

PROCEDURE

Procedure Title

Attendance MUELC Procedure

Parent Policy

Attendance MUELC Policy

Preamble

These procedures outline processes for dealing with students who are not achieving satisfactory attendance.

Definitions

Absences

Students will be marked as absent if they do not attend a scheduled class. Monash English Bridging students will be marked as absent for half a class if they miss more than 15 minutes of a scheduled class. When relevant, students should submit to Student Administration documented evidence (medical certificate, police report etc.) to explain the reason for their absence. The absence will be recorded in the MUELC database. The documented evidence will be kept on file to inform any subsequent appeal.

Regularly Assess

Attendance should be assessed frequently enough that a provider is able to make judgements about the student's level of attendance in each study period. The provider must be able to determine when a student is at risk of not attending at the required level and when a student has actually fallen below the required level for that study period.

Projected Attendance

The projected attendance balance starts at 100% and reduces for all absences across a study period.

For Monash English students the study period over which projected attendance is calculated is 10 weeks unless a student is repeating a module of study. Where a Monash English student is repeating a module of study the study period over which projected attendance is calculated is five weeks.

For Monash English Bridging students the study period over which projected attendance will be calculated is 10, 15 or 20 weeks depending on the course of enrolment.

Compassionate or Compelling Reasons

Compassionate and compelling circumstances are situations generally beyond the control of the student that have an impact on the student's course attendance or wellbeing. All circumstances must be supported by documented evidence, and where required, translated into English by a NATTI certified translator. These could include but are not limited to:

- serious illness or injury where a medical certificate issued by a Doctor* (in line with the [Australian Medical Association Guidelines](#)) states that the student was or will be unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologist's reports).

***PLEASE NOTE** the Doctor MUST be registered with the Australian Health Practitioner Regulation Agency and the Australian Medical Association. If unsure, please follow the link to [check your practitioner](#).

Enrolment refusal

MUELC reserves the right to prevent students re-enrolling in its courses, at the discretion of the Director, English (or delegate) if:

- The student has been reported to the Department of Home Affairs (DHA)
- compassionate or compelling circumstances do not apply

MUELC is responsible for assessing if compassionate or compelling circumstances actually exist before reporting a student to DHA for unsatisfactory attendance.

Procedure

	<p>Absent Students</p> <p>5 Consecutive Days Absent Without Approval (AWA)</p> <p>Stage 1 The MUELC Attendance Database will generate an 'Absent Student Report' every day listing students who have been absent for five consecutive days or more.</p>	
3.1		

Number	Steps	Responsibility
	Any student that is absent for five or more consecutive days or where information is provided that indicates the students health, safety and/or well-being is potentially at risk or compromised will be managed in accordance with the Monash College Missing Student Policy.	Nominated MUELC administration staff member
	<p>Poor Attendance Management</p> <p>Student Absence Notification</p> <p>When a student is marked absent from a class a 'Student Absence Notification' will be generated automatically on a daily basis, and sent to the student's Monash email account by the nominated MUELC Administration staff member.</p> <p>The notification informs students that each absence puts them at risk of not being able to achieve the 80% term attendance requirement and outlines the counselling options available to students.</p> <p>Intervention Strategies Teachers will record any intervention strategies provided to students, regarding their attendance, in the MUELC attendance database.</p>	<p>Nominated MUELC administration staff member</p> <p>Teachers</p>
4.1		
4.2	<p>Notice of Intention to Report</p> <p>The MUELC Attendance Database will generate a Bad Attendance Report every Tuesday listing students whose projected course attendance is less than 80%.</p> <p>The MUELC Attendance Database will also generate a 'Notice of Intention to Report for Not Achieving Satisfactory</p>	Student administration

	<p>Attendance' which will be sent via email to students by Student Administration. A copy of this notice will also be added to the student's file.</p> <p>The email outlines that the student must contact the nominated MUELC administration staff member to schedule a meeting to explain the reason for their poor level of attendance.</p>	
Number	Steps	Responsibility
4.3	<p>Internal Review (scheduled meeting)</p> <p>When the student contacts the nominated MUELC administration staff member, the student will be given a time to attend an internal review meeting. At this meeting, the nominated MUELC administration staff member will hear and consider the student's reasons for their low attendance. Students should bring any supporting documentary evidence to support compassionate or compelling grounds for their poor attendance to this meeting.</p> <p>The nominated MUELC administration staff member will email the student to inform them of the outcome of the internal review meeting and their attendance status. The option for a student to defer their studies will also be considered at this meeting. If the student has a projected attendance rate less than 70% the student will be reported to the Department of Home Affairs. The student will be only able to appeal this decision on the grounds that a procedural irregularity has occurred.</p>	Head of Studies or delegate
	<p>Possible outcomes:</p> <p>1. Resolved</p> <p>If the nominated MUELC administration staff member finds the student has a projected attendance rate greater than 70% and accepts the compassionate and compelling reasons for the student's low attendance the student will be informed, via email, that they will not be reported for poor attendance. However, the student's projected attendance will continue to be monitored and if it drops below 70% the student will be emailed a 'Final Notice of Intention to Report for Not Achieving Satisfactory Attendance'.</p>	

	<p>2. Reasons declined: Final Notice of Intention to Report for Not Achieving Satisfactory Attendance</p> <p>If the student does not attend an internal review meeting, or the nominated MUELC administration staff member does not accept that the reasons for the student's low attendance are compassionate or compelling, the student will be informed, via email that MUELC intends to report them for unsatisfactory attendance to the Department of Home Affairs</p>	
Number	Steps	Responsibility
4.4	<p>Final Notice of Intention to Report for Not Achieving Satisfactory Attendance Appeal</p> <p>The student will be informed that they may access the Monash College Academic and Non-academic Appeals Policy and Procedures within 20 working days of receiving a Final Notice of Intention to Report for Not Achieving Satisfactory Attendance.</p> <p>Students who have a projected attendance rate greater than 70% may appeal the assessment of unsatisfactory course attendance on either of the following grounds:</p> <ul style="list-style-type: none"> • Evidence that supports compassionate and compelling circumstances, which was not available for the internal reviewing meeting is now available. • That a procedural irregularity occurred. 	Appeals Officer
4.5	<p>Students with a projected attendance rate that is less than 70% may only appeal the assessment of unsatisfactory course attendance on the grounds that a procedural irregularity has occurred.</p> <p>Reporting</p> <p>If the student does not appeal, or the appeal made by the student is unsuccessful, the Manager, Student Administration (or nominee) will send the required information to the Monash University ESOS Reporting Officer to initiate the reporting process.</p>	
Number	Steps	Responsibility
4.6	<p>Notice to Cancel Enrolment</p> <p>Monash College may, at the discretion of the Director, English, cancel the enrolment of students who have been reported for poor attendance and who repeatedly continue to be absent</p>	Head of Studies or delegate

	<p>from classes and do not respond to attempts from Monash College staff to contact them., as per the Monash College Enrolment Policy</p> <p>In such cases, the student will notified of Monash College’s intention to cancel their enrolment and will be informed that they may access the Monash College Academic and Non-academic Appeals Policy and Procedures within 20 working days of receiving the Notice to Cancel Enrolment.</p> <p>Outcome of appeal</p> <ul style="list-style-type: none"> • If the appeal is unsuccessful Monash College will cancel their enrolment and notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory course progress. • If the appeal is successful, the student will be allowed to continue with their studies. <p>Where the student has chosen not to access the complaints and appeals processes within 20 working days, or withdraws from the process Monash College will notify the Secretary of the Department of Education through PRISMS of the student’s exclusion.</p>	
Refusing Enrolment		
5.1	<p>Students who have been reported for poor attendance may, at the discretion of the Director, English (or delegate) be prevented from re-enrolling in a MUELC program. Students will be notified via email when such a decision is made. The Executive Director, Pathways will be notified if the student is on a packaged offer to one of these programs.</p>	
5.2	<p>If a student is prevented from re-enrolling in a program the Associate Director Admissions will be notified.</p>	

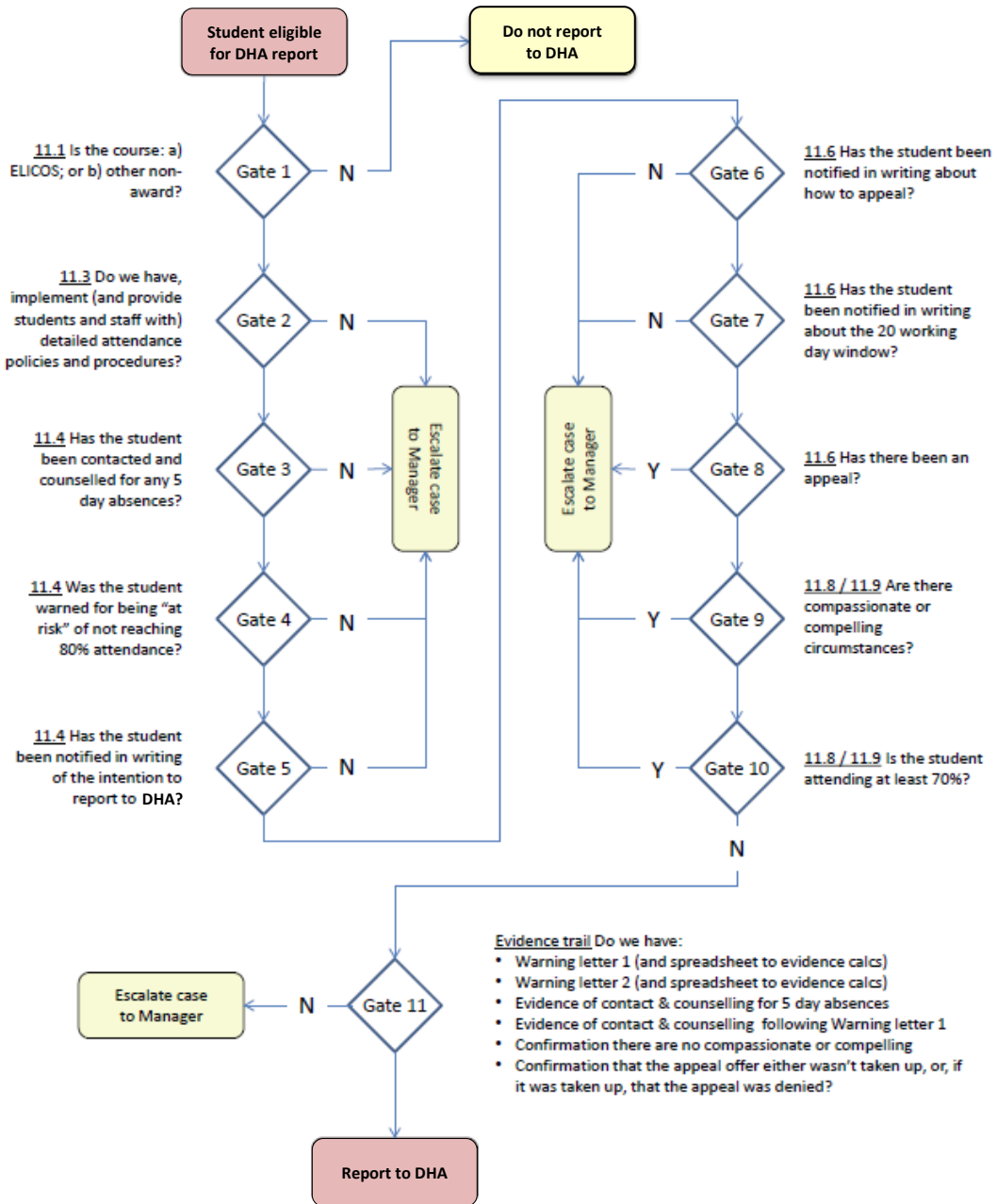
Legislation and Standards	<p>ESOS framework which includes the Education Services for Overseas (ESOS) Act 2000</p> <p>National Code 2007</p>
Reference Policies and Supporting Documentation	<p>Attendance MUELC Policy</p> <p>Enrolment Policy</p> <p>Student Progress Policy</p> <p>Checklist for National Code – Standard 11 (Appendix One)</p>
Responsibility for Implementation	<p>Executive Director, Pathways</p> <p>Director, English</p> <p>Director, Governance</p> <p>Operations Manager, MUELC</p>
Status	Revised
Key Stakeholders	<p>Executive Director, Pathways</p> <p>Director, Governance</p> <p>Director, English</p> <p>Head of Studies, MUELC</p> <p>Administration staff, MUELC</p> <p>Manager of Planning and Reporting, MUELC</p> <p>Operations Manager, MUELC</p> <p>Student Administration Team</p> <p>MUELC Student Engagement Team</p> <p>MUELC Students</p>
Approval Body	<p>Director, Governance and Director, English – Version 1.4</p> <p>Executive Director, Pathways – Version 1.2 and 1.3</p> <p>Pathways Committee – Version 1.1</p> <p>Meeting date: 28 September 2015</p> <p>Agenda item: #8</p>
Date Effective	18/01/2019
Next Review Date	18/01/2022

Owner Job Title Division	Executive Director Pathways
Procedure Author	Operations Manager, MUELC
Contact	Director, English

Change History

Version number	Approval date	Approved by	Brief outline of changes
1.6	14/01/2019	Director Governance and Director English	Incorporated clause to allow for discretionary cancellation of enrolment for continued and deliberate poor attendance
1.5	29/11/2016	Senior Leadership Team	Incorporates reference to revised Monash College Missing Student Policy.
1.4	22/08/2016	Director Governance and Director English	Clarification and improved communication of processes
1.3	19/07/2016	Executive Director English and Foundation Year	Amended period of enrolment for ME and MEB provided.
1.2	28/06/2016	Executive Director English and Foundation Year	Clarification on period of enrolment for ME and MEB provided.
1.1	28/09/2015	Pathways Committee	New procedure

Checklist for National Code – Standard 11



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