

P. v1.0 Course Attendance Policy

1.0 Purpose

- 1.1. Milestones International College considers attendance to be a vital component of course progression for all its enrolled students.
- 1.2. The purpose of this policy is to define a framework for the administrators and the Academic Staff to record, manage and monitor the student's attendance within the course progress framework.

2.0 Policy

- 2.1. Students are expected and encouraged to attend more than 80% of their scheduled hours of training and assessment in their course enrolment.
- 2.2. Students are expected to sign-in their daily attendance. The students sign the Attendance Record Sheet with their trainers/assessors at the beginning and the end of every contact day. This Attendance Record sheet assists in providing a visibility to the student attendance.
- 2.3. The attendance record sheet records hourly attendance for each student. Trainers and assessors are to adjust the hours attended if the student only attends part of a session.
- 2.4. The trainers hand over the completed attendance record sheets to the administration officer, who then records the attendance into the student management system. The student management system is set to calculate student's attendance percentage at a given point of time taking into account their total number of scheduled hours and attended/absent hours.
- 2.5. Students are required to inform Milestones International College if they are not able to attend their scheduled classes or need to arrive late and/or leave early due to medical or exceptional/compassionate reasons. The student needs to provide documentation/evidence to the Student Services team to support their reason for absenteeism.
- 2.6. Any documents provided by the student must be verified and retained in the student records.
- 2.7. Students are responsible for seeking assistance and advice in relation to problems in meeting attendance requirements, withdrawal from a course and/or unit of study and special consideration due to illness or other circumstances.

Flexibility to meet students' needs

- 2.8. Milestones International College practices flexibility within the attendance policy. In certain circumstances a student may be given permission to commence their daily classes after the daily scheduled commencement time and

finish daily classes earlier than the scheduled daily completion time. This is only to be approved under compassionate and compelling circumstances with valid and verifiable evidence. A student must apply for approval by the RTO Manager on the appropriate form and documented evidence of the circumstances must be attached.

Procedure

1. Monitoring Attendance

1.1 Every week, administration manager will run Attendance Monitoring report using the SMS, Wisenet. The report is generated in an excel spreadsheet from the system and highlights students at different risk levels in different colours i.e. (95% - 90% - yellow, 90% - 85% - grey, 85% - 80% - red, <80% - black). The sheet will then be used by the administration manager to determine the type of communication to be sent.

2. Communication to the student

2.1 Students are advised of the attendance requirement at orientation, as part of student handbook and in-class reminders by trainers and assessors.

2.2 Students are also provided access to 'student portal' of the SMS, Wisenet. The portal provides them with real time information on their training and assessment with MIC including their current attendance rates.

2.3 MIC will send warning letters as below:

Condition	Communication Item
has been absent for 5 consecutive contact days without prior approval in his/her program	Attendance Warning Letter 1
is not attending classes consistently and their attendance rate is between 95% – 90%	Attendance Warning Letter 1
is not attending classes consistently and their attendance rate is between 90% – 85%	Attendance Warning Letter 2
is not attending classes consistently and their attendance rate is between 85% – 80%	Attendance Warning Letter Final
is not attending classes consistently and their attendance rate is below 80%	Notice of Intention to Cancel the Enrolment

2.4 The communication items listed above are to be generated by the student management system.

- 2.5 The Warning Letter 1 is to notify student of their dropping attendance and remind them of their obligations around course progress.
- 2.6 The Warning Letter 2 invites the student for a counselling session with the RTO Manager or a delegated person. The student may bring a support person and/or supporting evidence to discuss their absenteeism. The RTO manager or the delegate will analyse the information provided by the student and will offer further options to the student i.e. deferment under compassionate/compelling circumstances.
- 2.7 The Final attendance warning letter will be sent if the student does not contact Milestones International College for counselling and continues to be absent for further duration. The time gap between two reminder letters is 5 working days. In case the letter is sent by post, please allow additional 2 working days between the reminder letters.
- 2.8 A maximum of 3 reminder letters will be sent to the student.

3. Counselling of the student

- 3.1 The RTO Manager or delegate can counsel the student.
- 3.2 Student is allowed to bring in a support person if they wish to.
- 3.3 The RTO manager must reflect how the absenteeism is affecting course progression for the student and any intervention strategy devised is to outline the steps to be taken to rectify the course progression as per Monitoring Course Progress Policy
- 3.4 Evidence of counselling (using the attendance counselling form) and remedial action is to be placed on student's file. This is done by entering a file note in the student management system outlining what has been discussed and agreed with the student. The student may be required to lodge additional evidence as to why they were absent.

4. Withdrawal/Cancellation of the student enrolment

- 4.1 The students must be withdrawn/cancelled, according to the procedure for withdrawal/cancellation, if
- 4.1.1 the student accumulated three letters and the course progress is jeopardised due to non-attendance beyond reasonable doubt; and/or
- 4.1.2 If the student did not return to school after an authorized period of absence (deferment) on the date agreed upon and the course progress is jeopardised due to non-attendance beyond reasonable doubt
- 4.2 In the scenarios as mentioned in 4.1.1 - 4.2.2, Milestones International College will send the student the notice of intention to cancel their enrolment.

5. Appeals process

5.1 If a student is not satisfied with Milestones International College's decision at any stage as a result of implementation of this policy, the students have the right to access Milestones International College's complaints and appeals procedure.

5.2 If the student wishes to appeal the decision made (including clause 4.2), they must do so in writing within 20 working days of the decision.