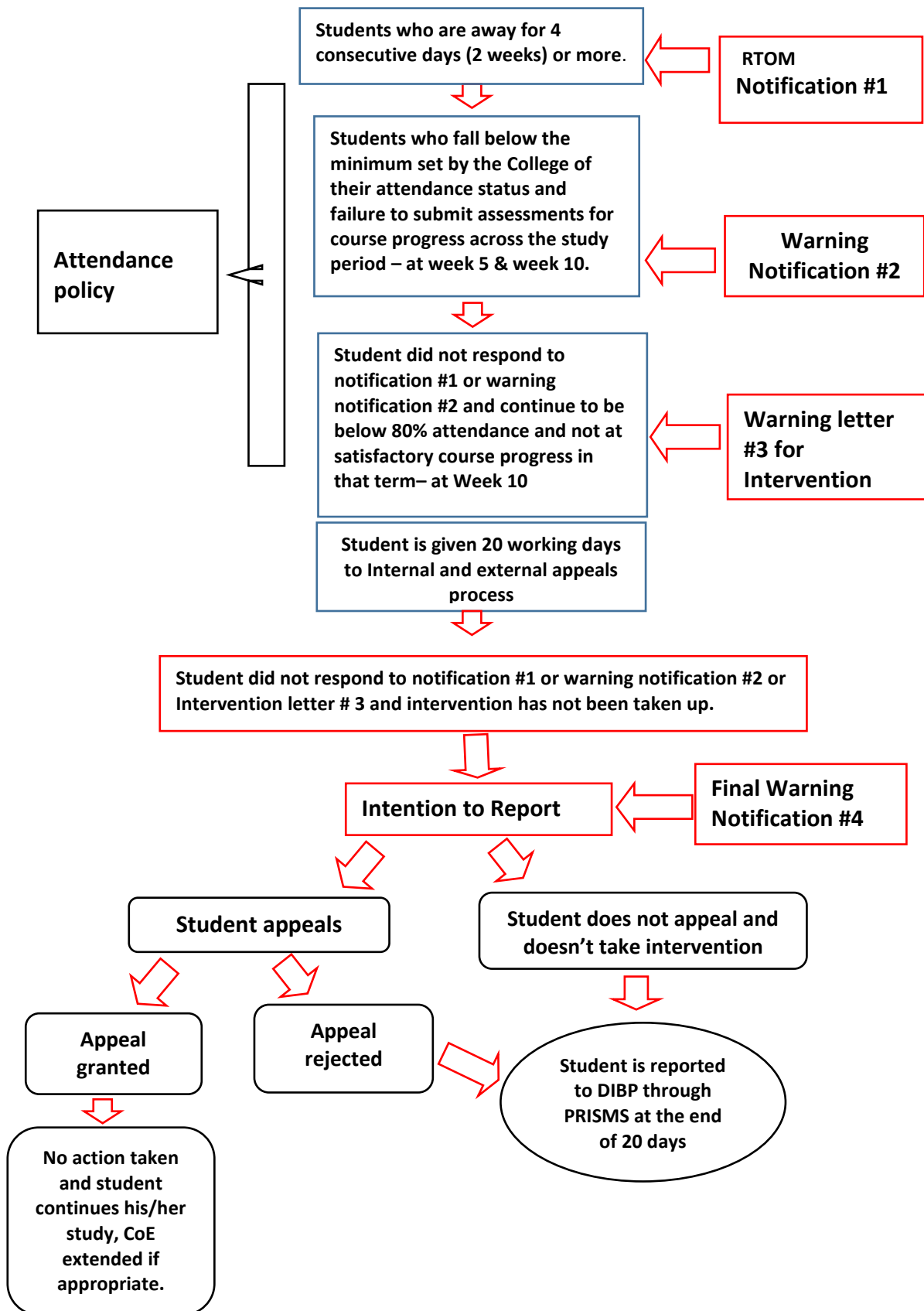
The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to studies.

SUMMARY OF ATTENDANCE & COURSE PROGRESS
NOTIFICATIONS AND ROLES

RECORDING ATTENDANCE AND WHEN STUDENT IS NOTIFIED

This is approved by the Principal and sent to the student by the Student Services Officer.

<p>Failure to re-enrol notification Considered abandonment of course Notification in PRISMS</p>	<p>Students who do not re-enrol in the term and do not make contact in the first 15 days are notified by email or mobile phone SMS that he/she is considered to have abandoned the course. PRISMS will be notified of cancellation of COE</p>
<p>Attendance notification #1 Absent for 4 consecutive days</p>	<p>Students who are away for 4 consecutive days or more are sent email or mobile phone SMS notification through RTOM warning of their attendance and course progress status.</p>
<p>Early intervention letter #2 Below 80% attendance and not submitting assessments for satisfactory course progress</p>	<p>Students who fall below the minimum set by the College are sent mobile phone SMS notification warning or early intervention letter by email of their attendance status and failure to submit assessments for course progress across the study period – at week 5 & week 10.</p>
<p>Attendance Warning letter #3 URGENT second warning - If they do not respond to notification #1 or early intervention #2 and continue to be below 80% attendance and not at satisfactory course progress we will send a Warning Letter #3 to take up intervention – at Week 10</p>	<p>Students who continue to fall below the minimum set by the College at the end of term are sent email warning notification of their attendance status and their course progress in that term—at week 10. The student is required to attend an intervention meeting at the College. The student is allowed time for the internal and external appeals process (20 working days)</p>
<p>Warning letter #4 Intention to report to DIBP This will occur when: There is no response to warning letters #1, #2 or #3 and intervention has not been taken up. Where there are no compassionate grounds established, Where there is no change or improvement in attendance to minimum 80% and no satisfactory course progress - College intends to report unsatisfactory course progress.</p>	<p>No response to the warning letters and offer of support through intervention and no appeal process initiated by the students means the College will escalate and send a final notification to the student that the College will report to DIBP for unsatisfactory course progress. The student is allowed time for the internal and external appeals process (20 working days)</p>
<p>Notification to DIBP – Abandonment of course</p>	<p>Where there is no attendance at all and no response to communication in the term, the College will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The Principal will make the final decision.</p>



DOCUMENTS AND EVIDENCE OF PROCESS

Attendance records
Data on attendance from the RTO Manager System
Course Progress Reports at the end of term
Tables of student intervention tracking
Email & SMS warnings
Records of student counselling in the “day book”
SSC Intervention meeting record
SSC Warning Letters
DIBP Notice of intention to report
PRISMS notices in the student files