

Student Attendance Monitoring Procedure

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Document I.D.	Student Attendance Monitoring – Procedure
Policy Owner	Student Services Manager
Issue Date	01.01.2018

Version Control

Issue Date:	Summary of Changes	Review Date
15.01.2021	Policy Update	01.01.2024
07.02.2025	Overseas Student Ombudsman replaced with National Student Ombudsman	13.02.2025
	Policy and procedure re-written and student guidelines created	
	Updates in line with the National Code 2018	
	Policy review	01.01.2027

Contents

1.	Purpose	3
2.	Scope	3
3.	Procedure	3
4	Definitions	9
5	Related documents	11
6	Review	11

1. Purpose

This procedure outlines the process for managing student attendance, including the monitoring of attendance and reporting students for unsatisfactory course attendance at Hawthorn-Melbourne.

The procedure includes detail on regulatory compliance requirements of Hawthorn-Melbourne in monitoring student attendance.

2. Scope

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

3. Procedure

3.1 Attendance recording

To note: English language course 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 below relate to students in any Hawthorn-Melbourne course (with or without a visa with attendance requirements).

	Process Steps	Responsibility
3.1.1	Record student attendance for all relevant classes on SharePoint within 24 hours of scheduled class delivery. Maintain a record (in the SharePoint attendance file) of students who are absent from class. Students who are absent for more than 15 minutes of any class hour are marked absent for 1 hour.	Teacher
3.1.2	Attend activities for which they are timetabled. Request their attendance percentage at any time by contacting Student Services, if concerned.	All Students
3.1.3	Record student attendance for all classes in the Student Management System (SMS) within 1 week of scheduled class delivery.	Student Services
3.1.4	When a student is absent due to medical or other compassionate/compelling reasons, notify their teachers via email. Keep records of all communications with Hawthorn-Melbourne staff, and supporting evidence related to absences, for future reference. If the student has a pre-existing condition or circumstance, they are recommended to contact the	All Students

	<p>Student Services team prior to or at the beginning of their course to discuss support strategies that may be available to them.</p> <p>The student is expected to contact the Student Services team and/or their teachers if absence affects their studies.</p>	
3.1.5	<p>When an Under 18 student is absent due to a medical or other compassionate/compelling reasons, notify Hawthorn-Melbourne staff via the Student Services email address: studentservices@hawthornenglish.vic.edu.au</p>	Under 18 Student or Parent or Homestay Host
3.1.6	<p>Record student emails and supporting evidence in SharePoint and/or the SMS Diary.</p> <p>Hawthorn-Melbourne reserves the right to verify supporting evidence from the originating source.</p>	Student Services or Senior Teachers or Coordinators or Directors of Studies
3.1.7	<p>Calculations for attendance monitoring will take into account any approved or special absences, or other authorised alterations to attendance.</p>	Student Services Manager or Directors of Studies or HM Principal
3.1.8	<p>Maintain SMS 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.</p>	SMS Provider

3.2 Attendance Monitoring

	Process Steps	Responsibility
3.2.1	In each class, undertake attendance checks regularly throughout the teaching period.	Teacher
3.2.2	<p>At course level, monitor overall attendance electronically throughout the enrolment period.</p> <p>The overall attendance is calculated as a percentage of the maximum possible attendance that can be achieved if a student attends all future scheduled classes in any given course.</p>	Student Services
3.2.3	Student attendance will be taken into account at course-specific academic progress meetings led by Coordinators and Directors of Studies.	Coordinators and/or Directors of Studies
Under 18 Absences		
3.2.4	Notify English for High School (EfHS) Coordinator or Senior Teacher or Student Services if Under 18 student is absent from class before the morning break.	Teacher
3.2.5	Check Student Services email address on a daily basis for Under 18 absence notifications.	Student Services or EfHS Coordinator

3.2.6	Email and/or phone the parent/student/homestay host when an Under 18 student is absent for 1 day.	Student Services or EfHS Coordinator or Senior Teacher
3.2.6	Email and/or phone the parent/agent/homestay host/emergency contact within 24 hours when no information has been received regarding an Under 18 student who has been absent for one day.	Student Services or EfHS Coordinator or Director of Studies
Consecutive Absences All Students		
3.2.7	At a class level, follow up with students who have been absent from the scheduled classes throughout the teaching period. Keep a record of all communication with the student.	Teacher
3.2.8	Notify Senior Teacher or Director of Studies or Student Services if an adult student is absent for 3 consecutive days.	Teacher
3.2.9	In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, where applicable, follow up with students/parents/agents/emergency contacts to ensure their health, safety and well-being when students have been absent at a course level for: <ul style="list-style-type: none"> • 1 day (Under 18 students) • 3 consecutive days (adult students). 	Student Services or Director of Studies or Senior Teacher
3.2.10	A student or parent who receives consecutive absence emails is expected to reply with reasons for not attending classes and request any additional support from Hawthorn-Melbourne if needed.	Student or Parent
3.2.11	While most student absences are innocuous in nature, extended absences should be considered critical if, despite repeated attempts by a range of stakeholders, the student remains uncontactable. The urgency increases when a student is under 18 years of age. Refer to H-M Critical Incident Policy and Procedure for guidance on how and when to report a missing person. Communication with emergency contacts/parents of a student should form part of this process.	Student Services Manager or Directors of Studies
Attendance warning and Intention to Report <i>Reference to government reporting (Intention to Report) is only applicable to students who have attendance requirements for their student visa.</i>		

3.2.11	<p>Attendance Warning Letter</p> <p>Send a letter to students whose projected program attendance is below 90% in a given enrolment period. The letter details that students are:</p> <ul style="list-style-type: none"> • at risk of not meeting the satisfactory attendance requirements, and • advised to meet the Student Services Manager to discuss the support services available to them. 	Student Services
3.2.12	<p>Under 80% Intention to Report Letter</p> <p>Send a letter to students whose overall program attendance is below 80% in a given enrolment period. The letter details those students:</p> <ul style="list-style-type: none"> • are not meeting satisfactory attendance requirements; and • may lodge an internal appeal against Hawthorn-Melbourne's intention to report for unsatisfactory attendance within 20 working days from the date on the Under 80% Intention to Report Letter. 	Student Services
3.2.13	<p>Unsuccessful Appeal Letter</p> <p>Students whose overall attendance continues to decline and drops below 70% will be sent an Unsuccessful Appeal Letter that advises that their unsatisfactory attendance will be reported to the relevant Australian Government authority and have their CoE cancelled (see section 3.3 below).</p>	Student Services
3.2.14	When more than one warning letter is due at the same time, Hawthorn-Melbourne may choose to send only one warning letter.	Student Services
3.2.15	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 Services Manager Directors of Studies Principal

3.3 Appeals

Relevant to students who have received Under 80% Intention to Report letters only

	Process Steps	Responsibility
Internal appeals process		
3.3.1	Any student who is dissatisfied with the Hawthorn-Melbourne's intention to report for unsatisfactory attendance may lodge an appeal under any of the	Student

	<p>following circumstances (refer to the HM Complaints Policy and Procedure):</p> <ul style="list-style-type: none"> • new or additional relevant information or evidence not previously available (including evidence of compassionate and compelling circumstances); and/or • procedural irregularity. <p>Appeals must be submitted within 20 working days of the date on the Under 80% Intention to Report letter.</p>	
3.3.2	<p>To lodge an appeal, the student must:</p> <ul style="list-style-type: none"> • 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
3.3.3	<p>During the appeal process, the student must continue to attend all scheduled classes.</p>	Student
3.3.4	<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>	Teachers Directors of Studies Student Services
3.3.5	<p>After considering the evidence, the HM Principal and management team determine the outcome of the appeal application. Outcomes may include:</p> <ul style="list-style-type: none"> • Successful appeal; • Unsuccessful appeal <p>Appeal outcome letters will be sent within ten working days of receiving the appeal.</p>	Principal Student Services Manager Director of Studies
Successful appeals		
3.3.6	<p>Students whose appeal is successful will receive an outcome letter within 10 working days to inform them of such.</p> <p>Students will be informed that if their overall attendance falls below 70%, they may be reported to the relevant Australian Government authority and have their CoE cancelled.</p>	Student Services
3.3.7	<p>Following a successful appeal, students are expected to maintain and/or improve their attendance in scheduled classes for the remaining weeks of the enrolment period.</p>	Student
3.3.8	<p>Hawthorn-Melbourne may decide not to report a student to the relevant Australian Government authority for not meeting the satisfactory course attendance requirements if the student:</p>	Principal Student Services Manager Director of Studies

	<ul style="list-style-type: none"> • is attending at least 70% of the scheduled classes or contact hours; and • has had a successful appeal. 	
3.3.9	If, following a successful appeal, a student's overall attendance falls below 70%, Hawthorn-Melbourne will issue the student with an Unsuccessful Appeal Letter.	Student Services
3.3.10	<p>The only grounds which can be considered for a further appeal against an Unsuccessful Appeal Letter are on grounds that a procedural irregularity has occurred.</p> <p>No new evidence in relation to a prior appeal or other new grounds can be submitted.</p>	Student
Unsuccessful appeals		
3.3.11	<p>If any appeal does not contain relevant supporting evidence, the appeal may be declined. In these cases, students will receive an Unsuccessful Appeal letter to inform them that their appeal is unsuccessful due to reasons that do not meet suitable grounds for appeal.</p> <p>Students are informed that their unsatisfactory course attendance will be reported to the relevant Australian government authority.</p> <p>Students are informed that they may lodge an external appeal with the National Students Ombudsman at no cost.</p> <p>Students are advised that if they intend to lodge an external appeal, they must provide the evidence of lodging the external appeal within 5 working days of receiving the outcome of the Internal Appeal.</p>	Student Services
External appeal process		
3.3.12	A student who is dissatisfied with the outcome of an internal appeal application may lodge an external appeal with the National Students Ombudsman .	Student
3.3.13	The student must provide evidence that an external appeal has been lodged within five working days of receiving the outcome of the Internal Appeal.	Student
3.3.14	If the student does not provide evidence of an external appeal within five working days, the school will proceed with any reporting obligations related to this appeal on the basis that the student does not intend to appeal externally.	Student Services

3.4 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
3.4.1	<p>Following attendance monitoring, students will be reported for unsatisfactory attendance via PRISMS when:</p> <ul style="list-style-type: none"> • the internal and external appeal processes have been completed and it is recommended to report; or • the student has chosen not to access the internal appeal within 20 working days from the date on the Notification of Intention to Report Under 80% Attendance Letter; or • the student has chosen not to access the external appeal within 5 working days from the internal appeal outcome; or • the student's overall attendance falls below 70% of the scheduled contact hours for the enrolment period. 	Student Services
3.4.2	Approve the decision to report for unsatisfactory attendance via PRISMS	Principal Student Services Manager
3.4.3	<p>Follow timeframes as per ESOS Act 19 (1A) for cancelling CoE (creating student course variation-unsatisfactory attendance) in PRISMS where reporting timeframes are:</p> <p>14 days for underaged students</p> <p>31 days for adults.</p>	Student Services
3.4.4	Record students who will be reported for unsatisfactory course attendance and will have their CoE cancelled on the Complaints and Appeals Register.	Student Services Manager

4 Definitions

Unsuccessful Appeal	<p>An internal appeal which has been considered by the Hawthorn-Melbourne management team (including but not limited to the Principal, Directors of Studies, Student Services Manager & Admissions Manager) in accordance with the Complaints & Appeals Policy and Procedure and is deemed to be lacking in substance, and therefore, unsuccessful. If a student does not lodge an appeal, it is deemed as unsuccessful.</p> <p>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.</p>
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Successful Appeal	An internal appeal which has been considered by the Hawthorn-Melbourne management team in accordance with the Complaints & Appeals Policy and Procedure and is successful. The grounds (with associated evidence) against which the student appealed are upheld. The student will not, at this time, be referred for a CoE cancellation, but will be expected to maintain a minimum of 70% overall attendance in relation to the enrolment period.
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 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 Australian Government authority confirming an international student's acceptance into a course 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 a percentage.</p> <p>Overall attendance starts out at 100% and reduces for all absences across the duration of the course.</p>
PRISMS	Provider Registration and International Student Management System
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

5 Related documents

Legislation and Standards	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
Reference Policies, Procedures and Supporting Documentation	Complaints and Appeals Policy and Procedure Complaints and Appeals Process – Overseas Students Student Attendance Monitoring Policy HM Attendance Policy-Overseas Students 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 Notification of Report to the DHA Unsatisfactory Attendance

6 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.