Monitoring Attendance and Course Progress Policy and Procedure

Attendance Policy
1. Guidestar Training & Professional Services (GTPS) will maintain accurate, current and complete records of student attendance and participation in their course.
2. GTPS's Training/Simulation Attendance Record. This record will contain the names of students attending the session, be signed by the Trainer/Assessor who conducted the training session, and show their name, the date of the training session; and the unit/s that were delivered at the point at which the student is marked on the roll as having attended.
3. Where work placement is a component of the course, attendance will be captured on attendance records which include the date of attendance, the hours of attendance, the name and signature of the workplace supervisor and the student signature.
4. GTPS student support officers / trainers and assessor will contact students who have been absent for two consecutive classes or more without approval.
5. GTPS student support officers will offer support to students who are identified as at risk for non-attendance/irregular attendance patterns.

Procedures
1. Attendance requirements
1.1. Students are provided with information about attendance requirements prior to enrolment or at the commencement of the training.
1.2. While minimum attendance is not necessarily a requirement, students need to be aware that significant non-attendance may seriously jeopardise their chances of success in the unit and potentially the course.
1.3. Details of attendance requirements and potential consequences of non-attendance are included in the Student Information Booklet.
1.4. Details of any additional attendance requirements related to the status of a student enrolment will be provided to the student e.g. support sessions / additional classes at the time of enrolment or commencement of training.

2. Recording attendance
2.1. Students are expected to attend scheduled classes for each unit within the course.
2.2. Student attendance at each class, work placement for the day is recorded, using the GTPS's Training Attendance Record.
2.3. The attendance will be recorded in the following manner:

Symbol	Meaning/Purpose
Student Signature	Student may sign in front of his/her name on training attendance form
P	**Student Present.** Student may write P or sign their attendance Trainer writes "P" if student forgets to sign the attendance form or for virtual classes
A	**Student Absent.** The trainer/assessor will use this symbol if student is absent for face to face or virtual classes

3. Student absences
3.1. Students who are absent from class are:
    3.1.1. to notify GTPS or Trainer/Assessor as early as possible and preferably prior to the class commencing
    3.1.2. to make contact with the trainer/assessor to reschedule an assessment that is missed (simulation)
    3.1.3. to make contact with the student support officer to attend an alternative class for the missed unit
    3.1.4. responsible for obtaining any class information missed from the trainer/assessor

4. Addressing non-attendance

4.1. Where a student is absent for two consecutive classes without approval, the student support officer must attempt to contact the student to determine the cause and remind them of the attendance requirements.

4.2. The student support officer with the trainer and assessor may discuss and determine if additional support is needed to assist the student in achieving satisfactory attendance.

4.3. Where a student continues to be absent from classes, the RTO Manager must address the non-attendance in accordance with the Course Progress Procedure.

5. Students arriving late or leaving early

5.1. Students who arrive late to class:

    5.1.1. must not act in a manner that creates disruption to the class

    5.1.2. are responsible for obtaining any class information missed from the trainer/assessor

    5.1.3. may be requested by the trainer/assessor to not enter the classroom until the next class break to avoid disruption to a class activity or assessment

5.2. Students leaving early are:

    5.2.1. to advise the trainer/assessor at the commencement of the class or as early as possible

    5.2.2. to leave in a manner that does not disrupt the class

    5.2.3. responsible for obtaining any class information missed from the trainer/assessor

Course Progress

1. Students are expected to make satisfactory progress in their course of study with the support and assistance from the GTPS's trainers and assessors.

2. Students are expected to complete their course of study within the specified time period outlined in the student information booklet and training plan.

3. At GTPS, students are treated equitably, fairly and impartially during the process of managing their course progress to satisfactory completion.

4. Students are provided with timely, clear and accurate advice regarding their satisfactory or unsatisfactory course progress.

5. The GTPS will maintain accurate and complete records of monitoring and managing a student's course progress e.g. file notes, letters, emails, notification to students.

6. Trainers and Assessors are required to use the course progress sheet to record assessment outcomes for the units.

7. Students at risk must be given every support and reasonable opportunity to achieve success in their course of study with appropriate and timely interventions.

8. Appropriate support strategies must be developed, implemented and monitored for students at risk, by the Student Support Officer, RTO Manager and Trainer/Assessor.

9. Students are provided with information about the GTPS's Complaints and Appeals policy and procedure.

Procedures

6. Early identification and management

6.1. The trainer/assessor review the student progress sheet on a fortnightly basis and take into consideration:

    6.1.1. Attendance and participation in learning

    6.1.2. Submission of assessment tasks by the due date i.e. within two weeks following the delivery of unit of competency

    6.1.3. Satisfactory completion of assessment tasks

6.2. The trainer/assessor is to discuss the students' performance with the RTO Manager/student support officer if the student is at risk of unsatisfactory course progress.

6.3. The student may be notified by telephone, letter or e-mail that they are at risk of making unsatisfactory course progress and will be informed to meet the RTO Manager and trainer/assessor.

6.4. RTO Manager and trainer/assessor are to meet with the student to discuss the concerns and implement support strategies to assist the student in meeting their course requirements.

7. Intervention

7.1. The student will be notified of the requirement to attend an intervention meeting with the RTO Manager and the Trainer/assessor, in writing or email.

7.2. During the meeting, an intervention contract will be established that will detail the actions provided to and required of the student to progress satisfactorily in the course e.g.

    7.2.1. Attending literacy and numeracy support

    7.2.2. Opportunity for re-assessment

    7.2.3. Attendance at one-on-one tutorials, practical skills sessions

    7.2.4. Attendance for additional classes/simulation

    7.2.5. Attendance at monthly support sessions

    7.2.6. Class attendance requirements

    7.2.7. Outstanding assessment submission dates

7.3. Records of the discussion will be recorded on a file note or student contact log with any agreed strategies to assist the student. This will be signed by the student and member of GTPS.

7.4. A copy of the form will be provided to the student and stored in the students' academic file.

7.5. It is the student's responsibility to adhere to the agreed plan and maintain contact with the RTO Manager and Trainer/assessor.

8. Complaints and Appeals

8.1. A student has the right to lodge a complaint if they feel GTPS has not followed this policy and procedure.

8.2. A student has the right to appeal against any decision made by GTPS in relation to this policy and procedure.

GTPS understands the importance of attendance and the effect it has on course progress. GTPS believes that regular and sufficient attendance to classes is necessary for successful achievement of expected outcomes in VET. Satisfactory course progress means attending scheduled classes, participating in tuition activities and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period. GTPS has created a flow chart of the steps taken to ensure students receive a fulfilling and supportive learning environment.

ATTENDANCE

1.1
- Trainers submit the Attendance Training Records to the Administration and Support Officers at the end of each week.

1.2
- Attendance is recorded on the attendance excelsheet to assist in identifying students at **"At-Risk"** of not attending classes (absences for 2 consecutive weeks/irregular attendance patterns)

1.3
- Student Support Officers attempt to contact the student in regards to absences and determine any concerns or determine if support is needed.

1.4
- The student may be notified in writing or email to alert them to their attendance patterns and inform them of the of the requirement to attend classes

1.5
- Where attendance does not improve and the student is absent for 3 consecutive weeks, the student will be contacted again. Failure to provide any reason or document for absence will result in the Student being marked "At-Risk" on the course progress sheet.

1.6
- If the student is still absent for a 4th consecutive week, a"College Intiated Withdrawal" must be sent out. The student will have 10 working days to Appeal the decision

COURSE PROGRESS

1.1
- Identify students **"At-risk"** *who are not submitting assessments by the due date i.e.within two weeks following the delivery of unit of competency*
- The trainer/Assessor is to discuss the students' performance with the Student Support Officer if the student is at risk of unsatisfactory course program.

1.2
- The student will be notified by telephone, email or letter that they are **"At-risk"** of making unsatisfactory course progress and will be informed to meet with the Student Support Officer and Trainer/Assessor.

1.3
- Student Support Officer and Trainer/Assessor are to meet with the student to discuss the concerns and implement support strategies to assisst the student in meeting their course requirements.

1.4
- Where the student does not co-operate and/or participate with the support strategies and continues to demonstrate unsatisfactory course, a"College Intiated Withdrawal" must be sent out.