

# 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 (50%) 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 Attendance Monitoring System. The documented evidence will be kept on file to inform any subsequent appeal.

### AMS

Attendance Monitoring System. Data system used to enter and monitor student attendance

### 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 circumstances

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/or the Australian Medical Association. If unsure, please follow the link to [check your practitioner](#).

## Procedure

Number	Steps	Responsibility
	<b>Record keeping</b>	
1	<p>Teachers will monitor student attendance for each class. A student's absence will be recorded in the AMS</p> <p><b>Monash English</b> The attendance is marked under two (2) categories: 100% (attended the class) and 0% (did not attend the class).</p> <p><b>Monash English Bridging</b> The attendance is marked under three (3) categories: 100% (attended the whole class), 50% (15 or more minutes late) and 0% (did not attend the class).</p> <p><b>Medical certificates</b> Original medical certificate/s must be presented to a Student Administration officer along with a copy. The original will be returned to the student after it has been sighted. The copy will be retained. The Student Administration officer will note in the AMS that medical certificate/s have been submitted.</p>	<p>Class teacher</p> <p>Student Administration Officer</p>
	<b>Access to MUELC Attendance Policy and Procedures</b>	
2	<p>Students will be provided with information about the MUELC Attendance Policy and Procedure:</p> <ul style="list-style-type: none"> <li>• on the Monash College website</li> <li>• on the student learning and management system (Moodle)</li> <li>• during the Student Orientation Program</li> <li>• in the class orientation information delivered by the class teacher</li> <li>• in the Student Guide.</li> </ul>	<p>Class teacher/ Head of Studies</p>
	<b>Absent students</b>	
3.1	<p><b>5 consecutive days absent without approval</b> An Absent Student Report will be generated from the AMS every day listing students who have been absent for five or more consecutive days. Any student that is absent for five or more consecutive days or where information is provided that indicates the student's health, safety and/or well-being is potentially at risk or compromised will be managed in accordance with the Monash College Missing Student Policy (internal)..</p>	<p>Nominated MUELC administration staff member</p>

Number	Steps	Responsibility
4.1	<p data-bbox="326 268 748 300"><b>Poor attendance management</b></p> <p data-bbox="326 304 735 336"><b>Student Absence Notification</b></p> <p data-bbox="326 380 1101 527">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 data-bbox="326 569 1130 716">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 support options available to students.</p> <p data-bbox="326 758 643 789"><b>Intervention strategies</b></p> <p data-bbox="326 793 1089 863">Teachers will record any intervention strategies provided to students, regarding their attendance, in the AMS</p>	<p data-bbox="1166 380 1349 506">Nominated MUELC administration staff member</p> <p data-bbox="1166 737 1287 768">Teachers</p>
4.2	<p data-bbox="326 909 724 940"><b>Notice of Intention to Report</b></p> <p data-bbox="326 982 1073 1087">A Bad Attendance Report will be generated from the AMS every Tuesday listing students whose projected course attendance is less than 80%.</p> <p data-bbox="326 1129 1117 1276">A ‘Notice of Intention to Report for Not Achieving Satisfactory Attendance’ will also be generated, which will be sent via email to these students by Student Administration. A copy of this notice will also be added to each student’s file.</p> <p data-bbox="326 1318 1084 1472">The email outlines that the student must contact the nominated MUELC administration staff member within a designated timeframe to schedule a meeting to explain the reason for their poor level of attendance.</p>	<p data-bbox="1166 982 1349 1052">Student administration</p>
4.3	<p data-bbox="326 1560 824 1591"><b>Internal appeal (scheduled meeting)</b></p> <p data-bbox="326 1596 1138 1934">When the student contacts the nominated MUELC administration staff member, the student will be given a time to attend an internal appeal 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. The option for a student to defer their studies will also be considered at this meeting.</p>	<p data-bbox="1166 1596 1300 1703">Head of Studies or delegate</p>

Number	Steps	Responsibility
4.4	<p>The nominated MUELC administration staff member will email the student to inform them of the outcome of the internal appeal.</p> <p><b>Possible outcomes:</b></p> <p><b>1. Appeal successful</b></p> <p>The student will be informed, via email, that they will not be reported for poor attendance if</p> <ul style="list-style-type: none"> <li>• the student has a projected attendance rate greater than 70%</li> <li>• the documented evidence supports compassionate and compelling reasons for the student’s low attendance.</li> </ul> <p>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><b>2. Issue of Final Notice of Intention to Report for Not Achieving Satisfactory Attendance</b></p> <p>The student will be informed, via email that MUELC intends to report them for unsatisfactory attendance to the Department of Home Affairs if:</p> <ul style="list-style-type: none"> <li>• their projected attendance rate is below 70% regardless of the circumstances that have caused their poor attendance.</li> <li>• the student does not attend an internal review meeting</li> <li>• the student does not present documented evidence demonstrating that compassionate and compelling circumstances apply.</li> </ul>	
4.5	<p><b>Final Notice of Intention to Report for Not Achieving Satisfactory Attendance Appeal</b></p> <p>The student will be informed that they may access the Monash College Academic and Non-academic Complaints and Appeals Policy and Procedure 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"> <li>• Evidence that supports compassionate and compelling circumstances, which was not available for the internal reviewing meeting is now available.</li> <li>• A procedural irregularity occurred.</li> </ul>	Nominated MUELC administration staff member

Number	Steps	Responsibility
4.6	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.	
4.7	<p><b>Reporting</b></p> <p>If the student does not appeal, or the appeal made by the student is unsuccessful, the Manager, Student Administration or delegate will send the required information to the Monash University ESOS Reporting Officer to initiate the reporting process.</p>	
4.8	<p><b>Notice to Cancel Enrolment</b></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 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 be 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 Complaints and Appeals Policy and Procedure within 20 working days of receiving the Notice to Cancel Enrolment.</p> <p>Outcome of appeal</p> <ul style="list-style-type: none"> <li>• If the appeal is unsuccessful Monash College will cancel their enrolment and notify the Department of Education, Skills and Employment (DESE) through PRISMS.</li> <li>• If the appeal is successful, the student will be allowed to continue with their studies.</li> </ul> <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 DESE through PRISMS of the student's exclusion.</p>	Head of Studies or delegate
<b>Refusing re-enrolment</b>		

<b>Number</b>	<b>Steps</b>	<b>Responsibility</b>
5.1	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.	

<b>Legislation and Standards</b>	ESOS framework which includes the <a href="#">Education Services for Overseas (ESOS) Act 2000</a>  <a href="#">National Code 2018</a>
<b>Reference Policies and Supporting Documentation</b>	Attendance MUELC Policy <a href="#">Monash College Enrolment Policy</a> Monash College Missing Student Policy (internal) Monash College Academic and Non-academic Complaints and Appeals Policy and Procedure
<b>Responsibility for Implementation</b>	Executive Director, Pathways Director, English Director, Governance Operations Manager, MUELC
<b>Status</b>	Revised
<b>Key Stakeholders</b>	Executive Director, Pathways Director, Governance Director, English Head of Studies, MUELC Administration staff, MUELC Manager of Planning and Reporting, MUELC Operations Manager, MUELC Student Administration Team MUELC Student Engagement Team MUELC Students
<b>Approval Body</b>	Director, Governance and Director, English
<b>Date Effective</b>	5/03/2020
<b>Next Review Date</b>	5/03/2023
<b>Owner Job Title Division</b>	Director English
<b>Procedure Author</b>	Operations Manager MUELC
<b>Contact</b>	Director, English



## Change History

Version number	Approval date	Approved by	Brief outline of changes
2.2	05.03.2020	Director, English	Updated reference to Department of Education, Skills and Employment (DESE)
2.1	10/09/2019	Director, English	Overall minor amendments to wording to improve policy clarity Updated reference to new National Code 2018. Updated references to Policies and Supporting Documentation.
2.0	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