

## **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.

### **2.0 Policy**

**2.1** All students attending must meet the attendance requirements as set out in the Course Outline/Programme Outline for the programme in which the student is enrolled.

**2.1.1** “Attendance” in face-to-face and blended mode of delivery is the punctual arrival, active participation and engagement in class activities.

**2.1.2** “Attendance” in an online mode of delivery is the completion of set asynchronous tasks and punctual and engaged participation in all scheduled learning activities as measured by analytics on the Learning Management System.

**2.2** Students may be absent from time to time for legitimate reasons.

**2.2.1** Students who are unable to attend a face-to-face class for any genuine medical or personal reason, e.g. bereavement, should advise the Front Office Administrator and/or tutor/teacher at the earliest possible opportunity. If absent from class students must provide a certificate from a registered medical practitioner. The Front Office Administrator/Teacher/Tutor will advise of any absence for follow up by all necessary parties.

**2.2.2** Students who are unable to attend scheduled online activities for any genuine or personal reason must advise their tutor in writing (i.e. a formal e-mail). Students must provide documentary evidence for the basis of leave for prolonged absence or a lack of online activity.

**2.3** Students may apply to their Tutor/Teacher 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.

### **3.0 Procedure**

**3.1** Tutors/Teachers will record attendance for face-to-face and blended 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/Teachers will record any notes relating to individual student attendance in the relevant SMS.

**3.2** Tutors/Teachers will notify the Student Support team a list of students whose attendance is of concern in a timely manner.

**3.3** Students who are absent from class without prior notice will be contacted by an Administrator or Student Support team member. An outcome will be recorded in the relevant SMS. The Student Support team will investigate the reasons for the absence

and assist the student in their return to study. The student should be informed of the consequences of failing to return to study. An outcome will be recorded in the relevant SMS.

- 3.4** For onshore programmes delivered face-to-face, 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.

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 Tutor/Student Support/the Recruitment Team. A written summary of the meeting will be entered into the relevant SMS. 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/Group Academic Director. A written summary of the meeting and the decisions and actions resulting from it will be entered into the relevant SMS.

- 3.5** For programmes delivered online, students whose attendance falls below expectations as defined by the programme document will receive an e-mail or call 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. Students whose attendance falls below to an unsatisfactory level will have an appointment scheduled with the Head of School/Group Academic Director. A written summary of the meeting and the decisions and actions resulting from it will be entered into the relevant SMS.

**3.5.1** Following the meeting the Head of School/Group Academic Director, in consultation with Student Support and/or the Recruitment team, will decide whether to terminate the enrolment.

**3.5.2** 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.

**3.5.3** The Recruitment team will inform StudyLink of domestic student withdrawals and this may lead to the termination of loans and allowances.

**3.5.4** The Enrolment team will inform Immigration New Zealand of international student withdrawals and this may lead to the termination of a student's visa, where applicable to the programme delivery.

- 3.6** Students on courses two weeks or shorter who are absent without prior notice on two occasions will be asked to meet with the Head of School /Group Academic Director to explain the reasons for their absence. Students who are repeatedly absent without prior notice and/or who have not provided evidence to support their absence may be asked to sign a Student Study Agreement.

**3.6.1** Students who fail to attend the meeting will be contacted to check on their well-being.

**3.6.2** The Head of School/Group Academic Director, 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.

**3.6.3** Immigration New Zealand will be informed of international student withdrawals and this may lead to the termination of the student’s visa, where applicable to the programme delivery.

**3.7** All communication with the student must be recorded in the SMS.

## 4.0 Document Control

### 4.1 Monitoring and Evaluation:

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

Version	Type of Change	AB Reference	Approval Date	Effective from
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 Oct 2015	20 Oct 2015
3	Minor update of role	Approved by AB	29 Mar 2016	29 Mar 2016
4	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 Jan 2017	31 Jan 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
5.1	Small grammatical changes and title changes	Approved by AB	20 Sep 2018	20 Sep 2018
5.2	Full review, small changes titles	Approved by AB	22 July 2020	22 July 2020