

International Screen Academy Pty Ltd.

Trading as:

Sydney Actors School

Sydney Film School

**WATERLOOSTUDIOS**



SYDNEY  
ACTORS  
SCHOOL



SYDNEY  
FILM  
SCHOOL

**ATTENDANCE**

Reference:

**National Code Standard 8 Overseas student visa requirements**

## VERSION HISTORY

<b>Policy Owner:</b>	Executive Chairman	Mr Simon Hunter
<b>Document Management:</b>	General Manager	Mr Ashley Curry
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V2.3	May 2019	Further customisation for ISA Pty Ltd
V2.2	August 2018	Customised for ISA Pty Ltd
V2.2	Jan 2018	Update for National Code 2018
V2.1	May 2017	Update for National Code 2017
V2.0	September 2016	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

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# ATTENDANCE

## PURPOSE

International Screen Academy Pty Ltd trading as Sydney Actors School and Sydney Film School (the School) has adopted the National Code Standard 10 Course Progress policy. 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.

The School has set an internal policy that good attendance is necessary for a student if they are going to complete sufficient training and assessment to meet the course progress requirement. So, the School will record and monitor attendance. Attendance across a semester 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.

## REFERENCES

NC Standard 8 Overseas student visa requirements

*Attendance is used as part of the school intervention policy and procedure.  
This standard is not relevant for reporting purposes within the SCHOOL as the School has adopted the DET - DHA Course Progress policy*

## IMPLEMENTATION

The **Executive Chairman** is ultimately responsible for students being made aware of their visa obligations and ensuring that the School complies with the ESOS Act and National Code in relation to these matters.

The **General Manager** is responsible for day to day administration of the attendance and course progress records, the database and reports and PRISMS entry.

The General Manager communicates and counsels the students and manages the intervention, complaints and appeals processes.

The **Director of Education** is responsible for monitoring course progress and communicating with the Executive Chairman regarding attendance, course progress and intervention and reporting.

The Director of Education deals with academic complaints and appeals.

# PROCESS

## **Study Period is 1 Semester**

The study period is 1 Semester of 20 weeks.

Where the course is a shorter course (less than 6 months) then the study period is the length of the course.

## **80% attendance requirement average across the study period (Semester)**

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 20 or 28 hours per week (400 or 560 hours per semester) must maintain 80% attendance which is 16 or 22.4 hours per week plus satisfactory course progress which means passing the units in that semester.

## **Attendance – Absent for 2 consecutive weeks triggers notification messages**

Our Student Handbook and orientation will state that students who are absent for 2 consecutive weeks will be contacted and warned of low attendance. They must contact the School and explain their absence.

### **Procedure**

This attendance notification is directly from Student Services Officer or through the RTOM system which generates bulk reports and can use email messaging to specific students identified in the data reports. These communications are saved in the system so that the Student Services staff is aware of the message, the response from the student and follow up. File notes are added to the students records in RTOM.

This information is used in reports and intervention reports for the Director of Education.

## **Attendance Recording**

### **Trainer's Responsibilities**

- Student Services staff will log in to RTOM and record attendance.

### **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 their attendance status and if they are at risk of not meeting attendance requirements via their DOE meetings and Student Services Officer meetings throughout each semester of training.

### **Data entry**

- The General Manager has responsibility for the staff who do the entry of all attendance data entered in the Student Management System.
- Information is monitored fortnightly in the database.

### **Attendance monitoring**

- The Student Services staff will run reports from the Student Management System. The reports will highlight the students who are not meeting attendance requirements for the study period.
- The Director of Education will be sent the reports at mid-semester and end of semester.

### **Intervention decisions**

- Intervention will be discussed between the Director of Education, the General Manager and the Student Services staff at regular staff meetings.
- Students can be placed on intervention through the RTOM systems with records logged and files notes added for continuous, live recording.

### **Warnings by Email and Letter**

*Students with Attendance that falls below 80% attendance are notified and managed. They are sent escalating warning notification and offered student support services.*

- Students who are absent for 2 consecutive weeks or are below 80% attendance for the semester are identified by the Student Management System that is produced at weeks 5, 10 and 15. The system is used to send notifications or escalating warning notices.
- Students whose attendance is identified at 80% or above with satisfactory course progress will be accepted as meeting the School standard for course progress.
- There will be records of all notifications, email, phone and letter contact and counselling. This can be sighted and monitored by management in the School database and emails to students.
- We will notify the students 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 School attendance and course progress policies.
- Students who do not respond to warning notifications and email communication regarding attendance and course progress will be dealt according the National Code standard 10. They are not reported to DET- DHA 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**

The School will not grant any holiday leave and will not issue any holiday approval letters during the semester. There are 20-week semesters with 1 or 3 weeks breaks and longer breaks at the end of year. These provide opportunities for holidays to be arranged.

### **Special leave**

The Director of Education 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 Director of Education for filing. The original documentation must be kept by the students for the information of DHA in the event of an audit or appeal.

### **Executive Chairman/Director of Education's 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)

In these circumstances, the Executive Chairman/Director of Education may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, the School 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 School 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. The school will offer extra support to students who demonstrate their commitment to studies.

## **SUMMARY OF ATTENDANCE NOTIFICATIONS**

### **RECORDING ATTENDANCE AND WHEN STUDENT IS NOTIFIED**

This is approved by the Executive Chairman and sent to the student by the General Manager

<b>Notification to DHA - Non-commencement of a course within 2 weeks of the start date.</b>	Where there is no attendance for 2 weeks and no response to communication at the start of a new course, the School will investigate, and this may be considered a visa breach by non-commencement of the course by the student. The agent will be contacted and warned and asked to locate the student. Where the student does not contact the School within 7 days, this will be reported through PRISMS. The Executive Chairman will make the final decision.
<b>Warning Letter #1 Absent for 2 consecutive weeks</b>	Students who are away for 2 consecutive weeks or more are sent a notification advising their attendance status.
<b>Warning Letter #2 Below 80% attendance for semester - must respond to this warning</b>	Students who continue fall below the minimum set by the School are sent a notification warning of their low attendance status across the semester - at week 5, week 10, week 15. Must communicate with Director of Education to discuss the situation.
<b>Warning Letter #3 - If they do not respond to notification #1 or #2 and continue to be below 80% attendance and not at satisfactory course progress we will send a third Warning Letter - at Week 15</b>	Students who continue to fall below the minimum set by the School are sent email warning notification of their attendance status and their course progress in that semester -at week 15. The student is required to attend a final intervention meeting with the Director of Education. The student is allowed time for the internal and external appeals process (10 working days)
<b>Notification to DHA -</b>	The School prints the NOICC notice that



<p><b>No response to Warning Letter #2 and intervention meeting and no appeal.</b></p>	<p>PRISMS generates and give this to the student and a copy would be kept in the student file. The student is given an opportunity to respond to the NOICC and explain their situation</p>
<p><b>Notification to DHA - Abandonment of course</b></p>	<p>The School prints the NOICC notice that PRISMS generates and give this to the student and a copy would be kept in the student file. The student is given an opportunity to respond to the NOICC and explain their situation.</p> <p>Where there is no attendance at all and no response to communication in the semester, the School will investigate and this may be considered abandonment of the course by the student. Reporting through PRISMS is considered.</p> <p>The Executive Chairman will make the final decision.</p>