Online University English Entry Course Attendance Monitoring Policy

1. Purpose

This Policy outlines the attendance requirements, monitoring and support for Students of the Online University English Entry Course.

2. Scope

This policy applies to:

(a) all Online University English Entry Course (OUEEC) Students; and

(b) all College staff involved in the promotion, recruitment, admission, delivery, management or administration of OUEEC Students.

3. Policy Statement

The College is committed to encouraging Students to maintain Satisfactory Attendance requirements to maximise their learning opportunities.

4. UNSW College Responsibilities

The College is expected to:

(a) communicate to Students both prior to Enrolment and on Commencement, the importance of meeting Satisfactory Attendance and the consequences of failing to meet these requirements;

(b) validate Student record of attendance for all scheduled online contact sessions;

(c) monitor attendance and contact Students at risk of not meeting Satisfactory Attendance to counsel and advise of support services available to them;

(d) provide each Student with access to their ongoing attendance status.

5. Student Responsibilities

Students are expected to:

(a) electronically record attendance in every scheduled online contact session, which will be validated by teachers;

(b) maintain Satisfactory Attendance;

(c) seek assistance from the College if experiencing challenges that are impacting upon their attendance;

(d) actively engage with any intervention strategies put in place by the College to support their satisfactory outcomes;

(e) ensure online attendance for all scheduled contact sessions and any other learning and teaching activities at the appointed day and time, and for the full duration of each activity;

(f)　notify the Student Enquiries Team and/or teacher every time they are absent from class, prior to the regular class time, if possible, via email, providing an explanation of their absence, supported by evidence.

6.　Attendance Monitoring and Recording

(a)　The College monitors and records each Student's Actual Attendance and Potential Attendance over the Program duration, using this information to track 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 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.

(f)　Students late to a class may also be noted and any partial absences may be considered when determining attendance levels.

(g)　The College recognises that Students may on occasion be unable to attend scheduled classes due to unforeseen or mitigating circumstances. Please refer to the [OUEEC Guidelines for Assessing Compassionate or Compelling Circumstances](#) for acceptable reasons of absence.

7.　Attendance Reminders and Warnings

(a)　Students will be sent attendance warnings via email when a Student's Actual and/or Potential Attendance percentage drops below a certain threshold. Please refer to the Table below.

(b)　For Students under the age of 18, copies of the reminders and/or warnings will also be sent to the Student's parents or legal guardians.

Attendance Reminder or Warning	OUEEC	Action
Actual Attendance		
Consecutive Absence Reminder (3 Scheduled Sessions)	✔	Welfare email to counsel the Student on the importance of notifying the College when absent.
Consecutive Absence Reminder (5 Scheduled	✔	Student Wellbeing Adviser to investigate as a matter of urgency any unapproved

Attendance Reminder or Warning	OUEEC	Action
Sessions)		Student absence longer than 5 consecutive Scheduled Sessions.
1st Warning Letter	< 90%	Letter issued to the Student via email, reminding the Student of the importance of maintaining Satisfactory Attendance, providing a list of available support, suggesting discussion of any concerns with a Student Wellbeing Adviser. Copies of all notes / documentation will be retained confidentially on the Student file.
Appointment with Progress Adviser	< 85%	Students meet with Progress Adviser to discuss support options.
Potential Attendance		
2nd Warning Letter	<85%	Letter issued to the Student via email and Student will receive an invitation to meet with a Student Progress Adviser, to discuss support options, as a matter of urgency.

8.   Support and Intervention

(a)   Students:

   i.   may discuss any concerns they have about their academic progress with their teacher in the first instance, or by booking a free and confidential appointment with a Student Progress Adviser.

   ii.   may discuss any personal issues affecting their wellbeing and/or impacting their attendance with a Student Wellbeing Adviser.

   iii.   may submit an Explanation of Absence Form, supported by evidence, to the College, if missing between one to five (1-5) days. The form must be submitted either prior to a Scheduled Session or on the first day they attend a Scheduled Session after an absence. See OUEEC Guidelines for Assessing Compassionate or Compelling circumstances for acceptable reasons.

(b)   The College will follow up absences referred to them by teachers and provide strategies and support for Students experiencing factors such as personal, welfare and/or health issues which may be impacting their attendance.

(c)   Students who receive a second warning letter will receive an invitation to attend

an online meeting with a Student Progress Adviser.

9. Student Appeal

Students have the right to appeal a decision made in regard to a ruling related to attendance, through the OUEEC Student Appeal Policy.

10. Roles, responsibilities and delegations

Role	Responsibility
Approver	The Academic Board is responsible for approving 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.

11. Definitions

Definitions and Acronyms	
Actual Attendance	A Student's online attendance levels for all scheduled contact sessions, reported as a percentage, calculated as follows: $$\frac{\text{Actual hours attended to date}}{\text{Scheduled contact hours to date}} \times 100 = \%$$
Commencement	The date on which a Student is due to start their Course, as previously agreed by the College and the Student.
Course	A planned and structured sequence of learning and teaching that allows a Student to gain knowledge, skills and understanding in relation to an agreed set of learning outcomes.

Definitions and Acronyms

Enrolment or Enrolled	A status where a Student has already accepted the College conditions of enrolment and paid the required amount to secure their place in the OUEEC.
OUEEC / Online University English Entry Course	The Online University English Entry Course , a UNSW College Program that builds academic and English language skills with all content, communication and distribution of learning resources delivered electronically.
Potential Attendance	A Student's potential attendance for their period of Enrolment reported as a percentage and calculated as follows: $$\frac{\text{Actual hours attended to date + all remaining scheduled contact hours}}{\text{Scheduled contact hours over the Student's period of Enrolment as set out in the Conditions of Enrolment}} \times 100 = \%$$
Satisfactory Attendance	At least 80% attendance of all scheduled online contact sessions.
Scheduled Sessions	Online scheduled sessions with Study Coaches and/or teachers and include Stand-up Sessions and Q & A Sessions.
Stand-up Sessions	The 30 minute daily sessions run by study coaches and Students, to support Students planning and organisation, enhancing group dynamics, addressing concerns, identifying individual and group challenges and solving Student queries.
Student	A person Enrolled in the OUEEC, whose Enrolment has not lapsed or been cancelled.

Related Policy Documents and Supporting Documents

Policy	• [OUEEC Student Appeal Policy](#) • [OUEEC Academic Progression and Exclusion Policy](#)
Forms / Guidelines	• [OUEEC Guidelines to Compassionate or Compelling Circumstances](#) • [Request to Appeal Form](#) • [Explanation of Absence Form](#)

12. Policy Governance

OUEEC 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
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1.0	Academic Board	25 July 2024	25 July 2024	N/A

Please visit our website to ensure that you have the latest version of this Policy. Policies are available at: unswcollege.edu.au/about/policies