

# STUDENT ATTENDANCE MONITORING PROCEDURE

## Purpose

This procedure outlines the process for managing student attendance, including the monitoring of attendance and reporting students for unsatisfactory program attendance, at Monash College (the College).

The procedure includes detail on regulatory compliance requirements of the College in monitoring student attendance.

## Scope

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

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

## Procedure

### 1. Attendance recording

**To note:** 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 provided throughout this procedure. Unless specified otherwise, clauses relate to students in any Monash College program (with or without a visa with attendance requirements).

	Process Steps	Responsibility
1.1	Record student attendance for all relevant classes through the Attendance Monitoring System (AMS) within 24 hours of the scheduled class delivery.	Teacher



	Maintain a record (within the AMS) of students who arrive late or leave early to their classes.	
1.2	Attend activities for which they are timetabled.  Request their attendance percentage at any time by contacting Student Administration, if concerned.	Student
1.3	Authorise specific events to be permitted non-attendance events that will be excluded for attendance monitoring purposes. This may include all College, cohort, group or individual authorisation for attendance at College events outside of teaching activities.  Notify Academic Processes and Policy (APP) and Information Services (IS) of authorised special events for inclusion in the AMS.	CEO or Executive Director/s or delegates
1.4	When a student is absent due to a medical or other compassionate/compelling reasons, submit an Absence Form with supporting evidence within two working days of returning to classes.  In addition to submitting an Absence Form, notify their teachers of their absence via email.  Keep records of all communications with College staff, and relevant supporting evidence related to absences, for future reference.  If the student has a pre-existing condition or circumstance they are recommended to contact the Disability Support Service (DSS) team at the beginning of their program to discuss support strategies that may be available to them.  The student is expected to contact student support services and/or their teachers if absence affects their studies.	Student
1.5	When an absence is required for religious reasons, students are advised to inform their teacher and submit an Absence form. Students may also wish to follow the processes detailed in the <a href="#">Strict Religious Observance Obligations Guidelines for Students</a> .  Make notes in the AMS for any absences reported by students for religious reasons.	Student  Teacher
1.6	Consider submitted absence forms and supporting evidence to determine and notify the student of the outcome.  The College reserves the right to verify supporting evidence from the originating source.	Academic Processes and Policy

	Approved absence forms may be taken into account when re-assessing the student's attendance levels during the appeal stage.	
1.7	Calculations for attendance monitoring will take into account any approved or special absences, flexible attendance or other authorised alterations to attendance.	Academic Processes and Policy
1.8	Maintain AMS functionality at the College to incorporate each new teaching period and any new approved attendance monitoring rules, public holidays or special events in order to maintain accurate attendance calculations.	Information Services

## 2. Attendance Monitoring

	Process Steps	Responsibility
2.1	At a unit level, undertake attendance checks regularly throughout the teaching period.	Teacher
2.2	At a program level, monitor projected attendance electronically throughout the study period.  The projected attendance is calculated as a percentage of the maximum possible attendance that can be achieved if a student attends all future scheduled classes in a given study period.	Academic Processes and Policy
2.3	If flexible attendance has been granted by DSS, students are expected to attend wherever possible. Students will continue to receive system-generated warning letters reminding them of their attendance requirements.	Students
2.4	Student attendance will be taken into account at the Academic Progress Committee meetings for English language program students and Foundation Year program students, and may be taken into consideration for Diploma students.	Academic Processes and Policy
<b>Consecutive Absences</b>		
2.5	At a unit level, follow up with students who have been absent from the scheduled classes throughout the teaching period. Record all communication with the student on AMS.	Teacher
2.6	In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, where applicable, follow up with students to ensure their health, safety and well-being when students have been absent at a program level for: <ul style="list-style-type: none"> <li>• 5 consecutive days</li> <li>• 10 consecutive days</li> </ul>	Academic Processes and Policy

	<p>Additional checks may be conducted where there is a welfare concern for a student, by the eighth consecutive day of absence.</p> <p>Consecutive absence reminders will be sent to the student's Monash College email address. If the student is under the age of 18, copies of reminders will be sent to the student's parents or approved legal guardian.</p>	
2.7	A student who receives consecutive absence reminders is expected to reply with reasons for not attending classes and request any additional support from the College if needed.	Student
2.8	Students must lodge their Absence Form with relevant supporting documentation (such as medical certificates). An Absence Form without supporting evidence may not be accepted.	Student
2.9	Assess submitted Absence Forms and relevant evidence for consideration in approving absences. Approved absences will be recorded on the College internal systems for future reference or processes (such as related Appeals).	Academic Processes and Policy
<b>Attendance warning and Intention to Report</b>  <i>Reference to government reporting (Intention to Report/Final Notice to Report) is only applicable to students who have attendance requirements for their student visa.</i>		
2.10	<p><b>First Attendance Warning Letter</b></p> <p>Send a letter to students whose projected program attendance is below 90% in a given study period. The letter details that students are:</p> <ul style="list-style-type: none"> <li>at risk of not meeting the satisfactory attendance requirements, and</li> <li>advised of the support services available to them.</li> </ul>	Academic Processes and Policy
2.11	<p><b>Final Attendance Warning and Intention to Report Letter</b></p> <p>Send a letter to students whose projected program attendance is below 80% in a given study period. The letter details that students:</p> <ul style="list-style-type: none"> <li>are not meeting satisfactory attendance requirements; and</li> <li>may lodge an internal appeal against the College's intention to report for unsatisfactory attendance within 20 working days from the date on the Final Attendance Warning/Intention to Report Letter (if the student is enrolled</li> </ul>	Academic Processes and Policy

	<p>in a Monash College English language program or Foundation Year program).</p> <p>The Intention to Report letter is not applicable to students who are enrolled in Diploma programs, however Diploma students will receive a letter regarding attendance below 80% in relation to expected attendance in their program.</p>	
2.12	Students whose projected attendance continues to decline and drops below 70% will receive a Notice of Intention to Report (see section 3 below).	Academic Processes and Policy
2.13	When more than one attendance reminder and/or warning letter are due at the same time, the College may choose to send only one reminder or letter.	Academic Processes and Policy
2.14	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.	Student Administration

### 3. Appeals and Final Notice to Report

*Relevant to students who have received Intention to Report letters only*

	Process Steps	Responsibility
<b>Internal appeals process</b>		
3.1	<p>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 <a href="#">Policy</a> and <a href="#">Procedure</a>):</p> <ul style="list-style-type: none"> <li>• new or additional relevant information or evidence not previously available (including evidence of compassionate and compelling circumstances); and/or</li> <li>• procedural irregularity.</li> </ul> <p>Appeals must be submitted within 20 working days of the date on the Final Attendance Warning - Intention to Report letter.</p>	Student
3.2	To lodge an appeal, the student must:	Student

	<ul style="list-style-type: none"> <li>• submit an Appeal Form stating that they are appealing the intention to report, and setting out the grounds for their appeal</li> <li>• provide supporting evidence</li> <li>• submit the appeal within the required 20 days</li> </ul>	
3.3	During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal application being rejected.	Student
3.4	<p>Student's attendance must be continually monitored during any appeal stage.</p> <p>Student welfare must continue to be monitored during any appeal stage</p>	<p>Academic Processes and Policy</p> <p>Student support services</p>
3.5	While the internal appeal application is being assessed, the College will not continue to send communications to the student relating to their unsatisfactory attendance, until the appeal outcome is available.	Academic Processes and Policy
3.6	<p>After considering the evidence, determine the outcome of the appeal application. Outcomes may include:</p> <ul style="list-style-type: none"> <li>• dismiss the appeal;</li> <li>• reject (not support) the appeal; or</li> <li>• uphold (support) the appeal.</li> </ul> <p>Appeal outcome letters will be sent within five working days of the decision being made.</p>	Academic Processes and Policy
3.7	If a student has applied for discontinuation or intermission there is no impact on the assessment and outcome of the internal appeal application and should not impact the reporting of unsatisfactory program attendance to the relevant Australian government authority.	Academic Processes and Policy and Student Administration

<b>Successful appeals (appeal upheld)</b>		
3.8	<p>Students who have had their appeal upheld (appeal is successful) will receive an outcome letter to inform them of such. If students have conditions placed upon them in relation to attendance, these must be detailed in the appeal outcome letter with any relevant timeframes.</p> <p>Students will be informed that if they do not meet the conditions placed upon them, they may be reported to the relevant Australian Government authority and have their CoE cancelled.</p>	Academic Processes and Policy
3.9	Students must respond to any conditions placed upon them in their appeal outcome letter and report back or engage with relevant areas as required, this includes maintaining and/or improving their attendance in scheduled classes for their program.	Students
3.10	<p>The College may decide not to report a student to the relevant Australian Government authority for not meeting the satisfactory program attendance requirements if the student:</p> <ul style="list-style-type: none"> <li>• is attending at least 70% of the scheduled classes or contact hours; and</li> <li>• is within twenty days of the end of their study period; and</li> <li>• has had their appeal upheld.</li> </ul>	Academic Processes and Policy and Student Administration
3.11	If, following a successful appeal, a student does not meet the conditions of their appeal outcome and does not improve their attendance, the College will issue the student with a Final Notice to Report letter.	Academic Processes and Policy
3.12	Students cannot appeal against the conditions placed upon them from an appeal outcome. The only grounds which can be considered for an appeal against the appeal outcome are on grounds that a procedural irregularity has occurred. No new evidence in relation to a prior appeal or other new grounds can be submitted.	Students
3.13	Subsequent appeals will not be accepted in relation to not meeting appeal conditions, unless on the grounds of procedural irregularity or other new compelling circumstances. Previous grounds and evidence considered	Student

	at appeal will not be reconsidered for any non-compliance with attendance conditions placed upon students in appeal outcomes.	
<b>Unsuccessful and dismissed appeals</b>		
3.14	<p>If any appeal does not contain relevant supporting evidence, the appeal may be dismissed and not heard. In these cases, students will receive a letter to inform them that their appeal is lacking in substance or is dismissed due to other reasons for not meeting suitable grounds for appeal, and is not being heard.</p> <p>Students will be issued with a Final Notice to Report letter 10 days after their appeal dismissal (to allow for any possible external appeal process).</p>	Academic Processes and Policy
3.15	In cases where the appeal was heard, but was rejected (an unsuccessful appeal), students will receive a Final Notice to Report letter 10 days after their rejected appeal outcome (to allow for any possible external appeal process).	Academic Processes and Policy
<b>External appeal process</b>		
3.16	<p>A student who is dissatisfied with the outcome of an internal appeal application may lodge an external appeal with the <a href="#">Commonwealth Ombudsman</a>.</p> <p>The student must submit an appeal within 10 working days from the internal appeal outcome.</p>	Student
3.17	If the student decides to pursue an external appeal, the student must inform the Academic Governance team by email ( <a href="mailto:studentappeals@monashcollege.edu.au">studentappeals@monashcollege.edu.au</a> ), from their student email account, within 10 working days of the internal appeal notification outcome.	Student
3.18	The College will proceed to reporting the student once the external appeal period has passed.	Student Administration



#### 4. Reporting and cancellation of Confirmation of Enrolment (CoE)

*Reference to government reporting Final Notice to Report and cancellation of CoE is only applicable to students who have attendance requirements for their student visa.*

	Process Steps	Responsibility
4.1	Prepare a list of students who have received the Final Notice to Report in order to proceed to reporting for unsatisfactory attendance via PRISM when: <ul style="list-style-type: none"> <li>the internal and external appeal processes have been completed and the decision recommends the decision to report; or</li> <li>the student has chosen not to access the internal appeal within 20 working days from the date on the Final Attendance Warning - Intention to Report Letter and/or Final Notice to Report letter; or</li> <li>the student has chosen not to access the external appeal within 10 working days from the internal appeal outcome; or</li> <li>the student withdraws from the internal or external appeals process and notifies Academic Governance (<a href="mailto:studentappeals@monashcollege.edu.au">studentappeals@monashcollege.edu.au</a>) in writing; or</li> <li>the student's projected attendance remains below 70% of the scheduled contact hours for all enrolled units of study.</li> </ul>	Student Administration
4.2	Provide the Monash University Enrolment Compliance team a list of students that will be reported for unsatisfactory program attendance and will have their CoE cancelled.	Student Administration
4.3	The student's enrolment may be cancelled due to unsatisfactory attendance at the discretion of the relevant Education Director (or equivalent) or delegate.	Education Director (or equivalent) or delegate

### Definitions

Appeal - dismissed	An internal appeal which has been considered by the Academic Processes and Policy team in accordance with the Student Complaints Policy and Student Complaints Procedure and is deemed to be lacking in substance, or is frivolous or vexatious and is dismissed without hearing.
Appeal - rejected	An internal appeal which has been considered by the Academic Processes and Policy team in accordance with the Student Complaints Policy and Student Complaints Procedure, and is not successful. The original decision to report will

	continue and the student's CoE will be referred for cancellation, after the relevant external appeal avenue has been exhausted.
Appeal - upheld	An internal appeal which has been considered by the Academic Processes and Policy team in accordance with the Student Complaints Policy and Student Complaints Procedure and is successful. The grounds (with associated evidence) against which the student appealed are upheld and a review of the original decision will be undertaken or overturned. The student will not, at this time, be referred for a CoE cancellation, but may have conditions placed upon their enrolment in relation to ongoing attendance.
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"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>• bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies</li> <li>• 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. These cases should be supported by information provided by relevant professionals such as police, psychologists, GP or other professionals.</li> </ul> <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. Only verified evidence will be accepted as supporting evidence.</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	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 satisfactory program attendance.
Projected Program Attendance	<p>A student's projected attendance for the period of enrolment (study period) in the enrolled program (as set out in their CoE) is reported as a percentage.</p> <p>The projected program attendance starts at 100% and reduces for all absences across the duration of the study period.</p>
PRISMS	A system operated by the Australian government that provides education providers with CoE facilities required for compliance with the ESOS legislation.
Satisfactory Program Attendance	Attendance of at least 80% of the scheduled classes or contact hours for a program.

Scheduled classes or contact hours	Timetabled classes, learning and teaching activities 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

Parent Policy	<a href="#">Student Attendance Monitoring Policy</a>
Legislation and Standards	<a href="#">Education Services for Overseas Students Act 2000 (Cth)</a> <a href="#">ELICOS Standards 2018</a> <a href="#">Foundation Program Standards 2021</a> <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a> <a href="#">National Code of Practice for Providers of Education and Training to Overseas Students 2018</a> <a href="#">Privacy Act 1988</a>
Reference Policies, Procedures and Supporting Documentation	<a href="#">Student Complaints Policy</a> <a href="#">Student Complaints Procedure</a>

## Version control and accountability table

<b>Accountable Area</b>	Education
<b>Responsible Officer</b>	Executive Director, Education
<b>Review Date</b>	September 2026
<b>Approved by</b>	
	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 procedure after organisational restructuring to include three program areas, English language, Foundation and Diploma programs.	Academic Board	29/11/2023	08/01/2024
1.0	Academic Governance Manager	Updated contact details for Warning Letter 1.  Hyperlinks removed.  Responsibilities updated.  Job titles Updates  Removed Australian Medical Association from criteria for assessing supporting documents.	Director, Foundation Year	09/12/2019	09/12/2022
1.0	Operations Manager MUELC	Updated reference to Department of Education, Skills and Employment (DESE)	Director, English	05/03/2020	05/03/2023
1.0	Manager, Quality and Process Improvement	Removed workflow information related to AMS administration.  Removed description of warning letter contents.  Removed Learning Skills Advisors from consecutive absence interventions.	Board of Studies	02/12/2021	02/12/2024