

STUDENT ATTENDANCE MONITORING POLICY

Purpose

This policy outlines the requirements, monitoring and reporting of students' unsatisfactory program attendance at Monash College.

Scope

This policy applies to all Monash College (the College) staff and students involved with attendance activities.

The policy does not apply to Vocational Education and Training, Professional Year or Non-accredited training programs.

Policy Principles

Monash College ensures that the following principles underpin the approach to attendance:

- The College and its Partners are committed to encouraging students to maintain satisfactory program attendance requirements to maximise their learning opportunities.
- The College and its Partners are committed to providing information at the commencement of all programs, and throughout each student's program of studies to support ongoing attendance at the College.
- Expectations for attendance are communicated at the commencement of the program and are reinforced throughout each program of study.
- Student attendance is monitored, and students at risk of not meeting the attendance requirements are contacted, counselled and advised of support services available to them.
- All students are expected to maintain satisfactory attendance.

- English language program and Foundation Year program students enrolled with an approved student visa have additional government requirements in relation to meeting satisfactory attendance requirements, and have to maintain their attendance in accordance with the detail laid out in this document and the associated Procedure.
- Students are expected to seek assistance from the College if experiencing academic or personal difficulties that are impacting upon their attendance.
- The College is required to report students who are non-compliant with student visa conditions in relation to attendance.

Policy Standards

1. Attendance requirements

- 1.1 Students are expected to attend 100% of their scheduled classes or contact hours for their program.
- 1.2 For any given study period, English language program and Foundation Year program students are required to attend a minimum of 80% of their scheduled classes or contact hours for their program.
- 1.3 International students on a student visa may have additional requirements and attendance expectations as set out in the National Code of Practice for Providers of Education and Training to Overseas Students 2018. This includes additional reporting and management of their attendance by the College in accordance with provider requirements.
- 1.4 Students are expected to arrive for all scheduled classes and any other learning and teaching activities at the scheduled day and time and attend the full duration of each activity.
- 1.5 Students who are absent from their scheduled classes due to circumstances beyond their control are required to submit an Absence Form and provide supporting evidence.

2. Attendance recording

- 2.1 Teachers record student attendance for all relevant classes through the Attendance Monitoring System (AMS).
- 2.2 Students who arrive late or leave early will have their attendance recorded accordingly on the AMS.

3. Attendance monitoring

- 3.1 Attendance checks are undertaken regularly throughout each teaching period through teachers monitoring student attendance at a unit level.
- 3.2 Student attendance will also be monitored and managed at a program level, through oversight of overall attendance and the sending of attendance reminders and warning letters to students via their Monash College email addresses.
- 3.3 Reference to government reporting (Intention to Report/Final Notice to Report) is only applicable to students who have attendance requirements for their student visa.
- 3.4 Aside from regulatory attendance monitoring, the College may also undertake additional attendance checks from a welfare perspective. These may be outside of the following attendance monitoring timings:

Notice Type	Action (<i>Applicable to all programs</i>)
Consecutive Absence Reminder (5 working days)	Follow up with students who have been absent for five consecutive days
Consecutive Absence Reminder (10 working days)	Follow up with students who have been absent for 10 consecutive days
First Attendance Warning Letter	Letter sent to students whose projected program attendance is below 90% in a given study period.
Final Attendance Warning/Intention to Report Letter <i>Intention to Report is only applicable to students with student visa requirements</i>	Letter sent to students whose projected program attendance is below 80% in a given study period.

- 3.5 Students registered with Disability Support Services with approved flexible attendance will continue to receive attendance alerts regarding attendance requirements, however, these will not impact upon pre-existing flexible attendance agreements.
- 3.6 Students are responsible for ensuring they maintain their enrolment and to check their Monash College email addresses regularly.
- 3.7 When more than one attendance reminder and/or warning letter is due at the same time, the College may choose to send only one reminder or letter.
- 3.8 For all under 18 students, parents or legal custodians will be contacted if the students do not meet the satisfactory attendance requirements.

4. Intention to Report

- 4.1 When an international student enrolled in an English language program or Foundation Year program has projected attendance below 80% in any given study period, an Intention to Report letter will be issued and sent to the student as part of their Final Attendance Warning letter, in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 4.2 If a student is reported to the Department of Home Affairs for unsatisfactory attendance, they may have their Confirmation of Enrolment (CoE) cancelled and be prevented from further study under that CoE.
- 4.3 Students receiving an Intention to Report letter for unsatisfactory attendance will be provided an opportunity to lodge an appeal against the College's Intention to Report.
- 4.4 Reporting of a student's unsatisfactory program attendance to the relevant Australian Government authority will not be completed until all avenues of appeal are completed.

5. Discretion not to report to the Australian Government authority

- 5.1 The College may decide not to report a student for not meeting the satisfactory attendance requirements if the student:
 - is attending at least 70% of the scheduled classes or contact hours; and
 - has provided evidence demonstrating compassionate or compelling circumstances for their absences.

6. Appeals

- 6.1 Any student who is dissatisfied with the College's intention to report for unsatisfactory attendance may lodge an appeal under any of the following circumstances (refer to the Student Complaints [Policy](#) and [Procedure](#)):
 - new or additional relevant information or evidence not previously available; and/or
 - procedural irregularity.
- 6.2 The student must submit an appeal within 20 working days from the date on the relevant attendance notification letter.

Roles and Responsibilities

Role/Decision/Action	Responsibility
Mark student attendance for all scheduled classes or contact hours	Teachers
Submit a relevant Absence Form when absent.	Students
Process Absence Forms	Academic Processes and Policy
Maintain a database of student attendance	Academic Processes and Policy
Send Attendance Reminders and Warning Notifications	Academic Processes and Policy
Assess the internal appeal applications	Academic Processes and Policy
Assess external appeal applications submitted to the Commonwealth Ombudsman	Academic Governance
Report unsatisfactory program attendance to the relevant Australian Government authority and cancel a student's CoE	Monash University Enrolment Compliance

Definitions

Compassionate or compelling circumstances	<p>Evidence of compassionate and compelling circumstances can include but is not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the student was unable to attend classes • bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided) • major political upheaval or natural disaster in the home country requiring emergency travel and evidence that this has impacted on the student's studies • a traumatic experience which could include but is not limited to involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime. When this has impacted on the student, these cases should be supported by information provided by relevant professionals such as police, psychologists, GP or other professionals. <p>Please note that backdated medical certificates (medical certificate issued after recovery from an illness) will only be accepted in exceptional circumstances when a student can provide reasons why backdated medical certificates were required.</p>
Confirmation of Enrolment (CoE)	An official document registered with the relevant Australian Government authority confirming an international student's acceptance into a program for a specified duration.

International student	Refers to students who hold an Australian student visa.
Intention to Report	Means a written notice which informs an international student of the provider's intention to report the student to the relevant Australian Government authority for not meeting the satisfactory program attendance requirements.
Projected Program Attendance	Means a student's projected attendance for the period of enrolment in the enrolled program (as set out in their CoE), reported as a percentage. Projected attendance starts at 100% and reduces for all absences across the duration of the study period.
Satisfactory Program Attendance	Means attendance of at least 80% of the scheduled classes or contact hours for a program.
Scheduled classes or contact hours	Timetabled classes for a study period.
Study period	A discrete period of study within a program such as a term, semester or trimester.
Teaching period	A discrete period within a Study Period, when classes and other teaching and learning activities are scheduled.

Related Documents

Legislation and Standards	Education Services for Overseas Students Act 2000 (Cth) ELICOS Standards 2018 Foundation Program Standards 2021 Higher Education Standards Framework (Threshold Standards) 2021 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Privacy Act 1988
Reference Policies, Procedures and Supporting Documentation	Student Complaints Policy

Version control and accountability table

Accountable Area	Education
Responsible Officer	Executive Director, Education

Review Date		November 2026			
Approved by					
Academic Board, 29 November 2023 Meeting 2023-4 / Agenda Item 2.6					
Endorsed by					
Learning and Teaching Committee, 21 November 2023 Meeting 2023-4 / Agenda Item 2.7					
Version	Authored by	Brief Description of the changes	Approved by	Date Approved	Effective Date
2.0	Senior Consultant - Policy and Procedures	Revised policy after organisational restructuring to include three program areas, English language, Foundation Year and Diploma programs.	Academic Board	29/11/2023	08/01/2024
1.0	Academic Governance Manager	Updated reference to National Code within the policy statement section. Updated policy owner Hyperlinks removed. DET added as recipient of report.	Executive Director, English and Foundation Year	19/09/2019	19/09/2021
1.0	Head of Studies, MUELC	Updated reference to new National Code 2018 Minor amendments to wording to improve policy clarity, and updated job titles	Director, English	18/11/2019	18/11/2022
1.0	Manager, Quality and Process Improvement	Updated role titles and stakeholders; updated approval body; clarified access to attendance data	Board of Studies	02/12/2021	02/12/2024