

A05: Learner 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 learner attendance and addressing the issue of learners who are not meeting course attendance.

2.0 Policy

2.1 All learners attending must meet the attendance requirements as set out in the Course Outline/Programme Outline for the programme in which the learner 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 compulsory for synchronous classes, the completion of set asynchronous tasks and punctual and engaged participation as measured by analytics on the Learning Management System

2.1.3 Pathway to Work and Work Based Learning delivery: Ongoing monitoring will apply, including attendance to workplace supervision and online instruction, as well as completion of Canvas activities. Attendance will be recorded in the SMS. Tutors will identify and contact learners who are falling behind and, together with the Learner Support team, will provide appropriate support to those learner(s).

2.2 Learners may be absent from time to time for legitimate reasons.

2.2.1 Learners who are unable to attend a face-to-face class for any genuine medical or personal reason, e.g., a bereavement, should advise the tutor/teacher and/or Learner Support Team at the earliest possible opportunity. If absent from class for more than three days due to medical reasons, learners must provide a certificate from a registered medical practitioner. The Teacher/Tutor/Learner Support Team will advise of any absence for follow up by all necessary parties.

2.2.2 Learners who are unable to attend scheduled online activities for any genuine or personal reason must advise their tutor in writing (e.g., e-mail or Teams message). Learners with prolonged absence or a lack of online activity will be followed up by the tutor/teacher/Learner Support team.

2.2.3 Domestic learners may apply to their tutor/teacher for ‘approved leave’ for extended absences due to medical or personal reasons that extend beyond three days. Applications for approved leave due to medical reasons must be accompanied by a medical certificate. Before extended leave is granted a study agreement or Individual Learning Plan (ILP) must be in place to assist learners to remain current with their studies and assessments. Learners who have been granted ‘approved leave’ should be transcribed in the SMS as ‘NA with valid reason – inclusive of dates’. Approved leave will protect learners against negative attendance results.

2.2.4 Domestic learners granted extended leave for international travel may be unable to continue their study during this period if their programme of study is not approved for distance online offshore delivery.

2.2.5 International learners 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 extended leave is granted a study agreement or plan (Individual Learning Plan (ILP) must be in place to assist learners remain current with their studies and assessments. Learners who have been granted

'approved leave' should be transcribed in the SMS as 'NA with valid reason – inclusive of dates'. Approved leave will protect learners against negative attendance results.

2.2.6 International learners granted extended leave for international travel beyond 10 days, are required to submit their travel itinerary. INZ will be notified of the planned absence. The learner may not be able to continue their study during the period of absence if the programme of study has not been approved for distance online offshore delivery.

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 learner attendance in the SMS.

3.2 Tutors/Teachers will follow up learners who are absent via phone/text or email and provide, in a timely manner, the Learner Support Advisor with a list of learners whose attendance is of concern.

3.3 Learners who are absent from class without prior notice will be contacted by the tutor or Learner Support team. The Learner Support team will investigate the reasons for the absence and assist the learner in their return to study. The learner should be informed of the consequences of failing to return to study. An outcome will be recorded in the SMS.

3.3.1 For onshore programmes delivered face-to-face, international learners in enrolments longer than four weeks who fall below 95% attendance and domestic learners falling below 85% attendance will receive an email, phone call, or text from the tutor to support the learner's re-engagement. Learner Support will follow up if there is no re-engagement or improvement in the learner's attendance. A written summary will be entered into the SMS.

International learners falling below 90% attendance and domestic learners falling below 80% attendance will receive an email, phone call or text requiring them to meet with the Tutor/Learner Support Team. A written summary of the meeting will be entered into the SMS. Should attendance fall below 80% for international learners or 70% for domestic learners, an appointment will be made by Learner Support for the learner to meet with the Head of School/Academic Director (Seafield). A written summary of the meeting and the decisions and actions resulting from it will be entered into the SMS.

3.5 For programmes delivered online, learners whose attendance falls below expectations as defined by the programme document will receive an e-mail or call from the tutor and/or Learner Support asking how they can be assisted in their re-engagement and improve attendance. A written summary will be entered into the SMS. Learners whose attendance falls to an unsatisfactory level will have an appointment scheduled with the Head of School/Academic Director (Seafield). A written summary of the meeting and the decisions and actions resulting from it will be entered into the SMS.

3.5.1 Following the meeting the Head of School/ Academic Director (Seafield), in consultation with Learner Support, will decide whether to terminate the enrolment.

3.5.2 Learners who do not contact NZSEG following the email, phone call or text, or who fail to attend the meeting, 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 (ILP) to help learners re-engage and attend classes may be made before the withdrawal is finalised.

3.5.3 The Registry team will inform StudyLink of domestic learner withdrawals and this may lead to the termination of loans and allowances.

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

3.6 Learners on enrolments four weeks and shorter who are absent without prior notice on two occasions will be asked to meet with the Learner Support Advisor to explain the reasons for their absence.

3.6.1 Learners who fail to attend the meeting will be contacted to check on their well-being. A home visit to discuss support and an action plan to help learners re-engage and attend classes may be made before withdrawal is finalised.

3.6.2 In the case of disengagement with study or low attendance, Head of School/ Academic Director (Seafield), in consultation with Learner Support and/or the Recruitment Team, will decide whether to terminate the enrolment.

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

3.7 All communication with the learner 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
5.3	Full review, change and title change	Approved by ELT	February 2025	February 2025