

Student Attendance Policy

Trade Training Group ta MultiSkills Training – RTO: 40846



Purpose:	The purpose of this policy is to establish guidelines and expectations regarding student attendance at MultiSkills Training to ensure a conducive learning environment and successful completion of the training programs.
Scope:	This policy applies to all students enrolled in full qualifications at MultiSkills Training.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy.
Tools:	This policy is supported by <i>The Student Information Handbook, Cancellation policy</i> .

Students are responsible for their own attendance and you are expected to attend 100% of scheduled classes or workplace training when enrolling into a qualification with MultiSkills. This gives you the best opportunity to successfully complete your chosen course.

MultiSkills understands that there will be times when circumstances that are beyond your control will prevent you from attending training, these may include, but are not limited to:

- Illness or injury
- Personal/family reasons
- Work commitments
- Bereavement

MultiSkills is committed to giving every student an opportunity to successfully complete their chosen course and provides support for individual circumstances when a student begins to disengage from their learning or when regular attendance is not consistent. This policy outlines your attendance requirements and how to notify us if you can't attend training or a class.

Attendance Expectations:

You are required to attend your scheduled classes. Your trainer will mark your attendance either on a paper or electronic attendance sheet.

Reporting Absences:

If you can't attend a class, you can either:

1. Call our office on 1800 754 557 or
2. Email our office on info@multiskills.com.au

You will be required to contact us *before* the commencement of your class. For workplace-based students, you are required to contact us or your trainer at least 2 business days before your scheduled visit where possible.

If you contact our office, we will let your trainer know that you won't be attending and record this in your records.

Where you think you may be away for more than two classes, please let us know the date you intend to return. If you believe that you will be absent for an extended period, we will contact you to discuss how you will catch up or make up classes or move you to another class.

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If you don't attend class and don't notify us:

We understand that emergencies sometimes happen; however, if you don't attend class and have not notified us, we will attempt to call you. If we are unsuccessful, we will send you an SMS and an email.

If you do not respond within 3 business days you will be deemed at risk of being withdrawn from the qualification.

If you are continuously absent from class:

At MultiSkills, we make every effort to support our students in achieving success. However, if you continuously miss your scheduled classes without maintaining communication with us, you will be considered at risk of being withdrawn from the qualification. You will be given up to three opportunities for rescheduling;

- **1st Non-Attendance:** A non-attendance warning will be sent via email
- **2nd Non-Attendance:** You are now deemed at risk of being withdrawn from the qualification, a second non-attendance warning will be sent via email
- **3rd Non-Attendance:** You will be withdrawn from the qualification

We encourage you to call us prior to your scheduled class. We can then discuss any underlying issues that may be impacting your attendance or the suitability of the training that you are undertaking.

If you wish to continue the course, our student support team will work with you and your trainer/assessor to develop a re-engagement strategy taking into account your specific needs.

The Student Support Team will then touch base with you periodically to see how you are going and if you need any additional support.

Class cancellations:

From time to time, MultiSkills may cancel a class or a scheduled workplace visit. This is usually due to trainer illness or emergency.

Where possible, we will try to schedule another trainer, but if we can't, we will:

- Send you an SMS, and
- Attempt to call you.

Our policy is generally to let you know with as much notice as possible. However, there are occasions where we may not be notified until the last minute of a cancellation.

On rare occasions, we may need to cancel a number of classes and where this is the case, we will keep you informed of what is happening and how we will make up the missed classes.

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