

Student Attendance Monitoring Policy

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Version Control

Issue Date:	Summary of Changes	Review Date
	Policy Update	01.01.2025
07.02.2025	Overseas Student Ombudsman replaced with National Student Ombudsman	
	Policy and procedure re-written and student guidelines created	
	Updates in line with the National Code 2018	
	Policy review	01.01.2027

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1. Purpose

This policy outlines the requirements, monitoring and reporting of students' unsatisfactory course attendance at Hawthorn-Melbourne.

2. Scope

This policy applies to all Hawthorn-Melbourne staff and students involved with attendance activities.

3. Policy Principles

Hawthorn-Melbourne ensures that the following principles underpin the approach to attendance:

- Hawthorn-Melbourne is committed to encouraging students to maintain satisfactory course attendance requirements to maximise their learning opportunities.
- Hawthorn-Melbourne is committed to providing information at the commencement of all courses, and throughout each student's program of studies to support satisfactory attendance.
- Expectations for attendance are communicated at the commencement of the course 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.
- Students 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 Hawthorn-Melbourne staff if experiencing academic or personal difficulties that are impacting upon their attendance.
- Hawthorn-Melbourne is required to report students who are non-compliant with student visa conditions in relation to attendance.

4. Policy Standards

4.1 Attendance requirements

- 4.1.1 Students are expected to attend 100% of their scheduled classes or contact hours for each enrolment period.
- 4.1.1 For any given enrolment period, students are required to attend a minimum of 80% of their scheduled classes or contact hours for their program.
- 4.1.2 International students on a student visa 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 Hawthorn-Melbourne in accordance with provider requirements.
- 4.1.3 Students are expected to arrive for all scheduled classes and any other learning activities at the scheduled day and time and attend the full duration of each activity.
- 4.1.4 Students who are absent from their scheduled classes due to circumstances beyond their control are required to notify their teacher or Student Services staff and provide supporting evidence.

4.2 Attendance Recording

- 4.2.1 Teachers record student attendance for all relevant classes in the Class Roll on SharePoint.
- 4.2.2 Students who are absent from class for more than 15 minutes, will be marked absent for that class hour.
- 4.2.3 Student Services officers record student attendance in the Student Management System (SMS).

4.3 Attendance Monitoring

- 4.3.1 Attendance checks are undertaken regularly throughout each teaching period through teachers monitoring student attendance in each class.
- 4.3.2 Student attendance will also be monitored and managed at a course level, through oversight of overall attendance and the sending of attendance reminders and warning letters via their email addresses.
- 4.3.3 Reference to government reporting (Intention to Report) is only applicable to students who have attendance requirements for their student visa.
- 4.3.4 Aside from regulatory attendance monitoring, Hawthorn-Melbourne may also undertake additional attendance checks from a welfare perspective. These may be outside the following attendance monitoring timings:

Notice Type	Action (applicable to all courses)
Under 18 Absence Communication (1 working day)	Follow up by phone or email with Under 18 students who have been absent for one day

Consecutive Absence Communication (3 working days)	Follow up by phone or email with Over 18 students who have been absent for 3 consecutive days
Under 90% Attendance Warning Letter	Letter sent to students whose overall attendance is 90% or below in a given enrolment period. The letter invites students to meet Student Services staff for support and advice regarding issues that affect class attendance.
Intention to Report Letter <i>Intention to Report is only applicable to students with student visa requirements</i>	Letter sent to students whose overall attendance is below 80% in a given enrolment period
Successful Appeal Letter	Letter sent to students whose appeal regarding under 80% attendance is successful. The letter informs students that no further action will be taken unless their attendance falls below 70%.
Unsuccessful Appeal Letter	Letter sent to students whose appeal regarding under 80% attendance is unsuccessful. The letter informs students that a report will be made to the relevant Australian government authority. The letter advises students that they may make an external appeal and provides a link to Hawthorn-Melbourne's Complaints and Appeals Procedure.

- 4.3.5 Students with successful applications for Special Consideration/Reasonable Adjustment arrangements (which may include approved flexible attendance) will continue to receive attendance alerts, however, consideration of an appeal regarding an Intention to Report Letter will take such arrangements into account.
- 4.3.6 Students are responsible for ensuring they maintain their enrolment and to check their email addresses regularly.
- 4.3.7 For all under 18 students, parents or legal guardians will be contacted if the students do not meet the satisfactory attendance requirements.

4.4 Intention to Report

- 4.4.1 When an international student enrolled in an English language program has overall attendance below 80% in any given enrolment period, an Intention to Report letter will be issued and sent to the student, in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- 4.4.2 If a student is reported to the Department of Home Affairs for unsatisfactory attendance, they will have their Confirmation of Enrolment (CoE) cancelled and be prevented from further study under that CoE.

- 4.4.3 Students who receive an Intention to Report email for unsatisfactory attendance will be provided with an opportunity to lodge an appeal against Hawthorn-Melbourne's Intention to Report.
- 4.4.4 Students will be encouraged to attend classes until their CoE is cancelled.
- 4.4.5 Reporting of a student's unsatisfactory course attendance to the relevant Australian Government authority will not be completed until all avenues of appeal are completed.

4.5 Discretion not to report to the Australian Government authority

- 4.5.1 Hawthorn-Melbourne 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 (as per definition on page 8).

4.6 Appeals

- 4.6.1 Any student who is dissatisfied with Hawthorn-Melbourne'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.
- 4.6.2 The student must submit an appeal within 20 working days from the date on the relevant Intention to Report letter.
- 4.6.3 Hawthorn-Melbourne will advise student within 10 working days of concluding the internal review of the student's right to access an external complaints handling and appeals process as per [Student Complaints Policy and Procedure](#)

5 Roles and Responsibilities

Role/Decision/Action	Responsibility
Mark student attendance for all scheduled classes or contact hours	Teachers
Notify Hawthorn-Melbourne staff when absent	Students
Record attendance for all scheduled classes or contact hours in the Student Management System (SMS)	Student Services
Send Under 18 Absence Reminders	Student Services/Coordinators/Director of Studies
Send Adult Consecutive Absence Reminders	Teachers/Senior Teachers/Coordinators/Director of Studies
Record Absence Reminders in SMS	Senior Teachers/Coordinators/Team Leaders

Send Attendance Warning and Intention to Report Emails	Student Services
Assess the internal appeal applications	Student Services Manager/Directors of Studies/ Principal
Report unsatisfactory course attendance to the relevant Australian Government authority and cancel a student's CoE	Student Services/Admissions

6 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 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 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 Australian Government authority confirming an international student's acceptance into a course for a specified duration.
Course	A program of study in which a student is enrolled (such as General English, English for Academic Purposes, English for High School, University of Melbourne English Language Bridging 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 satisfactory course attendance requirements.
Overall Attendance	<p>Means a student's projected attendance for the period of enrolment in the enrolled course (as set out in their CoE), reported as percentage.</p> <p>Overall attendance starts out at 100% and reduces for all absences across the duration of the course.</p>
Satisfactory Course Attendance	Means attendance of at least 80% of the scheduled classes or contact hours for a course.
Scheduled classes or contact hours	Timetabled classes for a course.
SharePoint	File-sharing program
SMS	Student Management System

7 Related documents

<p>Legislation and Standards</p>	<p>Education Services for Overseas Students Act 2000 (Cth) ELICOS Standards 2018 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Privacy Act 1988</p>
<p>Reference Policies, Procedures and Supporting Documentation</p>	<p>Complaints and Appeals Policy and Procedure Complaints and Appeals Process – Overseas Students Student Attendance Monitoring Procedure Deferral, Suspension or Cancellation Policy and Procedure Under 18 Students Policy and Procedure Conditions of Enrolment Under 90% Attendance Warning Letter Notification of Intention to Report_Attendance Under 80% Letter Attendance Internal Appeal Successful Letter Attendance Internal Appeal Unsuccessful Letter Attendance Report to DHA Letter</p>

8 Review

This document is reviewed by the relevant manager at least once per two years to ensure alignment to appropriate strategic direction and its continued relevance to Hawthorn-Melbourne’s current and planned operations.