

RTO Attendance Policy and Procedure

PURPOSE

The purpose of this policy and procedure is to outline Music SA's obligations, commitments and processes in respect to attendance.

SCOPE

This policy and procedure applies to attendance in all nationally recognised Training Products offered by Music SA under its Scope of Registration, or through third party arrangements with another RTO.

POLICY STATEMENT

Music SA is committed to ensuring that all students are successful in their studies and behave in a respectful way towards their peers and trainers. Central to this commitment is an expectation that students will attend ALL scheduled teaching sessions, and where this is not possible, that Trainers are informed in a timely manner.

Music SA is obligated to encourage students who are still attending school or who are receiving a Centrelink benefit to meet the attendance requirements expected by these institutions/agencies and to report on their attendance and non-attendance.

DEFINITIONS

Music SA Student Management System (SMS) means the administrative system that has been developed by Music SA to manage all student-related information. Information recorded in this system is used for the purpose of issuing AQF certification, and statistical data reporting to relevant authorities.

REFERENCES

Not applicable.

DOCUMENTS

Not applicable.

RESPONSIBILITIES

The **Music SA Board** is responsible for:

- approving the RTO Attendance Policy and Procedure and all subsequent revisions; and
- participating in the complaint resolution process as outlined in the RTO Complaints Policy and Procedure.

The **Music SA Chief Executive Officer (CEO)** is responsible for:

- presenting any subsequent revisions of the RTO Attendance Policy and Procedure to the Music SA Board for approval
- ensuring that all RTO staff understand their roles and responsibilities in relation to this policy and procedure; and
- responding to any complaints received by students in relation to attendance, in accordance with the Music SA RTO Complaints Policy and Procedure.

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RESPONSIBILITIES

The **Music SA Head of Training (HT)** is responsible for:

- preparing any draft revisions of the RTO Attendance Policy and Procedure and presenting to the Music SA CEO for consideration
- ensuring that all Training Staff comply with this policy and procedure; and
- counselling students on their attendance where required.

All **Music SA Training Staff (TS)** are responsible for:

- ensuring that they comply with this policy and procedure
- maintaining accurate attendance records; and
- reporting absences and/or poor attendance patterns in accordance with the expectations of other institutions/agencies e.g. schools and Centrelink.

All **Students** are responsible for:

- ensuring that they comply with this policy and procedure; and
- meet the attendance expectations of other institutions/agencies e.g. schools and Centrelink.

PROCEDURE

- 1 It is expected that students will make every effort to attend all scheduled classes. If students are unable to attend a class due to sickness, an accident or other unforeseen circumstance, they will make every attempt to notify their Trainer by phone or email prior to the commencement of their class and in any event, as soon as possible.
- 2 Music SA Training Staff will ensure that students are given their contact details during the Induction process.
- 3 Students will make every effort to be punctual to classes, as lateness is disrespectful to their peers and Trainers. It will be considered unacceptable for students to arrive late or leave classes early on a regular basis.
- 4 Music SA Training Staff or the Music SA HT will counsel students as soon as patterns of poor attendance behaviour are observed.
- 5 Music SA Training Staff will ensure that they keep accurate attendance records as these are legal documents and can be used as evidence in a court of law.
- 6 Students will not be required to provide a medical certificate to their Trainer as a justification for their absence from class(es) unless:
 - they will be absent for a prolonged period of time due to illness; or
 - they need to negotiate alternative assessment arrangements due to illness.A prolonged period of time will be considered to be three weeks or more.
- 7 Music SA Trainers will store all attendance related documentation on the Music SA Student Management System.

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STATUS AND DETAILS

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|------------------------|---------------------------|
| Category: | Enrolment |
| Reference Code: | MSA-RTO-POLP-LSP:8-V1.1 |
| Version No: | V1.1 |
| Status: | Current |
| Commencement Date: | 27/05/2019 |
| Review Date: | 27/05/2022 |
| Authorising Authority: | Music SA Board |
| Authorisation Date: | 27/05/2019 |
| Accountable Officer: | Music SA Head of Training |