

## 1. Purpose

The purpose of this policy is to establish clear, consistent expectations for student attendance and participation within Smart and Skilled-funded programs delivered by OC. Regular and meaningful participation in training is essential to student success, funding compliance, and quality outcomes. This policy ensures that students are actively engaged in their learning journey and that the College can identify and respond to issues early through proactive support and timely interventions.

In addition to fulfilling contractual obligations under the Smart and Skilled Operating Guidelines, this policy supports compliance with the Standards for Registered Training Organisations 2025 (SRTOs 2025). It underpins OC's broader commitment to equitable access, learner support, and accountability in delivering government-funded training.

## 2. Scope and responsibilities

This policy applies to all students enrolled in training and assessment programs funded under Smart and Skilled, whether delivered in person, online, or via blended modes. It also applies to all OC staff involved in the delivery, monitoring, and administration of these programs, including:

- Trainers and assessors
- Academic coordinators and student support staff
- Administration and compliance officers

All stakeholders are responsible for upholding this policy to ensure that students meet participation requirements and are supported to achieve positive outcomes. While the primary responsibility for engagement lies with the student, OC is equally accountable for tracking participation, identifying disengagement, and providing timely and appropriate support.

Trainers and support staff must ensure accurate and up-to-date recording of participation through available systems (e.g., LMS, attendance logs), and work collaboratively to intervene early when students are at risk. Administrative and compliance staff must ensure that records meet evidence requirements and are retained in accordance with Smart and Skilled and regulatory guidelines.

## 2. Policy

OC is committed to supporting student progress and successful course completion. To ensure training quality and funding compliance, OC will:

- Monitor and record attendance and participation in all delivery modes
- Intervene early to support students at risk of disengagement
- Comply with the Smart and Skilled program guidelines and reporting requirements
- Withdraw students only after reasonable steps to re-engage have been exhausted

All OC trainers and staff must ensure attendance records are maintained and student support needs are addressed promptly and sensitively.

## 3. Student Attendance

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

Attendance records maintained by OC 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.

### 3.1 Attendance Requirements

For students whose course is delivered through a classroom-based model, you are required to attend your class and sign an attendance sheet (this may be an electronic or paper-based attendance sheet).

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

### 3.2 Attendance Monitoring

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

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

### 3.3 Absence

OC understands that there will be times when circumstances that are beyond a student's control may prevent them from attending training, these may include, but are not limited to:

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

OC is committed to allowing every student to 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.

### 3.4 Attendance Communication

If students you cannot attend a class or attend an appointment with your Trainer, they must:

1. Call the OC office on 13000 69 642; or
2. Contact their Trainer directly

Classroom-based students will be required to contact OC before the commencement of your class. Workplace-based students are required to contact OC or their Trainer at least two business days before their scheduled visit.

If the OC office is contacted, staff will notify the Trainer and record the reason for absence.

If a student expects to miss more than two classes or appointments, they are encouraged to inform OC of their intended return date. Extended absences will be discussed to arrange make-up sessions or alternative class arrangements.

### 3.5 Failure to Notify of Absence

Emergencies are acknowledged, but students are still expected to communicate. If a student misses three consecutive sessions without notice:

- OC will make reasonable attempts to contact the student; and
- For workplace-based students, OC will also contact the employer.

### 3.6 Monitoring At-risk Attendance and Re-engagement

If a student is continuously absent from class or their attendance drops below 90 percent, they will be considered by OC to be 'At Risk' as their ability to complete the qualification may be compromised by non-attendance.

Students are encouraged to call and inform the College, so they can be referred to a OC Student Support Officer who can then discuss any underlying issues that may be impacting attendance or the suitability of the training that they are undertaking.

If the student wishes to continue the course, OC Student Support Officer will work with the student and their Trainer to develop an individual re-engagement strategy, taking into account the student's specific needs.

The OC Student Support Officer will then be in contact with the student periodically to see how they are doing and if any additional support is needed.

Students can contact the OC Student Support Officer themselves during any stage of their studies to discuss any issues or problems that they may be facing that may affect their ability to attend classes or complete their qualifications.

OC is required to advise Training Service NSW, via the RTO notification process, regarding any matter that may affect the successful completion of an Apprenticeship or Traineeship for which OC 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. OC is required to notify Training Service NSW within 14 days of an event such as non-attendance which may affect the completion of studies.

## 4. Class Cancellations

Occasionally, OC may need to cancel a scheduled class or workplace visit due to unforeseen circumstances such as trainer illness or other emergencies.

Whenever possible, OC will attempt to allocate an alternative trainer to ensure the session proceeds as planned. If a replacement cannot be arranged, OC will notify affected students by:

- Sending an SMS notification, and
- Attempting to contact students directly via phone.

OC is committed to providing as much advance notice as possible regarding cancellations. However, in some situations, notice may be limited due to the timing or nature of the emergency. In the rare event that multiple sessions need to be cancelled, OC will ensure students are kept informed of the situation and will communicate how missed classes will be rescheduled or otherwise addressed.

## 5. Stakeholder Roles and Attendance Responsibilities

### 5.1 Employer Responsibilities

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 OC or to undertake work-based or self-paced learning or assessments set by OC.

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/Trainee's progress.

### 5.2 Apprentice and Trainee Obligations

Apprentices and Trainees must make every effort to acquire the skills and knowledge they need to complete their Apprenticeship or Traineeship by attending scheduled training delivered by Orange College.