

Student Attendance Policy

Reference:

RTO Standards: 1.1; 1.2 and 1.7
National Code 2018 Standard 6, 8, 9

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Policy

Sydney City College of Management recognises the correlation between student attendance and achievement of course outcomes and the requirement to adhere to Standard 6, 8, & 9 of the National Code 2018. In turn, Sydney City College of Management also maintains a policy of 100% attendance for all class sessions. The Institute systematically records, monitors and assesses student attendance and where attendance falls below acceptable levels, the student will be counseled in line with this policy and procedure. Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA), resulting in the possible cancellation of the student's visa.

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 1, 2016 at the start of week 3, means that the students term duration for Term 1, 2016 is 8 weeks
- 1.3 Student attendance is calculated by dividing the total number of scheduled minutes for the term, by the number of attended minutes by the student and multiplying the figure by 100.
- 1.4 Where a student has been issued with an attendance warning letter, a note will be made on the class attendance sheets advising that the student is not permitted back into class until they have seen the relevant college representative
- 1.5 All attendance monitoring communication between the student and the college will be recorded appropriately in the Institute's Student Management System, with documentation retained in the Students file
- 1.6 Students will be informed of this policy and its consequences through the following means:
 - 1.6.1 Inclusion of information about the policy in the enrolment form
 - 1.6.2 Inclusion of information about the policy in the student handbook
 - 1.6.3 Overview of the policy at the selection interview
 - 1.6.4 Inclusion of information about the policy in the offer letter and agreement form
 - 1.6.5 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. 9:04am
 - 2.4 Trainers are to record the sign out time of students in the sign out column of the Weekly Attendance Sheet e.g. 3.09pm
 - 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 week and signs the Weekly 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, the Student Services Department and the Student Services Manager
- 3.2 Trainers monitor student attendance on a daily basis, based on the Weekly Attendance Sheet. Where students are not attending classes as scheduled, the Trainer will encourage and counsel students to improve their attendance. Where necessary, the Trainer will inform the Student Services Department to hold a formal counseling meeting with the Student
- 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 instructed by Trainers and the Student Services Manager
- 3.4 The Student Services Manager monitors student attendance on a weekly basis, based on reports from the Student Management System. The Student Services Manager will counsel and report students in line with the requirements of this policy

4.0 Assessing Student Attendance

- 4.1 The Student Services Manager assesses student attendance on a weekly basis by analysing reports generated from the Student Management System
- 4.2 Students who have been absent for three consecutive days without approval, will receive a 3 Consecutive Day Warning Letter either by hand delivery or by registered post, informing them of the requirements to attend classes. The letter will outline student visa condition 8202 and will request the student to contact the college's Student Services Officer/Welfare Officer immediately to explain any extenuating circumstances, and provide supporting documentation for absences
- 4.3 Students whose **actual** attendance has fallen below 85% will receive a First Attendance Warning Letter, either by hand delivery or by registered post,

informing them of the requirements to attend classes. The letter will outline student visa condition 8202 (including that Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA), resulting in the possible cancellation of their student visa) and will request the student to contact the college's Student Services Officer/Welfare Officer immediately to explain any extenuating circumstances, and provide supporting documentation for absences

- 4.4 Students whose **actual** attendance has fallen below 82% will receive a Second Attendance Warning Letter, either by hand delivery or by registered post, informing them of the requirements to attend classes. The letter will outline student visa condition 8202 (including that Students whose attendance fall below 80% may be reported to the Department of Home Affairs (DHA) resulting in the possible cancellation of their student visa) and will request the student to contact the college's Student Services Manager immediately to explain any extenuating circumstances, and provide any supporting documentation for absences. The letter will also outline SCCM's intention to report the student via PRISMS for breaching attendance conditions of their student visa, should their attendance fall below 80%
- 4.5 Once a student **projected** attendance falls below 80%, the student will be issued with an Intention to Report Letter either by hand delivery or by registered post. The letter will outline SCCM's intention to report the student for breaching the attendance conditions of their student visa. The student will be informed of SCCM's Student Complaints and Appeals procedure and will be given 20 working days to make an appeal in line with the Student Complaints and Appeals Policy. During this time, the student must continue to attend all scheduled classes
- 4.6 Students whose **projected** attendance has fallen below 80% may not be reported if:
- 4.6.1 The student is making satisfactory course progress; and
 - 4.6.2 The student is attending at least 70% of the terms scheduled contact hours; and
 - 4.6.3 The decision is consistent with this policy and procedure

5.0 Calculating Student Attendance

- 5.1 Student attendance is calculated by dividing the total number of scheduled minutes for the term, by the number of attended minutes by the student and multiplying the figure by 100
- 5.2 The calculation is based on the student's actual attendance in scheduled classes which is reflected in the Weekly Attendance Sheets
- 5.3 Sydney City College of Management's Student Management System automatically calculates student attendance based on Weekly Attendance Sheets
- 5.4 Student online attendance will be monitored by the student support officer and trainer's weekly basis. Trainers and student can see individual's online attendance in each course page online that shows students accumulated hours on that course. Student must achieve minimum 6 hours weekly online attendance on other time than their class scheduled time.

Related Documents

- Weekly Attendance Sheet
- Complaints Form

- Appeals Form
- 3 Consecutive Day Warning Letter
- First Attendance Warning Letter
- Second Attendance Warning Letter
- Intention to Report Letter

Related Policies

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