



ATTENDANCE

Reference:

National Code Standard 8 Overseas student visa requirements

VERSION HISTORY

Policy Owner:	CEO	Suresh Basnet
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Changes history		
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V2.2	Oct 2018	Edits for roles in RTO and update to National Code 2018
V2.1	May 2017	Update for National Code 2017
V2.0	September 2016	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

Table of Contents

PURPOSE.....	4
PROCESS	5
Study Period is 1 term.....	5
60% attendance requirement average across the study period (term)	5
Attendance – Absent for 2 consecutive weeks triggers notification messages	5
Attendance Recording	5
Holidays	6
Special leave	6
Illness	7
Academic Manager’s discretion to consider compassionate or compelling circumstances	7
Counselling and extra support.....	7
SUMMARY OF ATTENDANCE NOTIFICATIONS.....	8

PURPOSE

Skyline International College (SIC) follows the National Code Standard 8. 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.

Skyline International 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, Skyline International 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 Student Handbook and on the website of course progress requirements and the attendance requirements.

References

NC Standard 8	Overseas student visa requirements <i>Attendance is used as part of the SIC intervention policy and procedure.</i> <i>This standard is not relevant <u>for reporting purposes</u> within SIC as the College reports students reports on course progress policy</i>
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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 **Academic Manager** is responsible for day to day administration of the attendance and course progress records, the database and reports and PRISMS entry.

The Academic Manager and appeals processes.

The **Academic Manager** is responsible for monitoring course progress and communicating with the CEO regarding attendance, course progress and intervention and reporting.

The Academic Manager deals with academic complaints and appeals.

PROCESS

Study Period is 1 term

The study period is 1 term of 9 weeks.

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

60% attendance requirement average across the study period (term)

Our Student Handbook and orientation and other information will state that attendance is required to be maintained at a minimum of 60% of the course hours.

Attendance is calculated as an average across the study period. So, a student timetabled for 20 scheduled hours per week (180 hours per term) must maintain 60% attendance which is 12 hours per week plus satisfactory course progress which means passing the units in that term.

Attendance in the online learning is checked through the Moodle platform (eSpace). Weekly progress and activity is required. 5 hours per week is scheduled.

Attendance – Absent for 2 consecutive weeks triggers notification messages

Our Student Handbook and orientation will state that students who are absent for 2 consecutive weeks will be contacted about low attendance in a notification message.

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 staff 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 fortnightly reports and intervention reports for the Academic/ Compliance Manager.

Attendance Recording

Trainer's Responsibilities

- Trainers will log in to RTOM or on attendance sheet 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 Admin and Accounts Manager has responsibility for the staff who do the entry of all attendance data entered in the Student Management System.
- Information is monitored fortnightly in the database.

Attendance monitoring

- The Admin Staff will run reports from the Student Management System at the end of every fortnight. The reports will highlight the students who are not meeting attendance requirements for the study period. By exceptions report.
- The Admin and Accounts Manager and Academic Manager will be sent the reports.

Intervention decisions

- Intervention will be discussed between the Academic Manager and the Admin and Accounts Manager at regular staff meetings.
- Students can be placed on intervention through the RTOM systems with records logged and files notes added for continuous, live recording.

Warnings by SMS notification and email and letter

Students with Attendance that falls below 60% attendance are notified and managed. They are sent escalating notification and offered student support services.

- Students who are absent for 2 consecutive weeks or are below 60% attendance for the term are identified by the Student Management System that is produced at weeks 3,5,7 and 9. The system is used to send SMS or email notifications after every fortnight.
- Students whose attendance is identified at 60% with satisfactory course progress will be accepted as meeting the College standard for course progress.
- There will be records of all SMS notifications, email, phone and letter contact and counselling. This can be sighted and monitored by management in the College database and emails to students.
- We will SMS the students to find out why the students have been absent and to see what support the staff may be able to offer the student through an intervention meeting. 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 including escalation to intervention and will remind the student of the College attendance and course progress policies.
- Students who do not respond to notifications and email communication regarding attendance and course progress will be dealt according to the National Code standard 8. They are not reported for attendance only.

Holidays

Skyline International College will not grant any holiday leave and will not issue any holiday approval letters during the terms. There are 9 week terms with 3 or 4 weeks breaks and longer breaks at the end of year. These provide opportunities for holidays to be arranged.

Special leave

The Academic Manager 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 the student services staff for filing. The original documentation must be kept by the students for the information in the event of an audit or appeal.

Academic Manager'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 Academic Manager may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Skyline International 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 intervention with counselling and extra support to students who demonstrate their commitment to studies.

SUMMARY OF ATTENDANCE NOTIFICATIONS

RECORDING ATTENDANCE AND WHEN STUDENT IS NOTIFIED

This is approved by the Academic Manager and sent to the student by Admin and Accounts Manager

Notification to DHA – Non-commencement of a course within 2 weeks of the start date.	Where there is no attendance for 2 weeks and no response to communication at the start of a new course, the College will investigate and this may be considered a visa breach by non-commencement of the course by the student. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the College within 7 days, this will be reported through PRISMS. The Academic Manager will make the final decision.
Attendance SMS notification/email Absent for 2 consecutive weeks	Students who are away for 2 consecutive weeks are sent mobile phone SMS notification advising their attendance status.
Attendance SMS notification /email low attendance Below 60% attendance for term	Students who fall below the minimum set by the College are sent mobile phone SMS notification warning or via RTOM of their low attendance status across the term. Must communicate with Student Services to discuss the situation (will be put on intervention).
Notification to DHA – Abandonment of course	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 Academic Manager will make the final decision.

