

Attendance Policy

1. Purpose

- 1.1 This policy outlines the attendance requirements for students at UC International College (UCIC). This policy also states the process which UCIC will take if a student's attendance falls below an acceptable level and the intervention taken to provide appropriate support.
- 1.2 This policy has been developed in line with requirements set out in the Education (Pastoral Care of International Students) Code of Practice 2016 (and amendments).

2. Scope

- 2.1 This policy applies to all students at UCIC - both newly commencing and returning.
- 2.2 The Academic Manager is responsible for the implementation of this policy. The Academic team are responsible for monitoring students and taking appropriate action where students do not meet attendance requirements.
- 2.3 This policy also links to the Satisfactory Programme Progress Policy. Students who attend well have a higher likelihood of achieving satisfactory progress in their studies.
- 2.4 Students will be made aware of both policies when they enrol in their programme.

3. Definitions

Term or Acronym	Definition
Appeals and Grievance Committee	Appeals and Grievance Committee (AGC). The final appeals body at UC International College which considers appeals from students against any decision by UC International College.
Class	A scheduled teaching activity at a specific time and day. This could include a lecture, tutorial, lab or other mode of teaching activity.
Contact hours	The scheduled contact hours for each course (including supervised teaching and examinations).
Course	The term course is used to mean a single subject. See Programme.
Programme	A period of instruction made up of multiple courses. See Course.
Programme progress	The measure of advancement within a programme towards its completion.
Satisfactory attendance	A minimum level of attendance, across all compulsory courses of study undertaken in a semester, which must be met or exceeded.

Axis Student Portal	Intranet software providing academic and administrative information and internal communications, including grades, timetable and attendance information.
Semester	A defined and formal period of study within a programme. UCIC currently runs three semesters annually.
Census Day	The last day for commencing (new) students to enrol in their programme and the last day for current (returning) students to register in classes or make changes to their programme or courses. Census Day falls on the tenth working day after the published commencement date of the semester.
Termination of Enrolment	When a student's enrolment has been terminated by UCIC and they can no longer attend UCIC. Immigration New Zealand will be informed that the student is no longer enrolled at UCIC.
Explained Absence	An absence that has been approved by Student and Academic Services and supported by evidence. See section 4.1.5 for examples of absences which may be approved.
Special Consideration	Where a student's performance in an assessment may have been impaired or he/she may have missed the assessment due to circumstances beyond their control. See the Assessment Policy for specific details.

4. Policy Statement

4.1 Attendance Requirements

- 4.1.1 For any given semester, the satisfactory attendance requirement is that all students attend a **minimum** of 90% of the contact hours of their scheduled programme of study.
 Note: this percentage relates specifically to UCIC's Attendance Policy. Immigration New Zealand should be contacted directly with reference to Immigration New Zealand's attendance requirements.
 See: <https://www.immigration.govt.nz/new-zealand-visas/apply-for-a-visa/visa-factsheet/full-fee-paying-student-visa#conditions>
- 4.1.2 Students are required to attend the specific course/s in which they are enrolled. A course consists of lectures, tutorials, practical or computer laboratories and other classes as scheduled. Students may also be required to attend other study or information sessions.
- 4.1.3 Any class appearing in a student's timetable is compulsory. Attendance is taken in all scheduled classes from the beginning of the published semester start date. Students may not change a class unless for exceptional circumstances and with prior approval.
- 4.1.4 Students are expected to attend the full duration of each class. Refer to Appendix A for attendance codes and definitions.

4.1.5 Approval of absence from a class given for medical, compassionate or compelling reasons will be taken into account provided that original or certified medical, specialist, police or other certificates are provided in line with guidelines provided to students regarding the submission of medical certificates and/or acceptable evidence. In the case of explained absence being considered on medical grounds, evidence must be completed by one of the below registered practitioners, as appropriate:

- Registered general practitioner or equivalent
- Registered dental surgeon
- Registered psychologist
- Registered counsellor
- Registered medical staff from a hospital

In order for grants of leave to be approved, students must complete an *Explained Absence Form*, available from the UCIC Office and submit this to reception to be considered by the Student and Academic Services Coordinator (or nominee). Compassionate or compelling circumstances are generally those beyond the control of the student and have an impact upon the student's programme progress or wellbeing. These include, but are not limited to:

- Serious illness or injury where a student is absent for more than three days, where a medical certificate states that the student was unable to attend classes;
- If a student has already submitted two medical certificates in a semester or the illness is of an ongoing nature;
- Bereavement of close family members such as parents or grandparents or a person of close association;
- Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies;
- A traumatic experience which could include involvement in, or witnessing of, a serious crime or accident.

4.1.6 The *Explained Absence Form* and supporting evidence must be submitted to the UCIC Student Services front desk within three (3) working days of the absence. Supporting documents must refer to the day(s) in which the absence is being claimed. If the absence is because of illness, a medical certificate from a registered doctor, or approved medical practitioner, who treated the student at the time of illness must be submitted. Backdated medical certificates are not accepted, unless there are exceptional circumstances. For minor illnesses the *Explained Absence Form* is not required if the absence is for three days or less and where acceptable evidence is provided.

4.1.7 If a student has already submitted two medical certificates during a semester he/she will be required to see the Student Welfare Officer prior to a further medical absence being approved.

4.1.8 Students are expected to catch up on any material and/or assessment missed. If an absence results in a missed assessment due date or invigilated assessment the *Application for Special Consideration* form must be completed within three (3) days. If the form is not completed, a zero grade will be awarded. Submission of the form does not guarantee approval. (Refer to the Assessment Policy).

4.2 Attendance Monitoring and Process

- 4.2.1 UCIC will systematically monitor attendance for all students in all programmes of study and in all courses from the start of each semester to ensure that students fulfil the attendance requirement of 90% or above.
- 4.2.2 Early intervention processes will be implemented for the purpose of identifying non-attending students early in the semester. A whole college approach will be adopted that involves teaching staff, student services and academic staff.
- 4.2.3 Returning students who register for classes late or return after the start of the semester will automatically be marked absent for the classes which they should have attended. This will happen whether they register through self-registration or are manually registered by UCIC staff. If the absence is due to genuine reasons, the student may submit an Explained Absence Form, with supporting evidence, within three (3) working days of the absence. This is subject to approval by the Student and Academic Services Coordinator (or nominee).
- 4.2.4 Students whose registration is blocked due to outstanding fees will still receive an attendance penalty as outlined above if fees are not paid and as a consequence the student is not able to register prior to the published semester start date.
- 4.2.5 Returning students who are not registered in classes before the end of Census Day will be assumed to have withdrawn by default and UCIC will terminate their enrolment and contact Immigration New Zealand as applicable.
- 4.2.6 Class attendance is monitored electronically. It is calculated as a percentage and this information is available to staff and students electronically through the Axis Portal. Students are required to check their attendance on a regular basis and advise their teacher immediately if they believe it is incorrect (and no later than one week of the marked absence).
- 4.2.7 UC International College can supply a Certificate of Overall Attendance upon request for visa purposes.
- 4.2.8 Formal attendance reviews will take place fortnightly, however, the Academic Manager may decide to review the enrolment of any student whose attendance is under 70% at any time.
- 4.2.9 Attendance emails, letters or other notifications will be sent to students' UClive email accounts if their attendance falls below 90%. It is students' responsibility to regularly check their UClive email account. The Academic Team may ask to see students to discuss the reasons for low attendance at any time during the semester.

4.2.10 Formal Warnings will be sent in accordance with the guidelines below:

Attendance under 90%	Email warning or reminder
Attendance under 85%	Formal Attendance Warning 1
Attendance under 85%	Formal Attendance Warning 2 (if attendance still under 85% after Warning 1)
*Attendance under 85%	Review of Enrolment** (if significant improvement is not apparent after Warning 2)
*Attendance under 70%	Review of Enrolment** This may happen at any point in the attendance monitoring process.
Student absent for period of two consecutive weeks without valid reason	Review of Enrolment**

*Consideration may be given to individual circumstances prior to reviewing a student's enrolment.

** Refer to section 4.3 for the review of enrolment process.

- 4.2.11 For any student under the age of 18, UCIC will contact parents regarding any issues with attendance. This includes sending them a copy of any attendance warnings.
- 4.2.12 If a student is absent for more than two consecutive weeks, or their attendance is at an unacceptably low standard as per the guidelines above, UCIC maintains the right to take steps to terminate their enrolment and notify Immigration New Zealand. This may lead to the student's visa being revoked and his/her place in their UCIC programme being terminated with loss of remaining tuition fees.
- 4.2.13 If UCIC has serious concerns around the wellbeing of a student who has demonstrated ongoing absenteeism due to chronic medical conditions, they may take the steps to enforce a deferral of enrolment. This provision is to ensure that students seek appropriate treatment in an environment where they have familial support and also to ensure UCIC's full compliance with our obligations under the Education (Pastoral Care of International Students) Code of Practice 2016 (and amendments). Circumstances will be assessed on a case by case basis. The student will be permitted to re-commence at UCIC provided that they meet any conditions that the Academic Manager or Appeals and Grievance Committee stipulate for re-enrolment.
- 4.2.14 Attendance will be reviewed by the Academic Manager (or nominee) at the end of each semester as part of each student's overall attendance and academic progress.

4.3 Review of Enrolment Process

- 4.3.14 If a student is issued with a Review of Enrolment letter, this signals that UCIC is formally reviewing a student's enrolment. In the event the student is under 18, a letter will also be sent to the student's parents.
- 4.3.15 Show Cause notice: prior to proceeding with its intention to terminate a student's enrolment, UCIC will provide the student with an opportunity to Show Cause, that is, to provide reasons why their enrolment should not be terminated.
- 4.3.16 The student is required to respond within five (5) working days of the date of the Review of Enrolment notification, by submitting a completed Show Cause Response form outlining why they should not be excluded from UCIC. Original or certified copies of supporting documents will be required to support any claim of compassionate or compelling circumstances.
- 4.3.17 Show Cause decisions are decided by the Academic Manager (or nominee). The Show Cause outcome will be sent by email to the student's UCLive email address.
- 4.3.18 A student whose enrolment is being reviewed remains enrolled and must attend all classes and submit any required assessments until the final decision regarding the student's enrolment has been decided.
- 4.3.19 If the student is successful in their Show Cause they will be permitted to remain enrolled at UCIC on a probationary enrolment. Any breach of the conditions imposed on the enrolment or continued unacceptable attendance will result in another formal review of enrolment.
- 4.3.20 If the student is unsuccessful in their Show Cause, they will be notified that UCIC has made the decision to terminate the student's enrolment.
- 4.3.21 If a student wishes to appeal the decision to terminate their enrolment they have five (5) working days to submit an appeal to the Appeals and Grievance Committee. Any appeal submission must be made on the UCIC Appeals form (available from the UCIC Office) and should provide supporting evidence where available. Grounds for appeals are stated in the Appeals Policy. During this process the student will remain enrolled at UCIC and must attend all classes and submit any required assessment.
- 4.3.22 If the student does not wish to appeal the decision to terminate their enrolment, they can formally signal this in writing, stating that they do not intend to appeal. This will result in a terminated status and UCIC will notify Immigration New Zealand that the student is no longer enrolled at UCIC as required.
- 4.3.23 If the student is successful in their appeal, they will remain enrolled at UCIC.
- 4.3.24 If the student is unsuccessful in their appeal, their enrolment at UC International College will be terminated immediately and Immigration New Zealand will be informed that they are no longer a student at UCIC.

- 4.3.25 A student whose enrolment has been terminated under this policy will not be permitted to re-enrol at UCIC for 12 months following the outcome of an appeal, unless an alternative time period is stipulated in the final termination notification sent to the student. Further stipulations for future re-enrolment may be imposed.
- 4.3.26 UCIC will endeavour to offer the student advice on future study options (whether at UCIC at a future date or another education provider) upon request by the student
- 4.3.27 A student has the right to access an external appeals process. Please refer to the Appeals Policy.
- 4.3.28 Students should refer to the Refund Policy for information regarding any possible refund provisions.

5 Related Forms/Information

Attendance process map
Explained Absence Form
First warning letter
Second warning letter
Final Attendance Warning (Review of Enrolment)
Show Cause response form
Appeal Form

Policy Title	Attendance Policy	
Policy Owners	Academic Manager	
Contact Persons	Student and Academic Services Coordinator	
Key Stakeholders	UCIC current and future students	
Approval Authority	UCIC Executive Committee	Meeting date approved 11/10/2019
Relevant Legislation	The Education (Pastoral Care of International Students) Code of Practice 2016 (and amendments) and the Private Training Establishment Registration Rules 2013 under section 253 of the Education Act 1989.	
Related Policies	Satisfactory Programme Progress Policy; Assessment Policy	
Related Guidelines	Notice to students regarding the submission of medical certificates	
File information	File number N/A	Version number V4.2
Date Effective	11/10/2019	Next Review Date March 2020

Appendix A: Attendance Codes and Definitions

Name	Code	Attendance calculated %	Notes
Present	P	100%	Student arrives on time.
Absent	A	0%	Student is absent from class.
Late	L	50%	Student is late to class.
Left during class	LC	50%	Student does not stay for the duration. Note: if a student is both late and leaves during the class they will be marked Absent.
Excused – medical	EM	100%	Must provide a medical certificate from a registered GP issued at the time of the illness/injury. Only approved by Academic staff.
Excused – approved absence	EA	100%	Must show evidence and complete Explained Absence Form (available at reception).
Exempt	EX	100%	Exempt from attending that session.