

Offshore Attendance Monitoring Policy

1. Purpose

UNSW College (the College) offers some of its Award and Non-Award Programs to offshore Students, i.e., those located outside of Australia.

These offshore Programs may be delivered either directly by the College (College delivered Program) or through a Transnational Education (TNE) Provider (TNE Provider delivered Program), both of which operate under the College's academic and operational standards. The TNE Provider is a third-party provider and TNE refers to the delivery of Programs, Subjects, or services to learners offshore.

This Policy outlines the attendance requirements, monitoring and support for Students in College programs delivered offshore.

2. Scope

This policy applies to:

- (a) all Enrolled students undertaking programs offshore; and
- (b) all modes of offshore delivery, including online, face-to-face and Hybrid; and
- (c) all staff, including those of TNE Provider, involved in the promotion, recruitment, admission, delivery, management or administration of offshore programs and students.

3. Policy Statement

The College and TNE Provider are committed to encouraging Students to maintain Satisfactory Attendance to optimise their learning process.

4. UNSW College / TNE Provider Responsibilities

The College and TNE Provider are 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) monitor attendance and contact Students at risk of not meeting Satisfactory Attendance to counsel and advise of support services available to them;
- (c) provide each Student with access to their ongoing attendance status.

5. Student Responsibilities

Students are expected to:

- (a) arrive on time for all scheduled classes and any other learning and teaching activities and attend for the full duration of each;
- (b) maintain Satisfactory Attendance, which is a minimum of 80% attendance of



scheduled activities in each Study Period, except for Academic English Program students, who must maintain 80% across the duration of their Program;

- (c) seek assistance from the College / TNE Provider if experiencing challenges that are impacting upon their attendance;
- (d) actively engage with any intervention strategies put in place by the College or TNE Provider to support their satisfactory attendance;
- (e) ensure attendance at the appointed day and time for all scheduled contact sessions and for the full duration of each activity;
- (f) advise 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) Students' Actual and Potential Attendance over the Program duration is monitored and recorded to determine whether a student is on track to achieve minimum Satisfactory Attendance.
- (b) Students who are consecutively absent from class for more than three (3) days are identified, to enable the College or TNE Provider to initiate timely contact and support for those experiencing welfare issues.
- (c) Student attendance will be verified by teachers.
- (d) Students who do not attend class or scheduled learning activities are marked as absent.
- (e) Late arrival to a class may also be noted and any partial absences may be considered when determining student attendance levels.
- (f) Students may, on occasion, be unable to attend scheduled classes due to unforeseen or mitigating circumstances. Please refer to the Offshore Guidelines for Assessing Compassionate and Compelling Circumstances for acceptable reasons of absence.

7. Attendance Reminders and Warnings

- (a) Attendance warnings will be sent if 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	Foundation Program, Transition Program and Academic English Programs	Diploma and Pre-Masters Programs	Action
Actual Attendance			
Consecutive Absence Reminder (3 Scheduled Sessions / working days)	✓	✓	Welfare email followed up by a call.
Consecutive Absence Reminder (5 Scheduled Sessions / working days)	✓	✓	College / TNE Provider staff investigate as a matter of urgency and contact the student.
1 st Warning Letter	< 90%	< 90%	Email to student identifying support options and consequences of non-attendance.
Appointment with Progress Adviser	< 85%	< 90%	Students meet with College / TNE Provider staff member to discuss support options.
Potential Attendance			
2 nd Warning Letter	< 85%	< 80%	Email to Student with invitation to meet with a College / TNE Provider staff member to discuss progress.

8. Support and Intervention

- Students are expected to seek assistance if experiencing academic or personal difficulties impacting upon their attendance.
- Students may submit an explanation of absence, supported by evidence, to the College / TNE Provider if missing between one to five (1-5) days. This must be submitted either prior to a scheduled teaching session or on the first day they attend after an absence. See Offshore Guidelines for Assessing Compassionate or Compelling Circumstances for acceptable reasons.
- 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.
- 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 regarding a ruling related to attendance, through the Offshore Student Appeal Policy.

10. Roles, responsibilities and delegations

Role	Responsibility
Approver	Academic Board.
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 / TNE Provider 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: $\frac{\text{Actual hours attended to date}}{\text{Scheduled contact hours to date}} \times 100 = \%$
Award Program	Has the meaning as defined in the TEQSA Act (see higher education award) and includes Diplomas, Advanced Diplomas, Associate Degrees and undergraduate Degrees.
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.
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 their program of study.

Definitions and Acronyms	
Hybrid delivery model	Combines both online and face-to-face learning and teaching activities in one class.
Non-Award Programs	An approved course of study that does not lead to a higher education award but leads to a College qualification. This can include a tertiary / degree preparation program, Pre-Masters Programs, Foundation and Transition Programs, English Language Programs.
Potential Attendance	A Student's potential attendance for their period of Enrolment reported as a percentage and calculated as follows: $\frac{\text{Actual hours attended to date} + \text{all remaining scheduled contact hours}}{\text{Scheduled contact hours over the Student's period of Enrolment as set out in the Conditions of Enrolment}} \times 100 = \%$ The maximum attendance achievable if 100% of classes are attended until the end of the program.
Satisfactory Attendance	At least 80% attendance of all scheduled contact sessions in a Study Period, except for Academic English Program students, who must maintain 80% across the duration of their Program.
Scheduled Sessions	Scheduled course contact hours or the hours for which enrolled students are scheduled to attend classes, course-related information sessions, supervised learning activities and mandatory and supervised exams.
Student	A person Enrolled in an approved Course of study 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	
Policy	- Offshore Student Appeal Policy - Offshore Academic Progression and Exclusion Policy
Forms / Guidelines	<u>Offshore Guidelines to Compassionate or Compelling Circumstances</u> <u>Request to Appeal Form</u>



Related Policy Documents and Supporting Documents	
	• <u>Explanation of Absence Form</u>

12. Policy Governance

Offshore 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	22 May 2025
Next Review Date	22 May 2028
Version	2.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
2.0	Academic Board	22 May 2025	22 May 2025	Updating policy to be an 'Offshore' policy, incorporating award and non-award programs.
1.0	Academic Board	25 July 2024	25 July 2024	N/A

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