

PROCEDURE

Procedure Title

Student Attendance Monitoring Diplomas Procedure

Parent Policy

Student Attendance Monitoring Diplomas Policy

Preamble

Student attendance is monitored to support students and to encourage positive learning outcomes. While students are strongly encouraged to attend all scheduled tutorials/workshops, a minimum tutorial attendance rate of 80% is expected as this provides the best opportunity for satisfactory completion of course outcomes. This procedure outlines the steps involved in identifying and contacting students who have not maintained an 80% attendance level for tutorials/workshops or who have been deemed an absent student.

Definitions

AMS	Attendance Monitoring System. System used to enter and monitor student attendance
Diplomas Absent Student	A student over the age of 18 will be deemed as absent after ten consecutive teaching days of absence without contact with Monash College
Diplomas Missing Student	A student over the age of 18 will be deemed missing when they do not respond to attempts at contact four teaching days after being identified as absent or at any stage when information is provided that indicates the students health, safety and/or well-being is potentially at risk or compromised.
RPO team	Reporting, Planning and Operations Team, Diplomas
Under 18 Absent Student	A student under the age of 18 will be deemed absent if they do not attend any scheduled classes for five consecutive teaching days and there has been no contact with Monash College.
Under 18 Missing Student	A student under the age of 18 will be deemed missing if they do not respond to attempts at contact two teaching days after being identified as absent or at any stage when information is provided that indicates the students health, safety and/or well-being is potentially at risk or compromised.

Procedure

Ref	Steps	Responsibility
1.	<p>Student Attendance Monitoring</p> <p>Attendance Monitoring by Teachers</p> <p>Teachers are encouraged to mark student tutorial and workshop attendance in the Attendance Monitoring System (AMS) at the start of each class and should complete marking attendance within 24 hours. If the system cannot be accessed in class, the teacher must:</p> <ol style="list-style-type: none"> 1. Take a screenshot of the error message in class 2. Email the RPO team (MCD-attendance-monitoring@monashcollege.edu.au) 3. Update the attendance within 24 hours of being able to access the system <p>Teachers will receive a daily system generated email from the AMS system until the attendance is marked.</p> <p>Access to the class list to mark attendance is limited to seven days from each class. Teachers who do not have access to AMS must use a printed class list from AMS to manually mark attendance. This is provided to teachers by the Administrative Assistant/Education Coordinator for each Diploma. The marked class list must be returned within one teaching day to update in the system.</p> <p>Teachers must email the RPO team (MCD-attendance@monashcollege.edu.au) and the relevant stakeholder below immediately if they have any concerns for the health or wellbeing of a student. This includes the:</p> <ul style="list-style-type: none"> • Student Counsellor • Learning Consultant Team Leader • Team Leader/ Academic Manager 	<p>Teacher</p> <p>RPO team</p> <p>Teachers</p> <p>Administrative Assistant/ Education Coordinator</p> <p>Teachers</p>
2.	<p>Unallocated students</p> <p>Until Week 2 a report will be used to identify students who have attended a class that is not part of their timetable.</p> <p>All students will be emailed, advised to attend their timetabled classes and of the process to request changes to their timetable. The attendance rate of these students will be impacted by their attendance at the wrong class.</p>	<p>Systems Support Officer</p>

	<p>In Week 3 and onwards, students who attend the wrong class more than once in a four week period will be sent a reminder to attend their timetabled class.</p> <p>Teachers must strongly encourage unallocated students to attend their timetabled class. Teachers that allow unallocated students in their class will be sent ongoing reminders to discourage the students from attending their class.</p>	
<p>3.</p>	<p>Cancelling timetabled classes</p> <p>If a class needs to be cancelled for a valid reason, the Team Leader/ Academic Manager should email the RPO team (MCD-attendance@monashcollege.edu.au) for it to be excluded from the system.</p>	<p>Team Leader/ Academic Manager</p>
<p>4.</p>	<p>Students Responsibility for Attendance</p> <p>Students' overall attendance rate will be reduced if they arrive late, leave early or fail to provide supporting evidence for any absence. The attendance percentage is calculated by the AMS.</p> <p>Students that miss a class should submit an Absence Form and provide supporting documentation to Student Administration within two teaching days of returning to class for their attendance percentage not to be impacted. Such circumstances for class absence include but are not limited to:</p> <ul style="list-style-type: none"> • Illness or injury, where a medical certificate states the students was unable to attend. • Bereavement of a close family member/s such as a parent or grandparent. • Major political upheaval or natural disaster in the home country requiring emergency travel. • A traumatic experience which could include: involvement in, or witnessing of a serious accident; • Witnessing or being the victim of a serious crime that has impacted on the student (supported by police or psychologist report). <p>Student Administration will validate the supporting documents and note it in the AMS within two teaching days of receiving it. In the case where a student submits a special consideration form, Student Administration will also include a note in the AMS that the student was absent on the days applicable.</p> <p>At the end of a trimester, student tutorial attendance rates will be reset. Students have the right to request tutorial attendance information from their teachers at any point throughout the trimester.</p>	<p>Students</p> <p>Students</p> <p>Student Administration</p> <p>Student Administration</p> <p>Students</p>

	<p>Students wishing to obtain attendance information from past trimesters must send a request via email to Student Administration (student.admin@monashcollege.edu.au).</p>	
<p>5.</p>	<p>Attendance Monitoring – Warning Notifications sent to students in week 3, 5, 7</p> <p>At the start of week 3, 5 and 7, the RPO team will send Student Administration a report of students with attendance less than 80%. Attendance Warning Notifications are sent via email by Student Administration and a copy is stored in TRIM. The RPO team will send an SMS notification to students and a copy of the notification to Team Leaders/ Academic Manager.</p> <p>The Attendance Warning Notification advises students of their current attendance rate and encourages them to arrange an Academic Support Meeting.</p> <p><u>Below 40% overall attendance</u> – students are encouraged to contact a Learning Consultant.</p> <p><u>40.01%-79.99% attendance</u> – students are encouraged to contact their Team Leader/ Academic Manager.</p> <p>The purpose of the Academic Support Meeting is to:</p> <ul style="list-style-type: none"> • Help identify difficulties (academic or other) that are affecting attendance and academic progress, • Inform or refer the student to support services <p>The Team Leaders/ Academic Manager can access a ‘Diplomas Student Attendance’ report from the RPO team which reports students with attendance under 80%.</p> <p>Under 18 students</p> <p>RPO will notify the U18 Guardian Manager and the Student Engagement Team that an under 18 student has received an Attendance Warning Notification.</p> <p>The U18 Guardian Manager will follow up with the student and notify the student's parents where necessary to notify them that the student has received an Attendance Warning Notification.</p> <p>The Student Engagement Team will follow up with the student and notify the external Guardian that the student has received an Attendance Warning Notification.</p>	<p>RPO team</p> <p>Student RPO team</p> <p>Students</p> <p>Learning Consultant</p> <p>Team Leader/ Academic Manager</p> <p>Team Leader/ Academic Manager</p> <p>RPO team</p> <p>U18 Guardian Manager</p> <p>Student Engagement Team</p>

	<p>Monitoring APC Students</p> <p>The LET Administrator will send an SMS and email to all APC students whose attendance is below 40%.</p> <p>The Learning Consultants will case manage APC students throughout the trimester.</p>	<p>LET Administrator</p> <p>Learning Consultants</p>
<p>6.</p>	<p>Absent Student Monitoring – over 18 students</p> <p>Preliminary Process – Identifying absent students At any stage when information is provided that indicates the student’s health, safety and/or well- being is potentially at risk or compromised, the informal process should commence immediately (section 5). The RPO team will be sent the Absent Student Report on Monday, Wednesday and Friday each week from week 2. This report lists all students that have been absent from class for 10 consecutive teaching days.</p> <p>When a student has been deemed absent within 48 hours the RPO team will check the student’s academic record, class attendances, and latest email contact along with all relevant databases (Callista, Moodle) to ensure that the student has not:</p> <ul style="list-style-type: none"> • cancelled their enrolment • applied for leave of absence • transferred provider • changed their address • logged onto the learning management system. <p>After the check is done if there is no valid reason for the student's non-attendance the matter will be escalated to the Learning Consultant Team Leader (relevant Team Leader/ Academic Manager copied into the email).</p>	<p>All staff</p> <p>RPO team</p> <p>RPO team</p> <p>RPO team</p>
<p>7.</p>	<p>Informal Process – Contacting absent students The informal process is conducted by the Learning Consultant Team Leader and is completed within 48 hours.</p> <p>The contacting process may involve:</p> <ul style="list-style-type: none"> • Attempting contact by telephone/SMS and/or email in an effort to advise the student that there are concerns about their welfare, and seeking a response from them. • Asking classmates if they have had contact with the potentially missing student. <p>The messages conveyed to the student could include:</p>	<p>Learning Consultant Team Leader</p>

	<ul style="list-style-type: none"> • A request for the student to contact the sender • Advice to the student that family or next of kin will be contacted (if permission has been granted) • Advice to the student to correct their enrolment records if they are no longer studying the course or program • Advice that out of concern for their welfare the police may be contacted if no response is received from them. <p>All attempts at contact should be noted in the AMS.</p> <p>If no contact is made with the student within 48 hours, the student should be escalated to the Associate Director, Learning Teaching and Innovation.</p> <p>The Associate Director, Learning Teaching and Innovation will escalate the students as missing to the Student Engagement Team as missing (relevant Associate Director and Diplomas Director copied into the email). The Student Engagement Team will manage the student case in accordance with the Missing Student Procedure.</p> <p>Case Management Meetings</p> <p>As required, the Learning Consultant Team Leader will coordinate and chair a meeting with the Team Leaders/ Academic Manager, RPO representatives and Student Engagement representatives to discuss absent students.</p>	<p>Associate Director, Learning Teaching and Innovation Student Engagement Team</p> <p>Learning Consultants Team Leader</p>
<p>8.</p>	<p>Absent Student Monitoring – under 18 students</p> <p>The Under 18 Guardian Manager will monitor student attendance. Students identified as absent for five consecutive days will be investigated within 24 hours.</p> <p>The Under 18 Guardian Manager will escalate students as missing to the Student Engagement Team. The Student Engagement Team will manage the student case in accordance with the Missing Student Procedure.</p>	<p>Under 18 Guardian Manager</p> <p>Student Engagement Team</p>

Legislation and Standards	National Code of Practice for Providers of Education and Training to Overseas Students 2018
Reference Policies and Supporting Documentation	Absence Form Missing Student Policy Missing Students Procedure Non-Academic Suspension and Exclusion Policy Student Attendance Monitoring Policy
Responsibility for Implementation	Reporting, Planning and Operations Team Team Leader, Learning Consultants Associate Directors, Diplomas Deputy Director, Diplomas Team Leaders, Diplomas Academic Manager, Diplomas Under 18 Guardian Manager Student Administration Team Student Engagement Team
Status	Revised
Key Stakeholders	Director, Diplomas Associate Directors, Diplomas Deputy Director, Diplomas Team Leaders, Diplomas Academic Manager, Diplomas Unit Leaders/ Subject Coordinator, Diplomas Student Administration Team Learning Consultants, Diplomas Teachers, Diplomas Under 18 Guardian Manager Students, Diplomas Student Engagement Team

Approval Body	Director, Diplomas
Date Effective	10/02/2017
Next Review Date	14/02/2020
Owner Job Title	Director, Diplomas Diplomas
Procedure Author	Manager, Quality and Process Improvement
Contact	Manager, Quality and Process Improvement

Change History

Version number	Approval date	Approved by	Brief outline of changes
1.0	26/07/2012	Monash College Board of Studies	Procedure created
2.0	14/02/2017	Director, Diplomas Associate Director, Governance	Updated Attendance Warning Notifications sending dates and templates Updated Teacher attendance marking timeframes Updated absent student timeframes
2.1	25/06/2018	Executive Director, Diplomas	Included step 2 and expanded process for unallocated students.
2.2	04/06/2019	Governance	Hyperlinks removed; role titles updated; legislation references updated.