

## Attendance Policy and Procedure

<b>Distribution:</b>	All staff and students
<b>Related Documents:</b>	<p><b>Related Policy</b></p> <ul style="list-style-type: none"> <li>• PnP – Withdrawal, Deferral, Suspension and Extension</li> <li>• PnP - Satisfactory Progress Policy</li> </ul> <p><b>Related Forms</b></p> <ul style="list-style-type: none"> <li>• Form - Training Attendance Sheet</li> </ul> <p><b>Related Documents &amp; Registers</b></p> <ul style="list-style-type: none"> <li>• Student Handbook</li> <li>• How To: Admin processes</li> <li>• How To: Manage Cancellations &amp; Withdrawals</li> </ul>
<b>Legislative Context:</b>	
<b>Alignment</b>	
Standards for Registered Training Organisations (RTOs) 2015	
Clause 5.2	

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## Introduction

ONCALL Training College ensures that it supports learners to achieve successful outcomes in their chosen courses and/or qualifications and respects the rights of all learners to a positive learning environment with minimal distraction.

## Purpose

To promote a positive and rich learning environment at ONCALL Training College for all students, assist all students with the satisfactory completion of all courses and respect the rights of all learners to an uninterrupted learning setting.

## Scope

This policy and procedure applies to all courses offered by ONCALL Training College for qualifications and Statements of Attainment issued under the Australian Qualifications Framework.

## Responsibilities

Training and assessment, administrative staff and students.

## Definitions

Attendance is defined as the number of people (students) present at a scheduled training, whether it is in-class, face-to-face learning, E-learning, or distance learning. Distance learning includes other types of delivery that are not conducted in the classroom. Traditional distance learning includes providing hard-copy workbooks or textbooks, supplemented with email or telephone contact with a trainer.

E-learning is broad in scope and includes both online learning and aspects of blended learning. E-learning covers all forms of digital teaching and learning, both on campus and remotely.

Online learning can be synchronous or asynchronous. Synchronous online learning occurs where the students and trainer participate at the same time but in different locations using accessible technology, such as videoconferencing applications (Microsoft Teams, Zoom, etc.). Asynchronous online learning occurs where students and trainers are not necessarily expected to participate in sessions at the same time.

These definitions have been drawn from the NCVER research report, [Online delivery of VET qualifications: current use and outcomes](#). For more a more in-depth explanation of the above terms, please consult this document.<sup>1</sup>

**Access and Equity** ONCALL Training College's policies and procedures are aimed at ensuring its operations are responsive to the individual needs of clients whose age, gender, cultural or ethnic background,

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<sup>1</sup> Source <https://www.asqa.gov.au/distance-learning> last viewed 22/06/2020

dis/ability, sexuality, language, literacy and/or numeracy skills, un/employment, imprisonment or geographic location (amongst others) may present a barrier to access, participation and the achievement of suitable outcomes.

**Client** means the person who uses/purchases the services of ONCALL Training College

**RTO Operations** means all of the operations of ONCALL Training College including (but not limited to) training, assessment, administrative staff, student support services, partner providers (including those offshore).

**Learner** means the person being trained and/or assessed by ONCALL Training College for the purpose of issuing a qualification from the Australian Qualifications Framework (AQF).

**USI** Unique Student Identifier (as per the meaning given to it by the Student Identifier's Act 2014; an identifier assigned to an individual by the Registrar under section 10 or 12).

## Policy Statement

ONCALL Training College promotes and fosters as much as possible a positive learning environment free from unnecessary interruption while maximising every student's right and ability to learn and achieve the learning outcomes of their course. It is important to note that the attendance records are legal documents and may be subpoenaed to a court upon request. As such, all ONCALL Training College attendance documentation are handled as legal documentation.

- Each trainer and assessor will be provided with a class list for each class that they are responsible for, providing them with a guide as to which students are expected in the class
- The class list is to be prepared for trainers and assessors prior to the commencement of each class by administrative staff
- The trainer and assessor is responsible for completing the class attendance list during each class; and
- The trainer and assessor is responsible for processing and submitting the completed class list via ONCALL Training College's Trainers Portal, or forwarding the completed class list to administrative staff for entry on the student database.

## Procedure

### Attendance / Class List

### Face to Face attendance

***Each class list must have the following information provided by administrative staff:***

- Student number (where relevant)
- Student's full name
- Student signature
- Class name/Code/Subject Name

- Trainer and Assessor Name
- Date of class attendance
- Time of arrival (morning and afternoon)
- Time of Departure (afternoon – if required)
- Space for Trainer and Assessor to Sign

***Trainers and assessors must complete the class list as follows:***

- Confirm the class list is the correct list for the class
- Confirm the class details (code/subject name/date etc.) are correct
- Confirm the trainer and assessor name is correct
- Mark the attendance of each student at the beginning of the class using the following codes:
  - P = Present
  - A = Absent
  - L = Late (note time frame of lateness)
  - E = Left Early (note time of departure)
  - Att. = Attachment included (medical certificate etc.)
- Where a medical certificate is attached to the class list and provided to administrative staff, administrative staff must take a copy of the original if an original has been provided and return the original to the student for their own records; and
- Where a trainer and assessor notices that a student is absent, they must notify the administrative staff team and action the following:
  - Contact the student by phone/SMS to confirm their wellbeing and issue the 1<sup>st</sup> warning notification letter via OTC’s Trainers Portal
  - If no response, followed by 2<sup>nd</sup> warning notification letter via OTC’s Trainers Portal
  - Should the student not responding to the issued of 1<sup>st</sup> and 2<sup>nd</sup> warning notification letters, trainer and assessor must request OTC administrative staff to issue the 3<sup>rd</sup> warning – Intention to Cancel notification letter. OTC Administrative staff team will request the student to respond and contact his/her course coordinator within 48 hours of the issuance of the 3<sup>rd</sup> warning – intention to cancel letter.
  - In an instance where the student is not responding to the 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> warning within the time frame stipulated in the letters, OTC administrative staff will issue provider-initiated cancellation student’s course enrolment (suspension of Moodle access applies). Student will be officially withdrawn from their course enrolment 20 days after the course cancelation date.
  - Record all contact against the student’s name via OTC’s Trainers Portal; and
  - Monitor ongoing attendance and absenteeism to determine the impact on the student’s learning and assessment in the course.

## Late Attendance

Short courses (4-hour duration or less)

To protect the integrity of the learning plan and the right and ability of all learners to learn in an uninterrupted learning environment, it is the policy of ONCALL Training College that students will not be permitted to enter the classroom if they are 15 minutes late, or beyond for any short course, where they have not previously informed the college of their anticipated late arrival. The following process will occur if they do turn up late:

- Advise the student that they have missed a portion of the course content
- Be offered once, a re-enrolment into the same course at no extra cost
- Provide an email confirmation of change of enrolment

## Online attendance

### Online courses

Online learning can be **synchronous or asynchronous**. Synchronous online learning occurs where the students and trainer participate at the same time but in different locations using accessible technology, such as videoconferencing applications (Microsoft Teams, Zoom, etc.) will be conducted in the following way:

- Classroom attendance recorded by the college

**Asynchronous** online learning occurs where students and trainers are not necessarily expected to participate in sessions at the same time, attendance will be conducted in the following way:

- Individual attendance recorded by log in to provided systems

## Database Entry of Attendance

Attendance and absenteeism is monitored on the student database to assist training and assessment staff in providing optimal learning opportunities and also as a mechanism to monitor the training provided as part of an accredited course, funded program, corporate program which may require mandatory attendance or for example to monitor the classroom attendance of an apprenticeship.

- The class attendance list is to be added to the database for all classes no later than close of business on the following day of the class
- Where the class attendance list is incomplete or inaccurate, it is to be returned immediately to the trainer and assessor responsible for that class to rectify
- Upon entry, all entered class attendance lists are to be scanned and uploaded to the Student Management System

- When using the Trainer Portal for attendance, the trainer must click submit as their earliest convenience and no later than 11am.

## Student Support

Where it is identified by a trainer and assessor or administrative staff member that a student is experiencing ongoing or absenteeism that may impact on their ability to meet course outcomes, they must immediately notify the course coordinator and student welfare officer.

As per the Cancellation, Deferral, Suspension and Extension Policy and Procedure, ONCALL Training College may **cancel** a student’s enrolment in the following instances:

- The student demonstrates serious misconduct as outlined in ONCALL Training College’s *Code of Conduct*
- The student has committed plagiarism
- Erratic course progress, for example, consistent unsatisfactory course progress **or continuous absence from scheduled course** hours; or
- Non-payment of outstanding fees.

ONCALL Training College must inform the student of its intention to cancel the student’s enrolment where the cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the registered provider’s internal complaints and appeals process. If the student accesses the registered provider’s internal complaints and appeals process, the cancellation of the student’s enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.

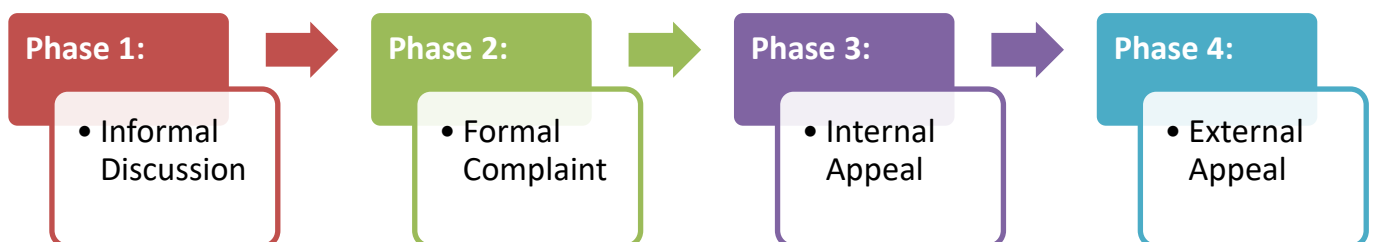
## Appeal of decision

### Process

The ONCALL Training College’s Student Complaints and Appeals Policy and Procedure applies to all grievances and complaints managed by ONCALL Training College, either informally or formally.

There are four (4) phases in the ONCALL Training College Student Complaints and Appeals Policy & Procedure:

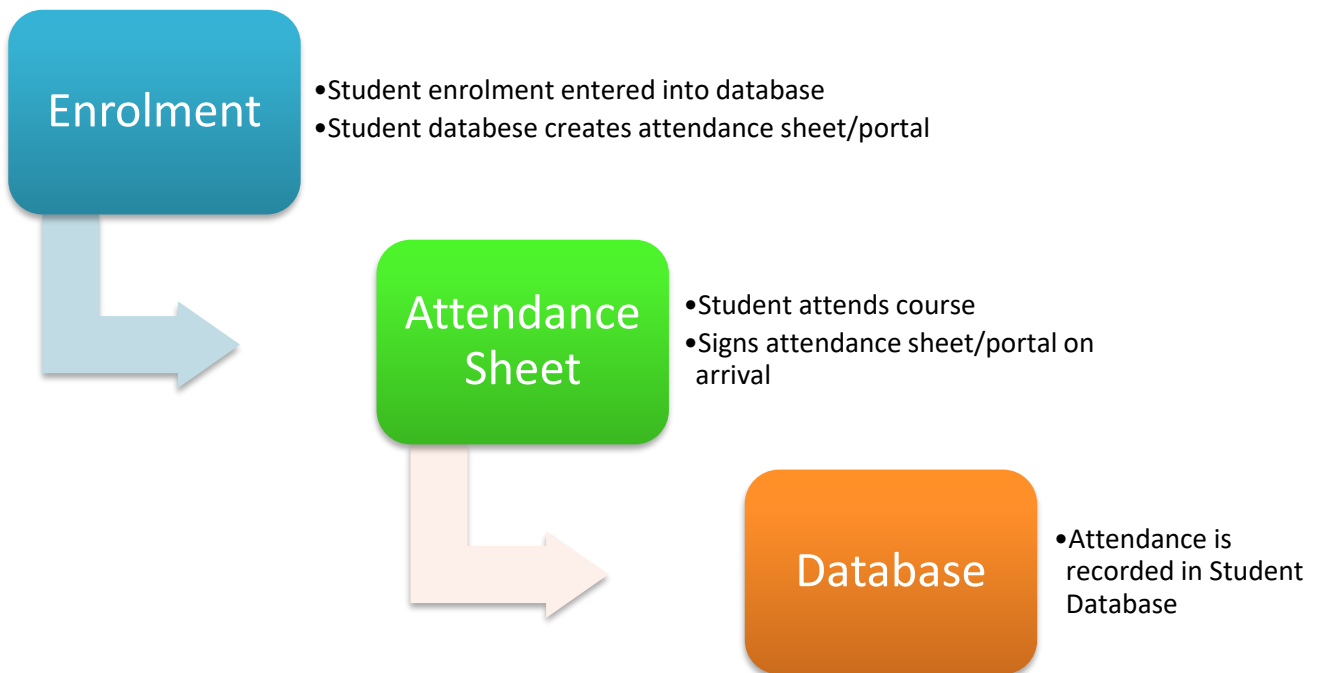
There are four (4) phases in the ONCALL Training College Student Complaints and Appeals Policy & Procedure:



All students or potential students can access each of the four phases of the ONCALL Training College Student Complaints and Appeals Policy at any time. However, it is strongly recommended that each Phase of the policy is completed before escalating to the next Phase.

A copy of ONCALL Training College’s Student Complaints and Appeals Policy and Procedure can be found on <https://www.otc.edu.au/about-us/policies-forms>

## Flow Chart





## Operating Procedure

Submitting Attendance Checklist				
Steps	Event	Time / Date	Process	Individual
1.1	Complete attendance checklist from today's class list  <i>*All student attended according to the start and end times schedule*</i>	At 11AM, not after 12PM	<ul style="list-style-type: none"> <li>At 11AM, Login to Trainers Portal <a href="https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F">https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F</a> using OTC's iPad</li> <li>Select the correct (Today's class) from the class list and hover to the Attendance tab</li> <li>Complete the attendance submission by updating "Tap to sign" section on each participant &gt; provide signature and complete the Admin/Notes section (if required) and submit</li> </ul> <p><i>*Attendance checklist submission to be completed after 11AM, before 12PM on each class schedule.</i></p>	Trainer / Assessor
1.2	Complete attendance checklist from today's class list  <i>*Student(s) arrived late (after the class start time) *</i>	At 11AM, not after 12PM	<ul style="list-style-type: none"> <li>At 11AM, Login to Trainers Portal <a href="https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F">https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F</a> using OTC's iPad</li> <li>Select the correct (Today's class) from the class list and hover to the Attendance tab</li> <li>Complete the attendance submission by updating "Tap to sign" section on each participant</li> <li>provide signature and head towards Admin/Notes section to update student's arrival time (FROM) and provide additional information</li> <li>Complete submission</li> </ul> <p><i>*Updating the student's arrival time (FROM) will provide adjustment on the student's overall attendance' percentage.</i></p>	Trainer / Assessor
1.3	Complete attendance checklist from today's class list  <i>*Student(s) has left earlier than the scheduled class delivery end time (before the class end time) *</i>	At 11AM, not after 12PM	<ul style="list-style-type: none"> <li>At 11AM, Login to Trainers Portal <a href="https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F">https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F</a> using OTC's iPad</li> <li>Select the correct (Today's class) from the class list and hover to the Attendance tab</li> <li>Complete the attendance submission by updating "Tap to sign" section on each participant</li> <li>provide signature and head towards Admin/Notes section to update student's finish' time (TO) and provide additional information</li> <li>Complete submission</li> </ul> <p><i>*Updating the student's finish time (TO) will provide adjustment on the student's overall attendance' percentage.</i></p>	Trainer / Assessor

1.4	<p>Complete attendance checklist from today's class list</p> <p><i>*Student absent from the class schedule (not attending).</i></p>	At 11AM, not after 12PM	<ul style="list-style-type: none"> <li>▪ At 11AM, Login to Trainers Portal <a href="https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F">https://otc.vtportal.com.au/TrainerPortal/Account/Login?ReturnUrl=%2FTrainerPortal%2F</a> using OTC's iPad</li> <li>▪ Select the correct (Today's class) from the class list and hover to the Attendance tab</li> <li>▪ Complete the attendance submission by updating "Tap to sign" section on each participant</li> <li>▪ Do not provide signature and head towards Admin/Notes section to provide additional information</li> <li>▪ Complete submission</li> </ul> <p><i>*By not providing signature, Trainer / Assessor has not provided confirmation that the student was not attending the class and therefore has been deemed "Absent."</i></p>	Trainer / Assessor
1.4.1	Send the student a request to contact trainer / assessor and issue <b>1<sup>st</sup> warning</b> via Trainers Portal	After the end of session (the same date)	<ul style="list-style-type: none"> <li>▪ Login to Trainers Portal and select the correct (today's class) class date &amp; Unit delivery</li> <li>▪ Select the correct student(s) from the recipient list provided</li> <li>▪ Issue <b>1<sup>st</sup> warning</b> letter from template provided, or trainer / assessor will also have a choice to tailor their email message they send to the student.</li> <li>▪ CC the course coordinator, student welfare officer and OTC administrative staff</li> <li>▪ Submit email</li> </ul>	Trainer / Assessor
1.4.2	Send the student a request to contact trainer / assessor and issue <b>2<sup>nd</sup> warning</b> via Trainers Portal	When the student is not responding to <b>1<sup>st</sup> warning</b> letter	<ul style="list-style-type: none"> <li>▪ Login to Trainers Portal and select the correct class date &amp; Unit delivery</li> <li>▪ Select the correct student(s) from the recipient list provided</li> <li>▪ Issue <b>2<sup>nd</sup> warning</b> letter from template provided, or trainer / assessor will also have a choice to tailor their email message they send to the student.</li> <li>▪ CC the course coordinator, student welfare officer and OTC administrative staff</li> <li>▪ Submit email</li> </ul>	Trainer / Assessor
1.4.3	Request OTC administrative staff to issue <b>3<sup>rd</sup> warning – Intention to cancel</b> letter due absenteeism	When the student is not responding to <b>2<sup>nd</sup> warning</b> letter	<ul style="list-style-type: none"> <li>▪ Email <a href="mailto:trainer@otc.edu.au">trainer@otc.edu.au</a> and request OTC administrative staff to issue <b>3<sup>rd</sup> warning</b> – Intention to cancel notification letter as the student failed to respond to <b>1<sup>st</sup> and 2<sup>nd</sup> warning letters</b>, CC course coordinator and student welfare officer</li> </ul>	Trainer / Assessor
	Review trainer / assessor' request for the issuance of <b>3<sup>rd</sup> warning</b> – intention to cancel notification letter	When a request received via email from trainer / assessor	<ul style="list-style-type: none"> <li>▪ Ensure that the evidence of <b>1<sup>st</sup> and 2<sup>nd</sup> warnings</b>, or other approaches have been made by the trainer / assessor prior the request to issue <b>3<sup>rd</sup> warning</b> – intention to cancel notification letter</li> <li>▪ Decline the request if there are no evidence of (at least two attempts) by the trainer / assessor or student welfare officer to re-engage with the</li> </ul>	Administrative staff

			<p>student, prior the request of 3<sup>rd</sup> warning – Intention to cancel notification letter.</p> <ul style="list-style-type: none"> <li>▪ If evidence provided (found), issue 3<sup>rd</sup> warning – intention to cancel notification letter via VETtrak templated email cc trainer / assessor and student welfare officer</li> <li>▪ Ensure the provision of 48 hours turnaround is provided (set a task reminder) on TEAM Planner once the 3<sup>rd</sup> warning – intention to cancel letter has been issued to the student.</li> </ul>	
	Follow up – issuance of Cancellation of enrolment letter due to non-progression	When the student failed to respond to 3 <sup>rd</sup> warning – intention to cancel notification letter	<ul style="list-style-type: none"> <li>▪ Confirm with the course coordinator whether the student has responded to 3<sup>rd</sup> warning – intention to cancel notification letter that was issued 48 hours earlier and / or a meeting had been conducted</li> <li>▪ If the student failed to respond 3<sup>rd</sup> warning – intention to cancel notification letter, proceed with provider initiative cancellation process.</li> </ul> <p><i>Note: OTC administrative staff does not require to complete the withdrawal, deferral, suspension and extension request form as cancellation is initiated by ONCALL Training College.</i></p> <ul style="list-style-type: none"> <li>▪ Request the trainer / assessor to update marking on Moodle</li> <li>▪ Transfer results from Moodle to VETtrak</li> <li>▪ Update UoC on VETtrak</li> <li>▪ Update enrolment status and details on VETtrak with status: Cancelled</li> <li>▪ Issue SoA (if there are units completed)</li> <li>▪ Issue notification of cancellation of enrolment due to non-academic progression via VETtrak email, CC course coordinator, trainer and student welfare officer</li> <li>▪ Request <a href="mailto:lms@otc.edu.au">lms@otc.edu.au</a> to suspend access to moodle</li> <li>▪ Set a reminder on TEAM Planner to proceed with WITHDRAWAL Official – 10 days after the issuance of Cancellation notification letter.</li> </ul>	Administrative staff

## Major Version History

Date	Reason for change	Modified / Approved By (Role & initials)
6/11/2018	Policy review & update to new format	CEO/AW
22/6/2020	Added "Attendance" definition (in line with COVID-19 changes)	CEO/AW
21/9/2020	Added temperature testing to onsite delivery	CEO/AW
21/9/2020	Added the online content and late attendance	CEO/AW
7/3/2022	Updated attendance procedure statement and Operating procedure V3.0	Q&D - AJ