



Attendance Monitoring Procedure

1. Purpose

This Procedure explains the process and steps for managing student attendance at UNSW College (College) (including monitoring attendance and reporting Students to the Department of Home Affairs). This Procedure should be read in conjunction with the [Attendance Monitoring Policy](#).

2. Scope

This Procedure applies to:

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

3. Procedure details

3.1 Foundation Program and Academic English Program Students

Student Attendance Management Procedure		
Activity	Description	Responsible
Record Student Attendance	1. Students will electronically record attendance in every class session	Foundation Program and Academic English Program Students
	2. Teachers will validate Student attendance for each class session.	College Foundation Program and Academic English Program Teachers
Notify the College when absent	3. Students, where possible, should contact their Teacher every time they are absent from class prior to the regular class time, via email	Foundation Program and Academic English Program Students

Provide Explanation of Absence	<p>4. Students need to submit an Explanation of Absence Form, supported by evidence, such as a medical certificate to UNSW College Student Enquiries on the first day they attend a class after an absence. If the absence is approved under Compassionate or Compelling grounds, the absent hours will be recognised as an Approved Absence and will not count toward any non-attendance percentage.</p>	Foundation Program and Academic English Program Students
Follow up Student absences	<p>5. Student Enquiries and Program Administration Team members will follow up with absent students referred to them by teachers.</p>	College Student Enquiries and Program Administration teams
Follow up consecutive absences	<p>6. Any unapproved absences longer than three (3) consecutive days without approval will be followed up as a matter of urgency. For Under 18-year-old students, UNSW College will contact the student's parent or guardian.</p> <p>A Student Wellbeing Support Officer will attempt to contact the student via phone, SMS or email</p> <ul style="list-style-type: none"> • if successful, counsel student on the importance of notifying UNSW College when absent • if unsuccessful, the Student Wellbeing Support Officer will attempt to call the Student • if no contact is made a member of the Student Wellbeing Team will contact the Student's emergency contact and if the Student still cannot be located the Student Wellbeing Team will request a Police welfare check. • If following these actions, the Student is still not able to be contacted, the Student Wellbeing Team will raise the Student absence as a critical incident and the relevant authorities and next of kin will be notified. 	College Student Wellbeing Team
Track Student attendance	<p>7. A Student's actual and potential attendance is recorded and calculated on a daily basis. A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using:</p>	College Program Administration Team



	<p>7.1 Actual Attendance</p> $\frac{\text{Actual hours attended to date}}{\text{Scheduled contact hours to date}} \times 100 = \%$ <p>7.2 Potential Attendance</p> $\frac{\text{Actual hours attended to date + all remaining scheduled contact hours}}{\text{Scheduled contact hours over the student's period of enrolment as set out in their CoE}} \times 100 = \%$	
<p>Proactively warn and support students at risk of not maintaining satisfactory attendance</p>	<p>8. First warning: 90% or less</p> <p>When a students' actual attendance is calculated at 90% or less, the Program Administration Coordinator will contact the Student by email to:</p> <ul style="list-style-type: none"> remind the Student of the importance of maintaining satisfactory attendance provide a list of available support advise the Student to discuss the matter with a Student Wellbeing Adviser, if they require support. <p>At the discussion, the Student Wellbeing Adviser will:</p> <ul style="list-style-type: none"> counsel/assist the student to rectify the Issue keep all documentation/notes on the student file <p>Second warning: 85% attendance or less</p> <p>When a Student's potential attendance is calculated at 85% or less, the Program Administration Coordinator will contact the Student by email to:</p> <ul style="list-style-type: none"> warn the Student that he /she is now at risk of being reported to the Department of Home Affairs require the Student to make an appointment with the Student Progress Team ASAP for assistance/advice 	<p>College Program Administration and Student Progress Teams</p>

	<ul style="list-style-type: none"> advise the Student that he/she can bring a support person (such as friend or relative) to this appointment if they wish <p>At this meeting, the Student Progress Adviser will:</p> <ul style="list-style-type: none"> counsel/assist the Student to rectify the issue keep all documentation /notes on the Student file. 	
<p>Notify students when the College intends to report student to the Department of Home Affairs for unsatisfactory attendance</p>	<p>9. When a student's potential attendance is calculated at 80% or less, the Program Administration Coordinator will send the Student an 'Intention to Report' (ITR) letter.</p> <p>The ITR letter will inform the Student that:</p> <ul style="list-style-type: none"> their potential attendance has fallen to 80% or less and therefore, they have fallen below the attendance required as a condition of their student visa UNSW College intends to inform the Department of Home Affairs of the unsatisfactory attendance the Student has 20 working days to appeal through UNSW College's complaints and appeals process, and provide information on how the Student can make an appeal the Student may request an interview with their Student Progress Adviser if they want to discuss the matter 	<p>College Program Administration Team</p>
<p>Appeal the College's intention to report them to the Department of Home Affairs</p>	<p>10. Students may appeal the College's intention to report them for unsatisfactory attendance on the following grounds:</p> <ol style="list-style-type: none"> the College failed to record or calculate the student's attendance accurately, or the College did not implement the College's policies according to the documented policies and procedures that were made available to the student <p>To make an appeal, the student must:</p> <ul style="list-style-type: none"> complete a Stage 2 Appeal Form, stating that they are appealing the intention to report, and setting out the grounds for their appeal provide supporting documentary evidence to 	<p>Foundation Program and Academic English Program Students</p>



	<p>substantiate the reasons for the absences</p> <ul style="list-style-type: none"> submit the form to complaintsandconduct@unswcollege.edu.au no more than 20 working days after the Student received the Intention to Report letter. <p>During the appeal process, the student must continue to attend all scheduled classes. Failure to do so may result in the appeal being found in the College's favour.</p>	
Assess and determine outcome of internal appeals	<p>11. Internal appeals are processed following the below procedure</p> <ul style="list-style-type: none"> The Program Services Manager, or nominee, will review the Student's Appeal submission, including their internal appeal letters and any supporting documents they provided Once reviewed, the Program Services Manager will notify the Student of the outcome via email and inform the Student of the process for a Stage 3 Appeal should the Student wish to appeal again on the grounds of procedural fairness. Further information relating to Stage 3 and External Appeals can be found in the Student Appeal Policy and Student Appeal Procedure. 	College Program Services Manager (or nominee)
Exercise discretion not to report the student to the Department of Home Affairs	<p>12. When a Student's potential attendance is calculated at 80% or less, the College may exercise its discretion not to report the Student to the Department of Home Affairs (regardless of any appeal process or outcome) in the following circumstances, only if:</p> <ul style="list-style-type: none"> the student's potential attendance is at least 70% of the scheduled classes or scheduled program contact hours, and the Student has provided documentary evidence that demonstrates compassionate or compelling circumstances for their absences. <p>The Program Administration Coordinator will notify students of this decision.</p>	College Program Administration Coordinator
Report a student to the Department of Home Affairs	<p>13. The Program Administration Coordinator will inform the Enrolment team of the College's</p>	College Program Administration Coordinator

Affairs for unsatisfactory attendance	<p>intention to report a student to the Department of Home Affairs.</p> <p>A member of the Enrolment Team will review and provide approval for the College to notify the Department of Home Affairs via PRISMS that a student has not maintained satisfactory attendance as soon as practicable after:</p> <ul style="list-style-type: none"> • the 20-working day period for making an appeal has elapsed without the student making an appeal, or • the student withdraws from the appeals process before it is completed, or • the appeal process is completed, and the outcome is in the College's favour. 	and Enrolment Team
Keep accurate records of the College's actions in relation to student attendance	14. The College will retain, in the student's file, notes and evidence of all actions taken to monitor and manage Student attendance, including providing advice and counselling	College Program Administration and Student Progression Staff

3.2 Diploma and Pre-Masters Program Students

Student Attendance Management Procedure		
Activity	Description	Responsible
Record Student Attendance	<ol style="list-style-type: none"> 1. Students will electronically record attendance in every class session 2. Teachers will validate Student attendance 	Diploma and Pre-Masters Program Students College Diploma and Pre-Masters Program Teachers
Notify the College when absent	3. Students, where possible, should contact their Teacher every time they are absent from class prior to the regular class time, via email	Diploma and Pre-Masters Program Students
Provide explanation of absence	4. Students need to submit an Explanation of Absence Form supported by evidence, such as a medical certificate, to the College	Diploma and Pre-Masters Program Students



	<p>Student Enquiries on the first day they attend a class, after an absence. If the absence is approved under Compassionate or Compelling grounds, the absent hours will be recognised as an Approved Absence and will not count toward any non-attendance percentage.</p>	
Follow up Student absences	<p>5. Student Enquiries and Program Administration Team members will follow up with absent students referred to them by teachers.</p>	College Student Enquiries & Program Administration staff
Follow up consecutive absences	<p>6. Any unapproved absences longer than three (3) consecutive days without approval will be followed up as a matter of urgency. For Under 18-year-old students, the College will contact the student's parent or guardian.</p> <p>A Student Wellbeing Support Officer will attempt to contact the student via phone, SMS or email</p> <ul style="list-style-type: none"> • if successful, counsel student on the importance of notifying the College when absent • if unsuccessful, the Student Wellbeing Support Officer will attempt to call the Student • if no contact is made a member of the Student Wellbeing Team will contact the Student's emergency contact and if the Student still cannot be located the Student Wellbeing Team will request a Police welfare check. • if following these actions, the Student is still not able to be contacted, the Student Wellbeing Team will raise the Student absence as a critical incident and the relevant authorities and next of kin will be notified 	College Student Support Team
Track Student attendance	<p>7. A Student's actual attendance is recorded and calculated on a daily basis. A student is given a 100% attendance at the beginning of the study period, then the attendance will be calculated using:</p> <p>7.1 Actual Attendance</p> $\frac{\text{Actual hours attended to date}}{\text{Scheduled contact hours to date}} \times 100 = \%$	College Program Administration Team



<p>Proactively warn and support students at risk of not maintaining satisfactory attendance</p>	<p>8. First warning: 90% or less</p> <p>When a students' actual attendance is calculated at 90% or less, the Program Administration Coordinator will contact the Student by email to:</p> <ul style="list-style-type: none"> remind the Student of the importance of maintaining satisfactory attendance provide a list of available support advise the Student to discuss the matter with the Student Wellbeing Advisers, if they require support. <p>At the discussion, the Student Wellbeing Advisers will:</p> <ul style="list-style-type: none"> counsel/assist the student to rectify the Issue keep all documentation/notes on the student file <p>Second warning: 80% attendance or less</p> <p>When a student's actual attendance is calculated at 80% or less, the Program Administration Coordinator will contact the Student by email to:</p> <ul style="list-style-type: none"> remind the Student of the importance of maintaining satisfactory attendance provide a list of available support suggest that the Student make an appointment with the Student Progress Team ASAP for assistance/advice <p>At this meeting, the Student Progress Adviser will:</p> <ul style="list-style-type: none"> counsel/assist the Student to rectify the issue keep all documentation /notes on the Student file. 	<p>College Program Administration and Student Wellbeing and Student Progress Teams</p>
<p>Keep accurate records of UNSW College's actions in relation to student attendance</p>	<p>9. The College will retain, in the student's file, notes and evidence of all actions we take to monitor and manage their attendance, including providing advice and counselling</p>	<p>College Program Administration and Student Enquiries, Wellbeing and Progress Teams</p>



4. Roles, responsibilities and delegations

Role	Responsibility
Approver	The Executive Director, Students is responsible for the approval of this Procedure.
Responsible Officer	The Head of Student Program and Administration is responsible for the implementation, dissemination and review of this Procedure.
Contact Officer	The Head of Student and Program Administration is responsible for the day-to-day implementation of this procedure and is the first point of contact for all enquiries that relate to this Procedure.
Policy and Compliance Officer	The Governance and Policy Lead responsible for the administration and publishing of this Procedure.
Staff, Supervisors and Executives	College staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this Procedure.
Students	Students must fully comply with their obligations and responsibilities under this procedure and any related policies or procedures.

5. 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> $\frac{\text{Actual hours attended to date + all remaining scheduled contact hours}}{\text{Scheduled contact hours over the student's period of enrolment as set out in their CoE}} \times 100 = \%$
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"> • ESOS Act and the National Code (2018)
Policy	<ul style="list-style-type: none"> • Attendance Monitoring Policy • Enrolment Policy • Student Appeal Policy • Academic Progression and Exclusion Policy

Procedures	<ul style="list-style-type: none"> • Academic Progression and Exclusion Procedure • Enrolment Procedure: Academic English Programs • Enrolment Procedure: Award Programs (Diploma) • Enrolment Procedure: Foundation and Transition Programs • Enrolment Procedure: Pre-Masters Program • Student Appeal Procedure
Forms	<ul style="list-style-type: none"> • Explanation of Absence Form • Leave of Absence Form
Guidelines	<ul style="list-style-type: none"> • Guidelines for Assessing Compassionate or Compelling Circumstances

6. Procedure Governance

Attendance Monitoring Procedure	
Category/Business Group	Student & Program Administration
Published Externally (Yes/No)	Yes
Approver	Executive Director, Students
Responsible Officer	Head of Student and Program Administration
Contact Officer	Head of Student and Program Administration
Effective Date	17 May 2024
Next Review Date	17 May 2027
Version	1.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
1.0	Executive Director, Students – Sally Chatterjee	17 May 2024	17 May 2024	N/A

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