



ATTENDANCE

Reference:

National Code Standard 11 Attendance



VERSION HISTORY

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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



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PURPOSE

Australian Massage and Beauty Institute 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.

Australian Massage and Beauty Institute 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, Australian Massage and Beauty Institute 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 11 Monitoring attendance
Attendance is used as part of the AMBI intervention policy and procedure.
This standard is not relevant for reporting purposes within AMBI as the Institute has adopted the DET- DIBP Course Progress policy

Implementation

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

The CEO deals with academic complaints and appeals.

The **RTO Manager** is responsible for day to day administration of the attendance and course progress records, the database and reports and PRISMS entry.

The RTO Manager communicates and counsels the students and manages the intervention, complaints and appeals processes.

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



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.

70% 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 70% of the course hours.

Attendance is calculated as an average across the study period. So, a student timetabled for 15 or 20 hours per week (135 or 180 hours per term) must maintain 70% attendance which is 11 or 14 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. Weekly progress and activity is required. 5 hours per week is timetabled.

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 and warned of low attendance in a notification message. They must contact the Institute and explain their absence.

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 Director.

Attendance Recording

Trainer's Responsibilities

- Trainers will log in to RTOM 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 RTO 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 RTO Manager will run reports from the Student Management System at the end of every fortnight and the end of every month. The reports will highlight the students who are not meeting attendance requirements for the study period. By exceptions report.
- The Academic/ Compliance Director will be sent the reports at mid-term and end of term.

Intervention decisions

- Intervention will be discussed between the Academic/ Compliance Director and the RTO 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 70% attendance are notified and managed. They are sent escalating warning notification and offered student support services.

- Students who are absent for 2 consecutive weeks or are below 70% 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 notifications or escalating warning notices.
- Students whose attendance is identified at 70% with satisfactory course progress will be accepted as meeting the Institute 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 Institute database and emails to students and the office “day book”.
- 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. For example, the student’s absence may not be due to medical reasons, but rather to homeAMBIkness 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 Institute attendance and course progress policies.
- Students who do not respond to warning notifications 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

Australian Massage and Beauty Institute 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 CEO 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.

CEO'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 CEO may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Australian Massage and Beauty Institute 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 Institute 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 NOTIFICATIONS

RECORDING ATTENDANCE AND WHEN STUDENT IS NOTIFIED

This is approved by the CEO and sent to the student by RTO Manager

<p>Notification to DIBP – Non-commencement of a course within 2 weeks of the start date.</p>	<p>Where there is no attendance for 2 weeks and no response to communication at the start of a new course, the Institute 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 Institute within 7 days, this will be reported through PRISMS. The CEO will make the final decision.</p>
<p>Attendance SMS notification #1 Absent for 2 consecutive weeks</p>	<p>Students who are away for 2 consecutive weeks or more are sent mobile phone SMS notification advising their attendance status.</p>
<p>Attendance SMS notification first warning low attendance #2 Below 70% attendance for term – must respond to this warning</p>	<p>Students who fall below the minimum set by the Institute are sent mobile phone SMS notification warning of their low attendance status across the term – at week 3, week 6, week 10. Must communicate with SS to discuss the situation.</p>
<p>Warning letter #3 URGENT second warning - If they do not respond to SMS notification #2 and continue to be below 70% attendance and not at satisfactory course progress we will send an intervention letter – at Week 10</p>	<p>Students who continue to fall below the minimum set by the Institute at 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 Institute. The student if 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 notifications then warning #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 70% and no satisfactory course progress - Institute 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 Institute will escalate and send a final notification to the student that the Institute will report to DIBP for unsatisfactory course progress. The student if 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 Institute will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The CEO will make the final decision.</p>

