

## Student Attendance Policy

### Policy

Training Masters (TM) recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 8 of the National Code 2018. Training Masters maintains a policy of satisfactory rate of attendance for all class sessions. TM systematically records, monitors and assesses student attendance and where attendance falls below acceptable levels, the student will be counselled in line with this policy and procedure.

### 1.0 Guidelines

- 1.1 Satisfactory attendance for International Students is defined as attending 80% or more of the scheduled contact hours in each term.
- 1.2 A term is considered to be 10 weeks in duration. Where a student commences a term late, the term will be considered as the remaining duration for that 10-week period e.g. Student commences Term 3, 2024 at the start of week 3, means that the student's term duration for Term 3, 2024 is 8 weeks.
- 1.3 Student attendance is calculated by dividing the total number of scheduled hours for the term, by the number of attended hours by the student and multiplying the figure by 100.
- 1.4 All attendance monitoring communication between the student and the college will be recorded appropriately in the TM's Student Management System, with documentation retained in the student's file.
- 1.5 Students will be informed of this policy and its consequences through the following means:
  - 1.5.1 Inclusion of information about the policy in the enrolment application form
  - 1.5.2 Inclusion of information about the policy in the student handbook
  - 1.5.3 Overview of the policy at the selection interview
  - 1.5.4 Overview of the policy at the student orientation program

### 2.0 Recording Student Attendance

- 2.1 The Student Services Department is responsible for preparing the Weekly Attendance Sheet for each class. In doing so, the Students Services Department will ensure the Weekly Attendance Sheet reflects accurate timetabling details, including listing only current students. Students not listed on the Weekly Attendance Sheet must see the Student Services Department to rectify the situation.
- 2.2 The Trainer is to pick up the Weekly Attendance Sheet from the Student Services Department prior to commencement of the class for that week.
- 2.3 Trainers are to record the arrival times of students in the sign in column of the Weekly Attendance Sheet e.g. 9:00am.
- 2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3:00pm.
- 2.3 The comments column will be used to indicate whether medical certificates have been provided and any other relevant attendance related issues,

including if the student left the class early (including the actual time), then returned to class prior to their final sign out time (including the actual time).

- 2.4 Trainers are to sign the Weekly Attendance Sheet to confirm that the information provided is true and correct.
- 2.5 At the conclusion of the last class for the week, the Trainer is to immediately forward the complete Weekly Attendance Sheet to the Student Services Department.
- 2.6 The Student Services Department ensures attendance is entered into the student management system within 5 working days of the final class for the term and signs the Attendance Sheet as confirmation that attendance has been entered accurately into the Student Management System.

### **3.0 Monitoring Student Attendance**

- 3.1 Student Attendance is monitored on a regular basis by trainers and the student services department.
- 3.2 Trainers monitor student attendance on a daily basis, based on the Weekly Attendance Sheet. Where students are not attending classes as scheduled on 5 consecutive days, or is not attending regularly, the Trainer will send an email to students through E-Learning (Moodle) and inform the Student Services Department.
- 3.3 The Student Services Department monitors student attendance on a weekly basis, based on the information included in the Student Management System, and will counsel students as suggested by Trainers and Academic Manager.

### **4.0 Assessing Student Attendance**

- 4.1 The Admin and Student Services Officer assesses student attendance on a weekly basis by analysing reports generated from the Student Management System.
- 4.2 Students who have been absent for two consecutive weeks without approval, will receive a reminder letter by e-mail, informing them of the requirements to attend classes.
- 4.3 Students whose actual attendance has fallen below 80% for the term will receive a reminder letter, by e-mail, informing them of the requirements to attend classes and will request the student to contact the college's student services department.
- 4.4 If a student:
  - is absent for 5 consecutive days; or
  - have less than 80% attendance in a study period; or
  - in any other way has an attendance record that may be detrimentally affecting the student's capacity to complete the assessment requirements for a unit, or complete the qualification within the expected duration of study, then the provisions of the Completion Within the Expected Duration of Study and the Course Progress and Intervention Strategy procedures must be implemented by the college.

### **5.0 Possible interventions**

- 5.1 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.

Possible interventions may include advising students of assistance such as:

- attending tutorial or study groups.
- receiving individual case management.
- referrals for attending counselling.
- receiving assistance with personal issues which are influencing attendance.
- requiring the student to enter an agreement with a timeframe for demonstrating improvement and commitment.
  - or
- a combination of the above.

5.2 Interventions must include reinforcing to the student that unsatisfactory attendance may lead to unsatisfactory course progress and the student being reported to the Department of Education.

5.3 If the student is below 80% on the projected hours at the end of the study period and course progress is unsatisfactory, then TM will notify the student in writing of its intention to report the student to the Department of Education for not achieving satisfactory course progress. They are not reported for attendance only.

5.4 The written notification will inform the student that he/she is able to access the internal and external complaints and appeals process as per Standard 8 and that the student has 20 working days in which to do so.

5.5 If student's attendance is below 80% on the projected hours at the end of term, TM may decide not to report the student for breaching the 80% attendance requirement if all of the following circumstances apply:

- a) the student produces documentary evidence which clearly demonstrates that there are compassionate or compelling circumstances; \* and
- b) the student is attending at least 70 per cent of the scheduled course contact hours in the course in which they are enrolled; and
- c) the student is maintaining satisfactory course progress.

*\* The college will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exists, the college will consider documentary evidence provided to support the claim and retain copies of these documents in the student's file.*

5.6 During the appeal process TM will maintain the student's enrolment until completed.

5.7 Copies of all warning letters, notes from counselling sessions, medical certificates, and any other relevant documents must be placed on the student's file

### **Related Documents**

- Weekly Attendance Sheet
- Attendance reminder email
- Complaints and Appeals Form

### **Related Policies**

- Student Course Progress Policy
- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy