



Attendance Monitoring Policy	
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Approver	Chief Executive Officer
Responsible Officer	Group Executive, Education Group
Contact Officer	Manager, Academic Services
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Policy Approval

Approver	Responsible Officer	Policy Officer
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Date:7/10/2016	Date:29/09/2016	Date:5/10/2016



1 Background

UNSW Global has obligations under the *Education Services for Overseas Students Act 2000 (Cth)* (the “**ESOS Act**”), which regulates the delivery of education and training courses to students who come to Australia to study on a student visa. One of the functions of the ESOS Act is to set up a National Code, which provides standards for all registered providers including UNSW Global.

Standard 11 of the National Code requires UNSW Global to monitor Overseas Students with respect to their attendance. This monitoring enables UNSW Global to identify students who are at risk of failing to meet attendance requirements and allows UNSW Global to offer support so that such students are assisted to achieve their educational goals.

2 Purpose

This policy explains the framework of principles and procedures that underpin UNSW Global’s compliance with Standard 11 of the National Code. It is in place to ensure that UNSW Global is able to comply with its responsibilities regarding monitoring student attendance, and that Overseas Students are informed of the requirements for satisfactory course attendance.

3 Scope

This policy applies to:

- (a) UNSW Global, its employees and contractors;
- (b) any third party providing services to Students on UNSW Global’s behalf; and
- (c) all UNSW Global Students.

4 Definitions

Actual Attendance means a student’s class attendance levels for their current course reported as a percentage, calculated as follow:

$$\frac{\text{Actual hours attended to date}}{\text{Scheduled class hours to date}} \times 100 = \%$$

CoE means the confirmation of enrolment.

Course means a course of education or training offered by UNSW Global.

DIBP means the Department of Immigration and Border Protection.

ESOS Act means the *Education Services for Overseas Students Act 2000 (Cth)*.

Intention to Cancel Enrolment means a written notice which informs a student of the provider’s intention to cancel the student’s enrolment with the provider.

Intention to Report means a written notice which informs an Overseas Student of the provider’s intention to report the student to DIBP for not achieving satisfactory attendance.



National Code means the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students established under the ESOS Act.

Potential Attendance means a student's potential attendance for their period of enrolment (as set out in their CoE) reported as a percentage and calculated as follows:

$$\frac{\text{Actual hours attended to date} + \text{all remaining scheduled class hours}}{\text{Scheduled class hours over the student's period of enrolment as set out in their CoE}} \times 100 = \%$$

PRISMS means the Provider Registration and International Students Management System.

Overseas Student means a person who holds a student visa issued by the Australian Government.

Satisfactory Attendance means attendance of at least 80% of the scheduled class hours for a Course.

Student means any student enrolled in a course at UNSW Global, including Overseas Students, local students and students on a visa other than an overseas student visa.

Term means, in relation to an English Language Course, each five (5) week teaching period included within their CoE.

5 Policy Statement

UNSW Global is committed to monitoring attendance for all Students and monitoring Overseas Students' compliance with student visa conditions relating to attendance, and will proactively provide assistance and counselling to students who are at risk of failing to meet attendance requirements.

5.1 Attendance Requirements for All Students

- (a) All students must attend at least 80% of the scheduled class hours for their course, in order to achieve satisfactory academic progress. Failure to achieve satisfactory attendance may result in cancellation of enrolment.
- (b) All Overseas Students must attend at least 80% of the scheduled class hours for their Course, as set out in their CoE. If an Overseas Student is undertaking multiple Courses with UNSW Global (that is, they will have more than one CoE), they must maintain 80% attendance in each of their Courses, as UNSW Global will measure attendance for each CoE separately. Failure to achieve satisfactory attendance may result in being reported to DIBP.

5.2 Attendance Recording

- (a) Students are expected to attend all scheduled classes. If you are absent due to a medical reason, a valid medical certificate should be provided to explain the absence.
- (b) Class rolls are marked and recorded for each class. If you do not attend class you will be marked absent, regardless of whether or not you have submitted a medical certificate. A medical certificate is only considered when determining



whether or not a compelling or compassionate circumstance exists. If a student wishes to provide a medical certificate to explain an absence from class, please submit it within one (1) week of returning to class, together with an Explanation of Absence Form. If a student wishes to provide a medical certificate to explain an absence from an exam or assessment task, please submit it within three (3) working days of the exam or assessment task taking place, together with an Illness/ misadventure affecting exam or assessment Task Form.

- (c) Students who are late to a class will also be noted and any partial absences will be taken into consideration when determining attendance levels.

5.3 Attendance Monitoring Calculations

- (a) UNSW Global will calculate both Actual Attendance and Potential Attendance for Overseas Students for the purpose of determining whether or not an Overseas Student is complying with their attendance requirements.
- (b) Both Actual Attendance and Potential Attendance will be monitored at regular intervals for the period of a student’s CoE.
- (c) Students can access their attendance record on the “My Profile” link in the UNSW student Intranet: www.my.unswglobal.unsw.edu.au.

5.4 Attendance Warnings

- (a) An attendance warning will be issued in the following circumstances:

Foundation Studies Students	English Language Students
Actual Attendance falls below 85% or where an Overseas Student has been absent without approval for five (5) or more consecutive days	Where an Overseas Student has been absent without approval for five (5) or more consecutive days
Actual Attendance falls below 80%	Potential Attendance falls below 85% for a Term
When Potential Attendance falls below 85% a student will be issued with an ‘At Risk’ notice of failing to achieve satisfactory attendance	When Potential Attendance falls below 85% a student will be issued with an ‘At Risk’ notice of failing to achieve satisfactory attendance

- (b) All warning letters and notifications will be delivered by email unless delivered in person. All Students have a responsibility to check their email address regularly:
 - (i) notices to Foundation Studies Students will be sent to their UNSW Global email address; and
 - (ii) notices to English Language Students will be sent to the email address they have registered with UNSW Global.



- (c) For English Language Students, in cases where more than one attendance warning is due at the same time, UNSW Global may choose to send only a single notice.

5.5 Intention to Report

- (a) All Overseas Students whose Potential Attendance falls below 80% are failing to achieve Satisfactory Attendance in accordance with Standard 11 of the National Code.
- (b) Where an Overseas Student's Potential Attendance falls below 80% UNSW Global will notify the student (via email) of its Intention to Report the student to DIBP for not achieving Satisfactory Attendance. All students receiving an Intention to Report notice may access UNSW Global's complaints and appeals process, as further explained in paragraph 5.7.

5.6 Intention to Cancel Enrolment

- (a) Students, other than Overseas Students, who have a potential attendance which is below 80%, are deemed to be failing to achieve Satisfactory Attendance in accordance with this policy.
- (b) For Foundation Studies students, UNSW Global will notify such students (via email) its Intention to Cancel Enrolment for not achieving Satisfactory Attendance.
- (c) For English Language students, UNSW Global may choose to issue an Intention to Cancel Enrolment for not achieving Satisfactory Attendance. Any such notice will be issued via email.
- (d) Students receiving an Intention to Cancel Enrolment notice may access UNSW Global's complaints and appeals process as further explained in paragraph 5.7.

5.7 Reviews and Appeals

- (a) After receiving an Intention to Report for unsatisfactory attendance, students then have twenty (20) working days to request a Stage 2: Formal Review, in accordance with UNSW Global's *Complaints and Appeals Policy*.
- (b) After receiving an Intention to Cancel Enrolment for unsatisfactory attendance, students then have ten (10) working days to request a Stage 2: Formal Review, in accordance with UNSW Global's *Complaints and Appeals Policy*.
- (c) If a student is seeking a Stage 2: Formal Review or a Stage 3: Appeal on the basis of compassionate or compelling circumstances, students must also provide sufficient evidence for UNSW Global to consider in accordance with UNSW Global's *Compassionate or Compelling Circumstances Policy*.
- (d) UNSW Global will not report an Overseas Student to the DIBP for unsatisfactory attendance until such time as any process commenced by the student under the *Complaints and Appeals Policy* has been completed.
- (e) If a Student has commenced a process under the *Complaints and Appeals Policy*



they must continue to attend all scheduled classes for their Course. Any failure by a student to maintain their attendance levels will put them at risk of failing to achieve satisfactory attendance levels.

5.8 When Overseas Students will be reported to DIBP

- (a) Except as set out in paragraph 5.9 after the expiry of the twenty (20) working day period set out in the Intention to Report notice, UNSW Global will report the Overseas Student to DIBP for unsatisfactory attendance and cancel the student's CoE.
- (b) For the avoidance of doubt, if a student has accessed the UNSW Global complaints and appeals process within the twenty (20) working day period and the student's review and/or appeal has been unsuccessful and any external appeal has been unsuccessful, UNSW Global will report the student to DIBP for unsatisfactory attendance and cancel the student's CoE.

5.9 When Overseas Students will not be reported to DIBP

Overseas Students will not be reported to the DIBP for unsatisfactory attendance if:

- (a) they have accessed the UNSW Global complaints and appeals process within the twenty (20) working day period; or
- (b) the Overseas Student has accessed an external appeal process, and the Overseas Student's review and/or appeal has been successful.

5.10 Discretion not to report to DIBP

UNSW Global may decide not to report an Overseas Student to the DIBP for unsatisfactory attendance in the following circumstances:

- (a) If, in the case of a Foundation Studies Student:
 - (i) the student's Actual Attendance is at least 70%; and
 - (ii) the student is maintaining satisfactory course progress; and
 - (iii) the decision is consistent with UNSW Global's policies and procedures.
- (b) If, in the case of an English Language Student:
 - (i) the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances exist; and
 - (ii) the student's Actual Attendance is at least 70%; and
 - (iii) the decision is consistent with UNSW Global's policies and procedures.

6 Legal and Policy Framework

This policy is intended to comply with the ESOS Act and the National Code.

6.1 Responsibilities

- (a) *Approver*



The Chief Executive Officer is responsible for the approval of this policy.

(b) *Responsible Officer*

The Education Group Executive is responsible for the implementation, dissemination and review of this policy.

(c) *Contact Officer*

The Manager, Academic Services 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.

(d) *Policy Administration and Compliance Officer*

The Policy Administration and Compliance Officer is responsible for the administration and publishing of this policy.

(e) *Staff, Supervisors and Executives*

UNSW Global staff, supervisors and executives are responsible for assisting in the implementation of and adherence to this policy.

(f) *Students*

Students must fully comply with their obligations and responsibilities under this policy and any related policies and procedures described in item 7.

6.2 Review

This policy is due for review two years from its date of implementation or in case of legislative or regulatory changes.

7 Related Policies and Procedures

- (a) Attendance Monitoring Procedure
- (b) Complaints and Appeals Policy

8 Version History

Version Control	Date Effective	Approved By	Amendment Notes