

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, including Monash University students undertaking a pathway program at Monash College.

This procedure serves as a guide for all international partners which can be incorporated into any local policies and procedures, taking into consideration local laws and practices.

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).

Ref	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. Maintain a record (within the AMS) of students who arrive late or leave early to their classes. For Science and Engineering laboratories involving experiments, the following exception applies: - Students who arrive late and, as a result, miss the safety briefing and/or necessary safety instructions will not be permitted to commence the lab activity due to safety concerns. In such cases, students will be asked to leave the laboratory. - However, their attendance will still be recorded as 'arriving late' and as if they had attended the remainder of the session.	Teacher
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 Student Administration 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 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.	Student

	The student is expected to contact student support services and/or their teachers if absence affects their studies.	
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 Strict Religious Observance Obligations Guidelines for Students. 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. Submitted absence forms may be taken into account when deciding to report a student for unsatisfactory course attendance, as set out in 3.10.	Student Administration
1.7	At a unit level, attendance monitoring calculations will take into account any authorised alterations, such as class cancellations.	Student Administration
1.8	At a program level, 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

Ref	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.	Student Administration
2.3	Students who have been granted flexible attendance by DSS will continue to receive attendance alerts reminding them of their attendance requirements. Additionally, those who hold international student visas and are enrolled in Foundation and English language programs must still meet the regulatory attendance requirements.	Students
2.4	Student attendance will be taken into account at the Academic Progress Committee meetings for all pathway programs.	Student Administration

Consecutive Absences		
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	To ensure student health, safety and well-being, where applicable, the College will follow up with students who have been absent at a program level for: • five consecutive teaching days. Please note that a 5-day consecutive absence notice is a requirement for Foundation and English language programs under the National Code of Practice for Providers of Education and Training to Overseas Students 2018; • 10 consecutive teaching days. 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. The thresholds used to determine when a student is escalated to the Missing Student Management Plan vary depending on whether they are under 18 or aged 18 and over. Further information on the escalation process is available in the Missing Student Management Plan.	Student Administration
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 considered.	Student
2.9	Maintain the Absence Forms register for future reference or processes, such as related appeals.	Student Administration
Attendance warning and Intention to Report		
<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	First Attendance Warning Letter Send a letter to students whose projected program attendance is below 90% in a given study period. The letter details that students are: • at risk of not meeting the satisfactory attendance requirements, and • advised of the support services available to them.	Student Administration

2.11	Final Attendance Warning and Intention to Report Letter Send a letter to students whose projected program attendance is below 80% in a given study period. The letter details that students: • are not meeting satisfactory attendance requirements; and • may lodge an internal appeal against the College's intention to report for unsatisfactory attendance within 20 working days from the date on the <i>Final Attendance Warning/Intention to Report Letter</i> (if the student is enrolled in an English language program or Foundation Year program). The <i>Intention to Report letter</i> is not applicable to students who are enrolled in Diploma and Monash Advanced Preparation Program (MAPP), however they will receive a letter regarding attendance below 80% in relation to expected attendance in their program.	Student Administration
2.12	Students whose projected attendance continues to decline and drops below 70% will receive a <i>Final Notice to Report</i> (see section 3 below).	Student Administration
2.13	International student visa holders enrolled in English language and Foundation programs who have a projected attendance below 70% will be reported to the relevant Australian Government authority, regardless of any compassionate or compelling circumstances.	Student Administration
2.14	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.	Student Administration
2.15	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

Ref	Process Steps	Responsibility
Internal appeals process		
3.1	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 (including evidence of compassionate and compelling circumstances); and/or • procedural irregularity.	Student

	Appeals must be submitted within 20 working days of the date on the <i>Final Attendance Warning - Intention to Report</i> letter.	
3.2	To lodge an appeal, the student must: • submit an Appeal Form stating that they are appealing the intention to report, and setting out the grounds for their appeal; • provide supporting evidence; • submit the appeal within the required 20 working days.	Student
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	Student's attendance must be continually monitored during any appeal stage.	Student Administration
3.5	While the internal appeal application is being assessed, the College will continue to send communications to the student relating to their unsatisfactory attendance.	Student Administration
3.6	After considering the evidence, determine the outcome of the appeal application. Outcomes may include: • dismiss the appeal; • reject (not support) the appeal; or • uphold (support) the appeal. Appeal outcome letters will be sent within five working days of the decision being made.	Student Administration
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.	Student Administration
Successful appeals (appeal upheld)		

3.8	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. 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.	Student Administration
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	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: • is attending at least 70% of the scheduled classes or contact hours; • provides genuine evidence demonstrating that compassionate or compelling circumstances apply; and • has had their appeal upheld.	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 <i>Final Notice to Report</i> letter (see clause 2.13).	Student Administration
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.	Student
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 at appeal will not be reconsidered for any non-compliance with attendance conditions placed upon students in appeal outcomes.	Student
Unsuccessful and dismissed appeals		

3.14	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. Students will be issued with a <i>Final Notice to Report</i> letter 10 working days after their appeal dismissal (to allow for any possible external appeal process).	Student Administration
3.15	In cases where the appeal was heard, but was rejected (an unsuccessful appeal), students will receive a <i>Final Notice to Report</i> letter 10 working days after their rejected appeal outcome (to allow for any possible external appeal process).	Student Administration
External appeal process		
3.16	A student who is dissatisfied with the outcome of an internal appeal application may lodge an external appeal with the National Student Ombudsman. The student must submit an appeal within 10 working days from the internal appeal outcome.	Student
3.17	If the student decides to pursue an external appeal, the student must inform Monash College by email (studentappeals@monashcollege.edu.au), 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.

Ref	Process Steps	Responsibility
4.1	Prepare a list of students who receive the <i>Final Notice to Report</i> in order to proceed to reporting for unsatisfactory attendance when: the internal and external appeal processes have been completed and the decision recommends the decision to report; or	Student Administration

	- the student has chosen not to access the internal appeal within 20 working days from the date on the <i>Final Attendance Warning - Intention to Report</i> letter; or - the student has chosen not to access the external appeal within 10 working days from the internal appeal outcome; or - the student withdraws from the internal or external appeals process and notifies Academic Governance (studentappeals@monashcollege.edu.au) in writing; or - the student's projected attendance remains below 70% of the scheduled contact hours for all enrolled units of study (see clause 2.13).	
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 Program Director (or equivalent) or delegate.	Program Director (or equivalent) or delegate

Definitions

Appeal - dismissed	An internal appeal which has been considered by the Student Administration 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 Student Administration 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 Student Administration 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	Evidence of compassionate and compelling circumstances can include but is not limited to: - 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 that 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. These

	cases should be supported by information provided by relevant professionals such as police, psychologists, GP or other professionals. 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.
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	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. The projected program attendance starts at 100% and reduces for all absences across the duration of the study period.
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	Student Attendance Monitoring Policy
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 Student Complaints Procedure
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Version control and accountability table

Accountable Area		Education			
Responsible Officer		Executive Director, Education			
Status		Current and in effect			
Review Date		July 2029			
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
2.3	Senior Consultant - Education Policy and Procedures	Major amendments to simplifying language, enhancing clarity and ensuring compliance with the National Code 2018 attendance requirements, where applicable. These include: clarifying that international student visa holders enrolled in English language and Foundation programs will be reported to the relevant Australian	Academic Board (via circular resolution)	20/07/2026	20/07/2026

		Government authority if their projected attendance falls below 70%, regardless of any compassionate or compelling circumstances; - removing the requirement to recalculate student attendance to maintain data reliability, while clarifying that the College may choose not to report students with unsatisfactory attendance if their projected attendance is at least 70% and they have provided evidence of compassionate or compelling circumstances (in accordance with the National Code 2018); and - updating roles and responsibilities to reflect the current organisational structure.			
2.2	Senior Consultant - Education Policy and Procedures	Amendments to: - clarify that the scope of this policy includes Monash University students undertaking a pathway program at Monash College; - add references to the Monash Advanced Preparation Program in clause 2.11.	Academic Board	03/10/2025	06/10/2025

2.1	Senior Consultant - Education Policy and Procedures	Amendment to Section 1.1 to include provisions for attendance in Science laboratories.	Education and Training Committee	04/03/2025	04/03/2025 for Diploma & 07/07/2025 for Foundation
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