

RTO Student Attendance Policy

1. Policy Statement

Students are most likely to achieve their maximum potential when they fully participate in the learning program that has been designed to attain performance outcomes in the designated qualification or area of development. The RTO wants this outcome for all students that enrol with them and will do everything reasonably possible to engage and encourage full student participation.

2. Scope

This policy applies to all students

3. Procedures

- The following procedures set out the approach and process for monitoring and managing student participation in training. This includes engaging students who need additional assistance, putting interventions in place to get students on track and taking actions to manage situations where students do not respond to these interventions.
- In accessing these procedures, staff must ensure that they make the decisions that are within their designated mandate to do so and raise concerns they have regarding individual students by seeking advice and guidance from a more senior staff person if they are unsure of what action to take.
- The RTO has elected to formulate course monitoring and intervention processes to ensure that students have fair and valid opportunities to demonstrate their competence and to improve their performance levels where necessary in accordance with the Procedures below.
- If a student is absent for more than 5 days (either continuous or single days) the RTO Training and Deployment Manager and Training Coordinator are to meet with the individual concerned and develop a Student Attendance Intervention Plan.
- The administration team will also contact the referral agent, i.e. TTW or JobActive or CDP if an individual is absent for more than 1 day without any successful contact.
- Where a student is not able to be reengaged, all efforts to engage with the student should be noted in the Student Attendance Intervention Plan to be able to present a clear record of efforts to reengage the student to the Department of Training and Workforce Development. This includes a letter followed by three attempts to contact the student via email, telephone or SMS.
- At the intervention meeting, students are encouraged to identify any issues or difficulties that may be affecting their studies as well as being asked to provide any documentation to prove any extenuating circumstances.
- Students should be reminded of their obligations and should be informed of any implications for continued non-attendance and the implications to their eligibility in undertaking other studies should they continue to demonstrate unsatisfactory course progress.
- The Student Attendance Intervention Plan should be customised to the individual needs of the student and could include:
 - Opportunity for resubmissions or reassessment
 - Additional study / learning support
 - Extra tuition / mentoring classes
 - Alterations to enrolment conditions
 - Referral for counselling services to assist with personal issues or compelling circumstances
 - Course extension or catch up
 - Alterations to course selection / course suitability
 - A combination of strategies

In determining the course extension and / or the catch up, consideration should be given to:

- The need for the use of machinery or specialised equipment
- The nature of the course (high risk; high cost)

- Trainer availability

Ideally, where possible, all effort should be made for the missed days / hours to be completed by the student.

- The intervention strategy will be documented using the *Student Attendance Intervention Plan*, including timeframe, period of review, roles and responsibilities if required and a monitoring and support strategy to review progress.
- Whilst the Trainer / Assessor may be consulted when developing the *Student Attendance Intervention Plan*, the Trainer/Assessor should not be the final decision maker and should not determine the viability of the *Student Attendance Intervention Plan*.
- Preventing student absences is key and Trainers / Assessors should work in unison with the RTO Training and Deployment Manager and the Training Coordinator to identify students who are “at risk” of non-completion. As these students are identified, the Training Coordinator is to provide advice to the relevant Job Provider Case Manager or Career Advisor. Ideally, these absences should be addressed prior to the need to develop a *Student Attendance Intervention Plan*.
- All completed *Student Attendance Intervention Plans* must be forwarded to the Central Claims and Compliance Coordinator who will liaise with the Department of Training and Workforce Development regarding the progress of the student.
- Likewise, any students who are deemed to be “at risk” need to be identified and reported to the Centralised Claims and Compliance Coordinator.
- Students will be given a maximum period of 12 weeks to re-engage in training; post original nominated course completion. For metro and regional areas, this is sufficient opportunity to attend the subsequent course. Any students who do not re-engage or who have not declared extenuating circumstances within this period will be subject to withdrawal. If the student contacts the RTO again at a later date, permission will need to be sought from DTWD whether the student is able to be re-engaged via a funded pathway.

4. Related Procedures, Manuals & Guidelines

4.1 Student Handbook

4.2 Student Withdrawal Policy

5. Associated Forms

5.1 Student Attendance Intervention Plan