

RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138 )
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Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts
Authorised by	General Manager - Quality & Compliance
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## Policy: Student Attendance

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### Overview

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 City-Wide Building & Training Services Pty Ltd (CWBT S). This gives you the best opportunity to successfully complete your chosen course.

CWBT S understands that there will be times where circumstances which 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

CWBT S 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 cannot attend training or a class.

Attendance records maintained by CWBT S consist of an electronic or paper-based attendance sheet. Additional evidence of attendance may be in the form of Phone logs, emails, assessments and other training activities submitted.

### How Attendance is Used

Attendance is used as evidence of the student's participation in a course of study,

- o CWBT S records attendance in the SMS for state funding purposes, and
- o CWBT S keeps attendance records in a safe and secure location and are presented at audits by the Regulator and/or any Funding Body as requested.



## What Are Your Attendance Requirements?

### **Classroom Based Students**

You are required to attend your class and sign an attendance sheet (this may be an electronic or a paper-based attendance sheet).

### **Workplace Based Students**

You are required to attend training and sign an attendance sheet (this may be an electronic or a paper-based attendance sheet).

## Can't Make A Class or Need to Can Your Appointment with Your Trainer?

If you cannot attend a class or attend your appointment with your Trainer, you can either:

1. Call our office on 07 5536 1000
2. Contact your Trainer directly

For classroom-based Students 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.

If you contact our office, we will let your Trainer know that you will not be attending class or cancelling your appointment and record this in your records.

Where you think you may be away for more two classes / appointments or more, 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 catch up or make up classes or move to another class.

## If You Do Not Attend Class or Training and Do Not Notify Us

We understand that emergencies sometimes happen; however, we believe that we have a duty of care for our Students. If you do not attend class or workplace training for three classes in a row, we will try to contact you and we will also contact your Employer.

## Employer Obligations

An Employer of an Apprentice or Trainee must:

- Ensure that the Apprentice or Trainee is given every opportunity to obtain the appropriate qualification for the vocation by releasing him/her to attend training delivered by CWBTS or to undertake work-based or self-paced learning or assessments set by CWBTS.

Competency record books and work evidence guides are available, in most vocations, to support the delivery of training to Apprentices and Trainees. These booklets are provided by the RTO and should be used to monitor the Apprentice's/Trainee's progress.



## Apprentice and Trainee Obligations

Apprentices and Trainees must make every effort to acquire the skills and knowledge they need to successfully complete their Apprenticeship or Traineeship by:

- Attending scheduled training delivered by CWBTS

## If You Are Continuously Absent from Class or Your Attendance Drops Below 90 Percent

You will be considered by CWBTS to be 'at Risk' as your ability to complete your qualification may be compromised by non-attendance.

We encourage you to call us. We will then refer you to the CWBTS Student Welfare Coordinator who 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, the Student Welfare Coordinator will work with you and your Trainer/Assessor to develop an individual re-engagement strategy taking into account your specific needs.

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

Students are able to contact the Student Welfare Coordinator themselves during any stage of their studies to discuss any issues or problems that they may be facing which may affect their ability to attend classes or complete their qualification.

CWBTS is required to contact Training Service NSW via the RTO notification process of any matter that may affect the successful completion of an Apprenticeship or Traineeship for which they are the nominated RTO. This requirement is stipulated in the Training Plan Guidelines and is also an obligation/undertaking signed by the RTO on the Training Plan. CWBTS is required to notify Training Service NSW within 14 days of an event such as non-attendance which may affect completion of studies.

## Class Cancellations

From time to time, CWBTS 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 cannot, we will:

- Send you an SMS TXT, 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.