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## **STUDENT ATTENDANCE POLICY**

Version: V1.2 | Date: Aug 2023

Status: Published

Triple Five Group Pty Ltd T/A Pinnacle Institute  
RTO No: 41329 | ABN: 42 607 056 959 | CRICOS: 03942G

Purpose	<p>The Queensland Government requires that for all courses (VET, accredited or non-award ELICOS, accredited schools, foundation) requiring attendance-monitoring:</p> <p>Providers which monitor attendance, must have and implement appropriate documented policies and procedures for monitoring attendance for each course.</p> <p>Where a student has been assessed as not achieving satisfactory attendance, the provider must notify the student of its intention to report to the student. The written notice must inform the student that he or she is able to access the registered provider’s complaints and appeals process and that the student has 20 working days in which to do so.</p> <p>If the student accesses the provider’s complaints and appeals process and the process results in a decision that supports the registered provider, the registered provider must report through PRISMS that the student is not achieving satisfactory attendance as soon as practicable. The provider does not report until the process is completed and it supports the provider, or the student has not accessed the provider’s complaints and appeals process within 20 working days of being notified of the provider's intention to report.</p> <p>This Student Attendance Policy and Procedures outlines the expectations for student attendance at Pinnacle Institute and the processes, including roles and responsibilities, and procedures used by Pinnacle institute for:</p> <ul style="list-style-type: none"> <li>• promoting the importance of regular student attendance at college</li> <li>• monitoring and managing student attendance and absences, including applications for exemptions under Standard 11.</li> <li>• providing intervention and support to assist students to regularly attend college.</li> </ul>
Scope	This policy applies to all students enrolled at Pinnacle Institute
References	<ul style="list-style-type: none"> <li>• Educational Services for Overseas Students (ESOS) legislation</li> <li>• PRISMS (Provider Registration and International Students Management System)</li> <li>• CRICOS Annual Registration Charge</li> <li>• Tuition Protection Service (TPS)</li> <li>• Pinnacle Institute Assessment Policy</li> <li>• Pinnacle Institute Complaints Policy and Procedure</li> <li>• Pinnacle Institute Course Progress, Attendance and Duration Policy for International Students</li> <li>• Pinnacle Institute Enrolment Contract</li> <li>• Pinnacle Institute Management of Student Attendance Procedure</li> </ul>

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Review Date	This policy will be reviewed every two years, or as appropriate, to take account of new legislation or changes to ASQA regulations and to make sure it remains appropriate to the changing environment.	Next Review Date: 1 <sup>st</sup> July 2025
Policy Owner	CEO and Manager, Pinnacle Institute	

## 1.0 Policy Statement

Pinnacle Institute is committed to providing a safe and supportive learning environment for all students by creating a positive culture, communicating with students' high expectations for, and a shared understanding of the importance of regular attendance, monitoring student absences and attendance and providing intervention and support to assist students to attend classes.

## 2.0 Principles

- Every student enrolled at Pinnacle Institute is expected to attend classes except where there is an acceptable reason for the absence. Acceptable reasons for a student absence are outlined in section 4.0 of this policy.
- Student attendance is monitored according to the timetable provided.
- As the timetable is provided well in advance, permission will not be granted for students to otherwise leave early or commence later than the designated unit start and end date except in extenuating circumstances.

## 3.0 Roles and responsibilities

### 3.1 Student responsibilities

Students enrolled at Pinnacle Institute should:

- attend classes for the course in which the student is enrolled except where there is an acceptable reason for the absence under section 4.0 or where the Institute has granted an exemption under section 7.0.
- report at the class start time. Students reporting late to trainer will be marked accordingly on the roll. Repeated lateness to class may result in Institute's sanctioned behavior management strategies and consequences under the standard 11 Monitoring attendance.
- never leave class without permission from trainer. Leaving class without permission from trainer/college may result in school Institute's sanctioned behavior management strategies and consequences under the standard 11 Monitoring attendance.
- follow the procedures outlined in section 9.0 in the event of late arrival to, or early departure from class or if they become ill during class time.

### 3.2 Institutes responsibilities

- Regularly inform students and staff about the Pinnacle Institute Student Attendance Policy and

Procedure and make this available through the website, newsletters, and enrolment package.

- Monitor student attendance in every scheduled class on attendance sheets.
- Accurately record absence types and reasons for absences.
- Keep an accurate record of the reason for a student's absence from class, including absence types and why the absence was considered to be a reason beyond the control of the students.
- Discuss attendance issues with students and offer assistance where necessary.

#### 4.0 Acceptable reasons for student absences

Acceptable reasons for student absences may include but are not limited to:

(a) *Illness and medical appointments*

- Where these absences are persistent and regular, Pinnacle Institute may request that documentary evidence (e.g., medical certificate) is provided.
- If a student is unable to attend classes for a period longer than ten (10) consecutive class days, an exemption may be available. Further information about exemptions from classes is available in section 9 of this policy.

(b) *Family reasons*

Where these absences are persistent and regular, the Manager may contact the student to discuss the situation to determine if additional support and or strategies are required.

(c) *Events of cultural significance or religious reasons including Sorry Business, or participation in religious observance events*

(d) *Other*

For example, natural disaster where the student is unable to attend school due to an extreme weather event or natural disaster.

#### 5.0 Unacceptable reasons for student absences

Unacceptable reasons for student absences may include but are not limited to:

- Truancy..
- Full time, Part-time or casual work (including travel to and from such work).
- Appointments which could be made out of class hours (including haircuts, driving lessons / tests).
- Visiting family or friends.
- Family holidays
- Studying at home during class timings.
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#### 6.0 Absence impacting course progress

Students are expected to make every possible effort to be present on assignment due dates on the days that they occur. The College is strongly against the practice of students absenting themselves on the day(s) prior to submission dates to complete assignments.

#### 7.0 Deferment, suspension or cancellation of study during enrolment

- A student may request a temporary deferment or suspension to his or her enrolment on the grounds of

compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehavior of the student.

- A written request along with the Deferment, suspension or cancellation form has to be sent by the student
- Exemptions should be applied for, and a decision made on the application by the CEO, prior to the proposed exemption period. In exceptional circumstances – where it is not known if the duration of the circumstance will exceed ten (10) consecutive school days (such as the student being ill) – the exemption application does not need to be submitted or approved in advance.
- Once the student has been notified of the outcome of their request for an exemption, they have the right to request a review of the decision under the Pinnacle Institute Complaints Policy and Procedure available on the website.
- Where an application for exemption has not been made or has not been granted by the CEO or Manager, the student's absence from classes will be recorded as an unauthorised absence in accordance with the Management of Student Attendance Procedure.

## 8.0 Procedures

### 8.1 Lateness

Students are expected to report to the scheduled classes as per timetable. If for any reason a student arrives after the commencement of class the student is to report immediately to trainer at the earliest possible. Students reporting late to the classes will be marked accordingly.

### 8.2 Unplanned absences

In the case of absence from the class for any reason students are requested to advise the Institute by email to trainer or Student Services by no later than 8.25am on the first day of the absence. Furthermore, on the first day of return after an absence of any length students are expected to provide the reason to the Institute via email and a Doctors Certificate where applicable.

### 8.3 Advanced permission to be absent

#### (i) Up to and including two days – for any reason

If special leave is required outside the normal holidays for up to and including five (5) weeks for any reason, then students are required to supply a written request for the leave in advance.

#### (ii) Leave of five weeks or more

If any leave of five (5) weeks or longer is needed outside the normal holidays, a written request is to be made to the student services at least two (2) weeks in advance.

## 9.0 Review and version control register

Version	Authorising Officer	Approval Date	Effective Date	Change History/Superseded Documents	Next Review Date
1.1	Manager Pinnacle	16 <sup>th</sup> June 2021	12 <sup>th</sup> July 2021	Last reviewed on 23 <sup>rd</sup> June 2023	1 <sup>st</sup> July 2025