

## Attendance Monitoring Policy

### 1. Purpose

The purpose of this policy is to outline the attendance requirements, monitoring and support for all students studying at the College. This policy also supports the College in complying with the ESOS National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), Standard 8. This includes requirements for International Students to maintain satisfactory attendance as part of their visa conditions, as well as procedures for notifying, counselling, and reporting International Students who have breached the attendance requirements.

### 2. Scope

This Policy applies to:

- (a) all enrolled Students in both Award and Non-Award Programs and
- (b) all College staff involved in attendance monitoring activities

### 3. Policy statement

The College ensures that the following principles underpin the monitoring and management of attendance:

- (a) The College is committed to encouraging students to maintain satisfactory program attendance requirements to maximise their learning opportunities.
- (b) The College is committed to providing information before and at the commencement of all programs, and throughout each student's program of studies to support ongoing attendance at the College.
- (c) Before and at the Commencement, requirements for attendance, the importance of meeting satisfactory attendance, and the consequences of failing to meet these requirements are communicated. These messages are reinforced throughout each program of study.
- (d) 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.
- (e) All students are expected to maintain satisfactory attendance.
- (f) Non-Award Academic English Program (AEP), Transition, and Foundation Program students enrolled with an approved student visa have additional government requirements in relation to meeting satisfactory attendance requirements and must maintain their attendance in accordance with the detail laid out in this document and the Attendance Monitoring Procedure.
- (g) Students are expected to seek assistance from the College if experiencing academic or personal difficulties that are impacting upon their attendance.



- (h) The College is required to report students who are non-compliant with student visa conditions in relation to attendance.

#### 4. Attendance requirements

- (a) Students are expected to attend 100% of scheduled classes as outlined in their Program schedule in each Study Period, or for International Students, scheduled contact hours in each Study Period and/or in their Confirmation of Enrolment (CoE).
- (b) Students must maintain Satisfactory Attendance which is a minimum of 80% in each Study Period, with the exception of AEP students, who must maintain 80% attendance across the duration of their Program.
- (c) The College will contact Students who have been absent for more than three (3) consecutive days of class. In certain circumstances, where a welfare issue has been identified a Critical Incident process may be implemented.
- (d) Students are expected to arrive for all scheduled classes and any other learning and teaching activities at the scheduled day and time and attend the full duration of each activity.
- (e) The College recognises that students may on occasion be unable to attend scheduled classes due to unforeseen or mitigating circumstances. Please refer to our [Attendance Monitoring Procedure](#) for steps on how to apply for absence. Please reference our [Guidelines for Assessing Compassionate or Compelling Circumstances](#) for acceptable reasons of approved absence.

#### 5. Attendance recording and monitoring

- (a) The College monitors and records Student's Actual Attendance in each Study Period and the Potential Attendance over the Program duration. The College uses Potential Attendance to determine how a Student is tracking against the minimum Satisfactory Attendance threshold of 80%.
- (b) The College also monitors Students who are consecutively absent from class for more than three (3) and five (5) days to ensure that timely contact is made with students who may be experiencing welfare issues.
- (c) At Program commencement, Students will be provided with systems access to record and view their attendance. Students will record their attendance for all relevant classes and events through Allocate Plus. Student attendance will be verified by teachers.
- (d) An attendance percentage will be calculated by the system and Students will have access to their ongoing attendance information.
- (e) Students who do not attend class are marked as absent. For students who have an approved Leave of Absence, refer to the [Attendance Monitoring Procedure](#).
- (f) Students who are late to a class may also be noted and any partial absences may be taken into consideration when determining attendance levels.



## 6. Attendance reminders and warnings

- (a) The College will send attendance warnings via a Student's registered College email when a Student's Actual and/or Potential attendance percentage drops below a certain threshold. Please refer to the table below.
- (b) The College will send an email reminder via a Students registered College email and/or will contact a Student by phone where a Student has been consecutively absent for more than three (3) and five (5) days. Please refer to the table below.
- (c) For International Students, these warnings and reminders will include information about the consequences on their enrolment and student visa if they continue to fail to meet satisfactory attendance requirements.
- (d) For under 18 Students, the copies of reminders and/or warnings will also be sent to the Student's parents or legal guardians.
- (e) Students registered with an approved educational adjustment, that includes approved flexible attendance will continue to receive attendance alerts regarding attendance requirements, however, these will not impact upon pre-existing flexible attendance agreements.
- (f) In cases where more than one attendance warning is due at the same time, the College may choose to send only a single notice or reminder.

Attendance Reminder or Warning	Foundation Program, Transition Program and Academic English Programs	Diploma and Pre-Masters Programs	Action
<b>Actual Attendance</b>			
Consecutive Absence Reminder (3 working days)	✓	✓	Welfare email, followed up by call
Consecutive Absence Reminder (5 working days)	✓	✓	Student Advisers investigate, as a matter of urgency, any unapproved student absence longer than 5 consecutive days
1 <sup>st</sup> Warning Letter	<90%	<90%	Letter issued to student via email
<b>Potential Attendance</b>			
2 <sup>nd</sup> Warning Letter	<85%	<80%	Letter issued and student will receive an invitation to meet with a Progress Adviser.



Attendance Reminder or Warning	Foundation Program, Transition Program and Academic English Programs	Diploma and Pre-Masters Programs	Action
<b>Actual Attendance</b>			
Appointment with Progress Adviser	<85%	N/A	Students meet with Progress Adviser to discuss support options

**7. Support and Intervention**

- (a) Students are expected to seek assistance from the College if experiencing academic or personal difficulties that are impacting upon their attendance.
- (b) UNSW College Advisers provide strategies and support for students experiencing factors, such as: mental or physical health issues, housing issues, poor sleep and academic issues, which frequently affect attendance.
- (c) Students who receive a second warning letter will receive invitations to attend a compulsory meeting with a Progress Adviser.

**8. Notice of Intention to Report to the Department of Home Affairs (International Student on Student Visa only)**

- (a) As required by the National Code, Foundation and AELP International Students who fall below the required 80% of potential attendance (do not maintain satisfactory attendance) will be issued with a Notice of Intention to Report as required by the National Code. For under 18 Students, copies of this notification will also be sent to the International Student’s parents or legal guardian.
- (b) The College may decide not to report a student for not meeting the satisfactory attendance requirements if the student:
  - i. is attending at least 70% of the scheduled classes or scheduled contact hours; and
  - ii. has provided evidence demonstrating compassionate or compelling circumstances for their absences.
- (c) Students receiving a Notice of Intention to Report for unsatisfactory attendance will be provided with an opportunity to lodge an internal and external appeal. Please refer to Section 9 of this Policy for further information.
- (d) 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.



## 9. Reconsideration and Appeal

- (a) International Students who receive a Notice of Intention to Report will have their rights to appeal the decision within twenty (20) working days of the Students receiving the Notice. For further information on the appeal process, please refer to the [Student Appeal Policy](#) and the [Student Appeal Procedure](#).
- (b) An appeal can only be made on the grounds of:
  - i. Compassionate or Compelling circumstances. Please refer to the [Guidelines for Assessing Compassionate or Compelling Circumstances](#); and/or
  - ii. Procedural fairness.
- (c) If a Student has commenced a process under the [Student Appeal Policy](#) they must continue to attend all scheduled classes for their Program. Any failure by a student to maintain their attendance levels will put them at risk of failing to achieve satisfactory attendance levels.

## 10. Reporting to the Department of Home Affairs for Unsatisfactory Attendance

- (a) Where a student’s appeal is not successful, or the student chooses not to appeal, or the student has exhausted all avenues of appeal, or has not notified the College of their intent to lodge an external appeal with the Commonwealth Ombudsman, the College will report the student through PRISMS for not meeting attendance requirements. This may result in the cancellation of the student’s visa by the Department of Home Affairs.
- (b) The student should contact the Department of Home Affairs to discuss their situation. Where a student’s internal and/or external appeal has been unsuccessful, the College will report the student to the DHA for unsatisfactory attendance and cancel the student’s CoE.

## 11. Roles, responsibilities and delegations

Role	Responsibility
Approver	The Academic Board is responsible for the approval of this policy.
Responsible Officer	The Executive Director, Students is responsible for the implementation, dissemination and review of this policy.
Contact Officer	The Head of Student and Program Administration is responsible for the day-to-day implementation of this policy and is the first point of contact for all enquiries that relate to this policy.
Policy and Compliance Officer	The Governance and Policy Lead is responsible for the administration and publishing of this policy.

Staff, Supervisors and Executives	College staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this policy.
Students	Students must fully comply with their obligations and responsibilities under this policy and any related policies or procedures.

## 12. Definitions

Definitions and Acronyms	
Actual Attendance	<p>A student's class attendance levels for their current Program reported as a percentage, calculated as follows:</p> $\frac{\text{Actual hours attended to date}}{\text{Scheduled contact hours to date}} \times 100 = \%$
CoE	Electronic Confirmation of Enrolment – A document, provided electronically, which is issued by the College to International Students confirming their eligibility to enrol in the particular program at the College. It must accompany their application to the Department of Home Affairs for a student visa.
Program	An Academic Board approved set of requirements, Courses and/or supervised research into which a Student is admitted. In some cases, this will lead to an award of UNSW College.
DHA	The Department of Home Affairs. The Government department responsible for issuing International Students with visas.
ESOS Act	The Education Services for Overseas Students Act 2000 (Cth).
Intention to Report	A written notice which informs an International Student of the provider's intention to report the student to DHA for not achieving satisfactory attendance/academic progress.
International Student	A student who does not have Australian or New Zealand citizenship or full permanent resident status in Australia. It includes those who have student visas, provisional residency, temporary residency, bridging visas etc.
National Code	The National Code of Practice for Providers of Education and Training to Overseas Students 2018 established under the ESOS Act.



Potential Attendance	<p>A student's potential attendance for their period of enrolment (as set out in their CoE) reported as a percentage and calculated as follows:</p> $\frac{\text{Actual hours attended to date} + \text{all remaining scheduled contact hours}}{\text{Scheduled contact hours over the student's period of enrolment as set out in their CoE}} \times 100 = \%$
PRISMS	The Provider Registration and International Students Management System.
Satisfactory Attendance	Attendance of at least 80% of the scheduled contact hours for a Program.
Scheduled contact hours	Scheduled course contact hours. The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised examinations.
Student	A person enrolled in an approved Course of study at UNSW College whose Enrolment has not lapsed or been cancelled.
Study Period	A study period is a defined period of time in which teaching is delivered. This includes pre-teaching, teaching and assessment activities. Each study period has its own set of key dates, including start, end and census dates.

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> <li>• ESOS Act and the National Code (2018)</li> </ul>
Policy	<ul style="list-style-type: none"> <li>• <a href="#">Enrolment Policy</a></li> <li>• <a href="#">Student Appeal Policy</a></li> <li>• <a href="#">Academic Progression and Exclusion Policy</a></li> </ul>
Procedures	<ul style="list-style-type: none"> <li>• <a href="#">Attendance Monitoring Procedure</a></li> <li>• <a href="#">Academic Progression and Exclusion Procedure</a></li> <li>• <a href="#">Enrolment Procedure: Academic English Programs</a></li> <li>• <a href="#">Enrolment Procedure: Award Programs (Diploma)</a></li> <li>• <a href="#">Enrolment Procedure: Foundation and Transition Programs</a></li> <li>• <a href="#">Enrolment Procedure: Pre-Masters Program</a></li> </ul>
Forms	N/A
Guidelines	<ul style="list-style-type: none"> <li>• <a href="#">Guidelines for Assessing Compassionate or Compelling Circumstances</a></li> </ul>

### 13. Policy Governance

Attendance Monitoring Policy	
Category/Business Group	Student and Program Administration
Published Externally (Yes/No)	Yes
Approver	Academic Board
Responsible Officer	Executive Director, Students
Contact Officer	Head of Student and Program Administration
Effective Date	23 May 2024
Next Review Date	23 May 2027
Version	2.0

### 14. Revision History

Version	Approved by	Approval date	Effective date	Sections modified
2.0	Academic Board	23 May 2024	23 May 2024	Administrative updates: Change of a Policy template to reflect the new UNSW College Branding Guideline.  Content changes to sections 4(b), (c) and (e), 5(b) and (d), 6(d) and 8, 9 and 10.
1.1	Rob Forage	22 Dec 2017	1 Jan 2018	Changes from National Code 2018 and company letterhead.

Please visit our website to ensure that you have the latest version of this Policy. Policies and procedures are available at: [unswcollege.edu.au/about/policies](https://unswcollege.edu.au/about/policies)