

A05: Student Attendance Policy

1.0 Purpose

The purpose of this policy is to define the system used to determine that all courses which have minimum attendance requirements have clear policies and procedures in place for recording student attendance and addressing the issue of students who are not meeting course attendance and/or performance requirements.

2.0 Policy

- 2.1 All students attending must meet the attendance and programme progression requirements as set out in the Course Outline/Programme Outline for the programme in which the student is enrolled.
- 2.2 Students who are unable to attend a class for any genuine medical or personal reason, e.g. bereavement, should advise the Front Office Administrator and/or Tutor at the earliest possible opportunity. If absence from class exceeds three consecutive days, students must provide a certificate from a registered medical practitioner. The Front Office Administrator and/or Tutor will advise of any absence for follow up by all necessary parties.
- 2.3 Students may apply to the Head of School/Academic Manager/Director of Studies, for 'approved leave' for extended absences due to medical or personal reasons. Applications for approved leave due to medical reasons must be accompanied by a medical certificate. Before leave is granted a study agreement or plan must be in place to assist students remain current with their studies and assessments. Students who have been granted 'approved leave' should be transcribed in the SMS as 'approved leave – inclusive of dates'. Approved leave will protect students against negative attendance results.
- 2.4 The purpose of this policy is to re-engage students in their studies.

3.0 Procedure

- 3.1 Tutors will record attendance of their classes daily, within 30 minutes of the class start time. If a class has a break of 30 minutes or more attendance will be taken again after the break. Tutors will record any notes relating to individual student attendance in the relevant SMS.
- 3.2 Each Monday morning Programme Leaders will email the Student Support team a list of students whose attendance and academic progress in the previous week is of concern.
- 3.3 Students who are absent from class without prior notice will be followed up with a phone call by an Administrator or Student Support team member. A written summary will be entered into the relevant SMS.
- 3.4 The Student Support team will contact the student concerned, to discover the reasons for the absence and to assist in their return to study. The student should be informed of the consequences of failing to return to study. A written summary will be entered into the relevant SMS.

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- 3.5** International students falling below 95% attendance and domestic students falling below 90% attendance will receive an email, phone call, or text from Student Support asking how they can be assisted in their re-engagement and improve attendance. A written summary will be entered into the relevant SMS.
- 3.6** International students falling below 90% attendance and domestic students falling below 80% attendance will receive an email, phone call or text requiring them to meet with the Programme Leader/Senior Tutor and/or Student Support and/or the Recruitment team. A written summary of the meeting will be entered into the relevant SMS.
- 3.7** Should attendance fall below 80% for international students or 70% for domestic students, an appointment will be made by Student Support made for the student to meet with the Head of School/Academic Manager/Director of Studies. A written summary of the meeting and the decisions and actions resulting from it will be entered into the relevant SMS.
- 3.7.1** Following the meeting the Head of School/Academic Manager/Director of Studies, in consultation with Student Support and/or the Recruitment team, will decide whether to terminate the enrolment.
- 3.7.2** Students who do not contact NZSEG following the email, phone call or text, or who fail to attend the interview, may be assumed to have abandoned their studies which may lead to immediate withdrawal from their programme. A home visit to discuss support and an action plan to help students re-engage and attend classes may be made before withdrawal is finalised.
- 3.7.3** The Recruitment team will inform StudyLink of domestic student withdrawals and this may lead to the termination of loans and allowances.
- 3.7.4** The Enrolment team will inform Immigration New Zealand of international student withdrawals and this may lead to the termination of a student's visa.
- 3.8** Students in courses two weeks or shorter who are absent without a documented reason on two occasions will be called requesting them to meet with the Head of School/Academic Manager/Director of Studies on the subsequent day to receive a letter stating the absence and this policy and to discuss why the student failed to come to class. Upon discussion, a Student Study Agreement will be written and signed.
- 3.8.1** Students who do not agree to come to NZSEG for the meeting, or who fail to attend the interview, or who refuse to sign the Student Study Agreement, or who do not abide by the Agreement made, may be assumed to have abandoned their studies which may lead to immediate withdrawal from their programme.
- 3.8.2** The Head of School/Academic Manager/Director of Studies, in consultation with Student Support and/or the recruitment team, will decide whether to terminate the enrolment. A home visit to discuss support and an action plan to help students re-engage and attend classes may be made before withdrawal is finalised.
- 3.8.3** Immigration New Zealand will be informed of international student withdrawals and this may lead to the termination of a student's visa.
- 3.9** All communication with the student must be recorded in the SMS.

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4.0 Document Control

4.1 Monitoring and Evaluation:

The Academic Board/Senior Academic Team is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from (Day/month/Year)
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re Format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Minor update of role	Approved by AB	29 March 2016	29 March 2016
4	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
5	Update to ownership of procedures and introduction of domestic % in sections 3.5–3.7.	Approved by AB	26 May 2017	29 May 2017