

Attendance Policy

PURPOSE

Nurse Training Australia (NTA) has adopted the National Code 2018 Standard 8 Overseas Student Visa Requirements. 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.

NTA 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, **NTA will record and monitor attendance and participation in units – 80% classroom and 20% online mode.** 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.

PROCESS

Study Period

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.

The study period for Diploma of Nursing is 4 weeks as the course requirement is the student has to attend classes regularly which involves labs and tutorials which are compulsory to attend.

80% 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 80% of the course hours.

Attendance is calculated as an average across the study period. So, a student timetabled for 16 hours per week classroom and 4 hours per week online (180 hours per term) must maintain 80% attendance which is 14 hours per week (126 hours per term) plus satisfactory course progress which means passing the units in that term.

Attendance – Absent for 10 consecutive days or more

Our Student Handbook and orientation will state that students who are absent for 10 or more consecutive days (More than 2 weeks) will be contacted and warned that they must report to the College and explain their absence.

Attendance Recording

Trainer's Responsibilities

- Trainers will mark the attendance sheet at every class and hand in to admin staff.

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 Administration staff has responsibility for the entry of all attendance data entered in the RTO Manager System.
- Information is monitored monthly in the database.

Attendance monitoring

- The Administration and Compliance Manager will run reports from the RTO Manager System at the end of every month. The reports will highlight the students that are not meeting attendance requirements for the study period by running a report.
- The Director of Studies will be sent the reports at end of term.

Intervention decisions

- Intervention will be discussed between the Administration and Compliance Manager and the Director of Studies at regular staff meetings (at every month)

Warnings by email and letter

Students with Attendance that falls below 80% attendance and that are not passing units so they have unsatisfactory course progress are reported and managed. They are sent warning emails.

- Students whose attendance is identified by the RTO Manager System to be below 80% are identified in a report that is produced each month. (in the following week)
- Students whose attendance is identified at 80% with satisfactory course progress will be accepted as meeting the College standard for course progress.
- There will be records of all email, phone and letter contact and counselling. This can be sighted and monitored by management in the College database and emails to students and the office "day book".
- We will email and SMS the students who are below 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 homesickness 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 College attendance and course progress policies.
- Students who fall below the minimum set by the College are sent email and SMS warning notification of their attendance status across the study period –at week 9 for the whole study period of Term 1.
- Students who do not respond to warning notices and email communication regarding attendance and course progress will be dealt according to 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

NTA 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 Directors 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 the admin staff for filing. The original documentation must be kept by the students for the information of DIBP in the event of an audit or appeal.

Directors' 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 Directors may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, NTA 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 College 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 & COURSE PROGRESS NOTIFICATIONS AND ROLES

RECORDING ATTENDANCE AND WHEN STUDENT IS NOTIFIED

This is approved by the Directors and sent to the student by Administration and Compliance Manager

Attendance notification #1 Absent for 10 consecutive days	Students who are away for 10 consecutive days or more(2 weeks) are sent email or mobile phone SMS notification warning of their attendance and course progress status.
Attendance warning notification #2 Below 80% attendance and not submitting assessments for satisfactory course progress	Students who fall below the minimum set by the College are sent mobile phone SMS notification warning or warning letter by email of their attendance status and failure to submit assessments for course progress across the study period – at week 5 & week 10.
Attendance Warning letter #3 URGENT second warning - If they do not respond to notification #1 or warning notification #2 and continue to be below 80% attendance and not at satisfactory course progress we will send a Warning Letter #3 to take up intervention – at Week 9	Students who continue to fall below the minimum set by the College at the end of term are sent email warning notification of their attendance status and their course progress in that term—at week 9. The student is required to attend an intervention meeting at the College. The student if allowed time for the internal and external appeals process (20 working days)
Warning letter #4 Intention to report to DIBP This will occur when: There is no response to warning letters #1, #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 80% and no satisfactory course progress - College intends to report unsatisfactory course progress.	No response to the warning letters and offer of support through intervention and no appeal process initiated by the students means the College will escalate and send a final notification to the student that the College will report to DIBP for unsatisfactory course progress. The student if allowed time for the internal and external appeals process (20 working days)
Notification to DIBP – Abandonment of course	Where there is no attendance at all and no response to communication in the term, the College will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered. The Directors will make the final decision.

