

QTHC Attendance Policy

1. PURPOSE

- 1.1. To clearly outline Quality Training & Hospitality College (QTHC) attendance expectation of students including the procedure for recording and monitoring student attendance and the procedure for notifying students who fail to maintain satisfactory attendance.
- 1.2. Under Standard 11 of the National Code 2007, QTHC is required to systematically monitor student compliance with student visa conditions relating to attendance. QTHC is committed to being proactive in notifying and counselling students who are at risk of failing to meet attendance requirements and will report students to DIBP under Section 19 of the ESOS Act, in accordance with this policy.

2. SCOPE

- 2.1. This policy applies to all International Students on a student visa enrolled into a CRICOS registered course at QTHC. This policy is applied by all relevant administrative, academic, support and management staff members. This policy is made available to all staff, students, prospective students and agents acting on behalf of QTHC, via student handbooks, student orientation, Novacore Management System and the company website.

3. POLICY

- 3.1. Students are required to attend all scheduled training. QTHC records student attendance every day, this includes lateness, or leaving class early.
- 3.2. If a student is unable to attend scheduled training they should notify QTHC International Student Support Officer and apply for leave in accordance with the procedure outlined in section 4.2 of this policy.
- 3.3. Satisfactory attendance is defined as a minimum of 80% scheduled contact hours (with or without medical certificates).
- 3.4. In some cases students may be able to reschedule training sessions. This will be at the discretion of the International Support Office and Senior Trainer. Under certain circumstances where a practical component is designated as work-based, a student may be able to complete this work based session at an approved external workplace.
- 3.5. Leave will only be approved if compassionate or compelling circumstances exist. Leave approval is at the discretion of the International Student Support Officer and all requests for leave will be administered in accordance with this policy.
- 3.6. Compassionate or compelling circumstances are generally those beyond the control of the student and that have an impact on the student's capacity and/or ability to attend classes.
- 3.7. QTHC will not approve leave:
 - i) For vacations or holidays;
 - ii) Where the amount of leave requested puts the student at risk of not achieving satisfactory attendance for the study period. In this case, the student should apply for a suspension of studies in accordance with QTHC Deferral, Suspension or Cancellation of Enrolment Policy.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\CRICOS\PolicyQTHC attendance policy	Approved By: RTOADM	Next Review Date: 25-02-2015
Version: 1.1	Approved Date: 25-08-2014	Page 1 of 4

QTHC Attendance Policy

- 3.8. If a student is continually absent from scheduled training, QTHC will counsel the student to discuss any underlying issues or the suitability of the training they are undertaking. Continually absent is deemed as 5 consecutive days without approval or less than 80% average on a monthly basis.
- 3.9. To maintain satisfactory attendance with QTHC, students must attend at least 80% or more of scheduled contact hours during any given semester.
- 3.10. Preventative action will be undertaken by QTHC to ensure where possible students are counselled where their attendance falls below 90%.

If a student's total attendance for a semester is below 80% but above 70%, and the student has approved leave due to compassionate and compelling circumstances, QTHC may choose not to report the student, but only if the decision not to report is consistent with this Attendance Policy and the student is maintaining satisfactory course progress.

- 3.11. If a student arrives to any class late, leaves any class early or has an extended break during any class, they will only be marked in attendance for the actual time they are present in the class.
- 3.12. If a student is sick, they must notify, by telephone, Head Office on 8223 3888 on the first day of sickness to advise of their absence or at the earliest possible opportunity and, in any case, by no later than 9:00am on that day. Text messages and emails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally. This notification procedure should be followed on each day of sickness, unless you are covered by a doctor's medical certificate. A doctor's certificate or statutory declaration is required for all multiple day periods of sickness and any sick days taken on a Monday, Friday or before or after a public holiday.
- 3.13. If a student is absent from scheduled training for five (5) consecutive days without approval or the student is at risk of not achieving satisfactory attendance, QTHC will implement an intervention strategy and/or counsel the student.
- 3.14. If a student misses ten (10) consecutive days of study and does not have leave approved, the student will be considered as having abandoned the course. In this case, QTHC may initiate the cancellation of the student's enrolment in accordance with QTHC Deferral, Suspension and Cancellation Policy.
- 3.15. If a student receives Credit Transfer (CT) or Recognition of Prior Learning (RPL) for any unit(s), they will not be required to attend class on days when that unit is being taught as per their timetable. Students need to be aware sometimes the trainer will need to make adjustments to the timetable and the student will be advised in advance if they are required to attend.
- 3.16. When a student is absent due to having received CT or RPL on a particular day, the trainer will use the attendance code CC (Course Credit) on the attendance register. Sessions missed due to CT or RPL will not be factored into the student's overall attendance percentage.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\CRICOS\PolicyQTHC attendance policy	Approved By: RTOADM	Next Review Date: 25-02-2015
Version: 1.1	Approved Date: 25-08-2014	Page 2 of 4

QTHC Attendance Policy

4. PROCEDURES

4.1 Attendance Record Keeping and Monitoring Procedure

- 4.1.1 Students will be issued with a training plan and or timetable of classes at the beginning of each study period.
- 4.1.2 Student attendance for each scheduled training session/day is recorded manually by the teacher daily as per the instructions on QTHC attendance register.
- 4.1.3 The trainer must forward their correctly completed attendance register together with any student's medical certificate to the International Student Support Officer at the conclusion of each week. This may be done electronically for classes based off site. Attendance registers not submitted during the semester must be filed in the trainer's manual and submitted at the end of the semester to the International Student Support Officer
- 4.1.4 The International Student Support Officer enters the information from the attendance register into the 'International Attendance Spreadsheet'.
- 4.1.5 At the end of each 4 week period, the attendance percentages are calculated, students of concern are identified and counselling commences, as outlined in section 4.3 of this policy.
- 4.1.6 QTHC holds monthly trainer meetings. During these meetings, student attendance issues are discussed and actions required minuted.
- 4.1.7 Actioned items are reviewed in subsequent meetings to ensure attendance issues are resolved.
- 4.1.8 At the end of each study period the International Student Officer will prepare and analyse a full semester attendance report and initiate section 4.3 as required.

4.2 Request for Leave Procedure

- 4.2.1 Students who wish to apply for leave must fill in a Deferral, Suspension and Cancellation Form (DCS). This form can be found online at: qthc.edu.au or through the International Student Support Officer at QTHC head office.
- 4.2.2 Students should submit the completed leave request form and supporting evidence to the International Student Support Officer at least five (5) business days before they intend to commence leave.
- 4.2.3 The International Student Support Officer will process the request for leave and provide the student with an email response within three (3) business days.
- 4.2.4 If the leave is approved, a note will be made in the students file. All training days missed during the approved leave period will be marked as approved absence.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\CRICOS\PolicyQTHC attendance policy	Approved By: RTOADM	Next Review Date: 25-02-2015
Version: 1.1	Approved Date: 25-08-2014	Page 3 of 4

QTHC Attendance Policy

- 4.2.5 If the student leave is not approved and the student takes leave or the student takes more leave than was approved, the student will be marked as absent without approval for any training days missed.

4.3. Unsatisfactory Attendance Notification Procedure

- 4.3.1 After 4 weeks of a student's enrolment an initial attendance percentage is calculated. Students of concern are identified. A student of concern is any student whose attendance percentage is below 90%. The students are informally counselled about their attendance as per their visa requirements. A note is made in their student file.
- 4.3.2 Students of concern whose attendance percentage does not improve in subsequent weeks after the initial informal counselling session, and remains below 80%, will attend a counselling session with the International Student Support Officer and receive a first written formal warning.
- 4.3.3 If a student does not improve their attendance percentage after the first formal warning, the student will attend a counselling session with the International Student Support Officer and a representative from senior management, where a second and final formal warning will be issued. At this meeting the student will sign a contract to attend a minimum of 90% of class for the remainder of the semester.
- 4.3.4 If the student does not comply with the terms of the contract noted in 4.3.3, QTHC will issue a "letter of intention to report" to the student and the student is given 20 days to appeal as outlined in the letter. If the student does appeal, QTHC will assess the appeal in line with the Complaints and Appeals Policy. If the appeal process is exhausted and the appeal is rejected, or the student does not lodge an appeal within 20 days of receiving the notice, QTHC will initiate the cancellation of the student's enrolment in accordance with QTHC's Deferral, Suspension and Cancellation Policy. QTHC will also report the student to DIBP via PRISMS, for breaching the terms of their student visa due to poor attendance.

CRICOS Number: 02880B		RTO Number: 1036
Document: NovaCore CMS\CRICOS\PolicyQTHC attendance policy	Approved By: RTOADM	Next Review Date: 25-02-2015
Version: 1.1	Approved Date: 25-08-2014	Page 4 of 4