

Attendance Policy and Procedure

The Learning Professionals

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1. POLICY STATEMENT

The purpose of this policy is to ensure that all students are engaged in sufficient learning activity whilst advancing through a course, towards the completion of that course and students are able to consistently apply their knowledge and skills to the standard of performance required in a workplace.

This policy is made available to all stakeholders on The Learning Professionals website.

2. SCOPE

The Attendance policy applies to all students enrolled in and studying VET courses at The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to Admissions, Student Support, and all Training Departments.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

The CEO is responsible for this policy ensuring staff, third parties, authorised education agents and students are aware of The Learning Professionals student attendance policy and procedure.

The RTO Manager is responsible for the implementation of this policy.

The whole staff are responsible for the application of this policy.

5. DEFINITIONS

Course	A vocational qualification offered by The Learning Professionals
Being “at risk”	Attendance falling below 70% of the scheduled course contact hours.
Intervention strategies	Support plan and activities negotiated with the students who are considered being “at risk”. Students will be interviewed, supported, and will have an attendance intervention strategy implemented to get them back on the right track to succeed and achieve satisfactory progress requirements.
Satisfactory attendance	Maintaining the attendance of more than 70% in the scheduled course contact hours.
Monitoring	An active checking of attendance.
Recording	Entering the attendance of students in Student Management System.

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6. PROCEDURES

- 6.1 The Learning Professionals' courses are design to meet full time course requirements of at least 20 scheduled course contact hours per week.
- 6.2 Students must maintain satisfactory attendance and attend required scheduled classes.
- 6.3 It is the responsibility of each student to notify his/her trainer prior to 9am if the student will be absent on a given day. A properly notified absence of up to two days due to illness will not require a medical certificate. All absences of more than two days require medical certification.
- 6.4 A student who would like to take a leave of absence for less than 3 weeks on the grounds of compassionate or compelling circumstances may do so by completing a Leave application form (SSo2) before the intended leave period. For a leave of absence of more than 3 weeks, students need to apply for a suspension of study. Please refer to Leave Suspension Deferral Cancellation policy for more details.

6.5 Student Attendance Monitoring

6.5.1 The Student Support Officers and Trainers monitor all student's attendance by:

6.5.1.1 Trainers:

- Recording and approving attendance of students daily on Trainer Portal.

6.5.1.2 Student Support Officers:

- Monitoring students' attendance on Student Management System and notifying via email all students who are absent for more than 5 consecutive scheduled sessions, using Notification of Attendance at Risk – First warning (Appendix 1)
- Monitoring student attendance records bi-weekly to identify students who may be at risk of falling below 70% in the scheduled course contact hours
- Notifying students who are 'at risk' of falling below 70% of their course contact hours, using Notification of Attendance at Risk – Second warning (Appendix 2).

6.6 Intervention strategy

6.6.1 After the Second warning is sent and the student continue to be absent, Student Support Officers will:

- Schedule attendance intervention meeting, using Attendance 'At Risk' Intervention Notification (Appendix 3)
- Discuss any issues that are hindering their attendance and support plan in the Intervention meeting
- Record the agreed attendance intervention strategies in Attendance Intervention Strategy Form (Appendix 4)
- All the Warning Letters and Intervention form are recorded in Student Management system.

6.6.2 After the student's 1st intervention; the student maintains their attendance over a 6-week period they will no longer be considered at risk.

6.6.3 After the student's 1st intervention; the student does not maintain their attendance over a 6-week period they will be sent a final warning letter that once again outlines their obligation of attendance and require the student to attend the second intervention meeting and the intent to withdraw the student from their program if they:

- Do not attend a 2nd scheduled intervention meeting

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- Do not appeal the withdrawal within 20 working days
- Having unsatisfactory course progress due to unsatisfactory attendance.

6.7 If after 20 working days the student has not appealed the withdrawal, or no contact has been made by the student, the student will be withdrawn from the course, which means the student's enrolment is cancelled. Refer to Leave Suspension Deferral Cancellation Policy and Procedure for more detailed procedure cancellation of student's enrolment.

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APPENDIX 1 - Non-attendance warning notification – First Warning

{Insert today's date}

Re: Non-Attendance at Training sessions– First Warning

Dear {insert first name},
Student ID {insert student ID}

The Learning Professionals attendance records show that you have not attended some structured training sessions in the following course:

{insert course code} {insert course name}

As a student enrolled at The Learning Professionals, within your Letter of offer/Written agreement and during your Orientation program, you were informed of the requirements relating to course attendance.

Failure to attend 70% of your scheduled sessions may lead to unsatisfactory academic progress for your course. It is important to ensure that you attend all training sessions. If you are unwell and experiencing any difficulties, please let us know. In order to discuss any issues that are affecting your attendance, please contact the Student Support Team via email at admin@thelearningprofessionals.com.au or call 1300 043 045.

Kind regards

The Learning Professionals
RTO 20665 CRICOS 03902D
www.thelearningprofessionals.com.au
E-mail: admin@thelearningprofessionals.com.au
Phone: 1300 043 045

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APPENDIX 2 - Non-attendance warning notification – Second Warning

{Insert today's date}

Re: Non-Attendance at Training sessions– Second Warning

Dear {insert first name},
Student ID {insert student ID}

The Learning Professionals attendance records show that you have not attended some structured training sessions in the following course:

{insert course code} {insert course name}.

As a student enrolled at The Learning Professionals, within your Letter of offer/Written agreement and during your Orientation program, you were informed of the requirements relating to course attendance.

You were earlier emailed our first warning letter outlining your requirement to meet 70% of your scheduled sessions. The Learning Professionals will have to consider your position in the course if your attendance drops below 70% and you are not maintaining sufficient academic progress.

It is important to ensure that you attend all training sessions. If you are unwell you may submit a doctor's certificate. In order to discuss any difficulties you may be experiencing that are affecting your attendance, please contact the Student Support Team via email at admin@thelearningprofessionals.com.au or call 1300 043 045.

Kind regards

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APPENDIX 3 - Attendance 'At Risk' Intervention notification

{Insert today's date}

Re: Non-Attendance at Training sessions– Intervention required

Dear {insert first name}

Student ID {insert student ID}

The Learning Professionals attendance records show that you have not attended some structured training sessions in the following course:

{insert course code} {insert course name}

As a student enrolled at The Learning Professionals, within your Letter of offer/Written agreement and during your Orientation program, you were informed of the requirements relating to course attendance.

You were earlier e-mailed our first and second warning e-mails outlining your requirement to meet 70% of your scheduled sessions. The Learning Professionals will have to consider your position in the course as your attendance has dropped 70%. It is important to ensure that you attend all training sessions. If you are unwell you may submit a doctor's certificate.

You have been identified as 'at risk' of making unsatisfactory progress, due to less than 70% attendance record on [date of identification] and The Learning Professionals will now be implementing our intervention strategy. You are required to attend an intervention meeting [on or before date]. You also need to be aware that unsatisfactory attendance that leads to unsatisfactory course progress in two consecutive study periods for a course could lead to your enrolment being cancelled. You may bring a friend or support person with you if you wish to any meetings.

Kind regards

The Learning Professionals

RTO 20665 CRICOS 03902D

www.thelearningprofessionals.com.au

E-mail: admin@thelearningprofessionals.com.au

Phone: 1300 043 045

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APPENDIX 4 – Attendance Intervention Strategy Form

Attendance Intervention Strategy Form

Student name:	
Other parties present on behalf of the Student:	
Student Support Officers name:	
Other parties present on behalf of the RTO:	
Date of Intervention Meeting:	
Issues discussed that may have contributed to insufficient course progress	
Educational issues discussed – if any points apply, please record details in space provided below	
<input type="checkbox"/> Issues with course delivery <input type="checkbox"/> Issues with course resources <input type="checkbox"/> Issues with other students <input type="checkbox"/> Issues with trainers/ assessors <input type="checkbox"/> Other educational issue	
Non-Educational issues discussed – if any points apply, please record details in space provided below	
<input type="checkbox"/> Issues of a personal nature <ul style="list-style-type: none"> <input type="checkbox"/> Financial <input type="checkbox"/> Work <input type="checkbox"/> Family <input type="checkbox"/> Other 	
Exceptional circumstanced identified	
Exceptional circumstances include:	
<input type="checkbox"/> serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes <input type="checkbox"/> bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) <input type="checkbox"/> major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or <input type="checkbox"/> a traumatic experience, (these cases should be supported by police or psychologists' reports) which could include: <ul style="list-style-type: none"> <input type="checkbox"/> involvement in, or witnessing of a serious accident; or <input type="checkbox"/> witnessing or being the victim of a serious crime, and this has impacted on the overseas student <input type="checkbox"/> where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol	
All Exceptional Circumstanced must be supported by verifying evidence. The RTO must be involved with the intervention once exceptional circumstanced have been declared	

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Intervention strategies applied agreed upon

- Required attendance at mentoring classes to support learner progress
- Required attendance at additional practical classes to support learner progress
- Referral to support services such as financial and health support counselling services
- additional English language support referral
- reduction in course load (refer to course load monitoring) Exceptional circumstances only
- information concerning the rescheduling of re-assessment events
- Information concerning their obligation as outlined in their written agreement
- information concerning the potential need to report the student to The Department of Home Affairs if they maintain unsatisfactory attendance leading unsatisfactory course progress for two consecutive study periods.
- Other

Student Name		Signature		Date	
Student Support officers Name		Signature		Date	
RTO Managers/or Representatives Name		Signature		Date	

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