

UPICNZ Attendance Procedure

Purpose

As per the [Ministry of Education Training Act 2020](#), the [NZQA Pastoral Care of International Students Code of Practice 2016](#) and [Immigration New Zealand Operational Manual](#) it is a legal requirement to take reasonable steps to ensure all students attend school and clean, accurate record and data keeping is completed. This ultimately ensures students to have the greatest chance of academic success.

To monitor students' attendances closely and to implement appropriate interventions, data is to be collected, displayed, and actioned in a way that is timely, relevant, and meaningful. The data will primarily be collected by the Attendance Officer(s).

To meet this purpose, each centre will follow common policies and procedures as far as practicable, with customised requirements, if required that are appropriate to each centre's circumstances.

This Policy will be reviewed and updated accordingly on a yearly basis by the:

1. UPICNZ Senior Leadership Team
2. Head of Internal Control
3. Operations Manager
4. Attendance Manager
5. Pastoral Coordinator

Attendance Procedures

To ensure efficient monitoring, recording and follow up of all attendance and absence data within UPICNZ the following process is in place.

1. All teaching staff are required to record class attendance in Artena within the first 15 minutes of every timetabled lesson.
2. Lateness is recorded by the Attendance Officer for onshore students for the first 15 minutes of the first timetabled class of the day. The Attendance Officer takes the necessary steps to update absent (A) to late (L) for all timetabled classes of the day if evidence can be provided that the student is present in class.

- a. If a student, offshore or onshore, arrives in class after 15 minutes, the student is marked absent but allowed to be in class.
 - b. If an offshore student is non-responsive three times during a live lesson, the mark is changed to absent, the student is removed from class (Auckland).
 - c. If an offshore student is non-responsive during a live lesson the AO is contacted and a change to attendance is made accordingly based on circumstances (Wellington).
3. After the first 15 minutes of every timetabled lesson, the Attendance Officer downloads an eAR Unexplained Absences, and an eAR Attendance Unmarked Classes report from the Student Management System (SMS), Artena.
4. The Attendance Officer sends a reminder email to teaching staff who have yet to record class attendance after the first 15 minutes of a timetabled lesson; this is so unexplained absences can be actioned appropriately by the Attendance Officer within the day. Please note if an ongoing pattern of unmarked attendance data exists for a particular staff member, the Attendance Officer is to notify the relevant line manager, so the line manager can address the matter accordingly. If this pattern continues, it will be progressed to the Head of College (HOC).
5. The Attendance Officer contacts all students who are recorded as absent within the eAR Unexplained Absences report, with onshore, students who appear on the weekly attendance watchlist and under 18 students being a priority. All relevant notes are stored on the student file in Artena in the Student Attendance Comments Section.
6. The Attendance Officer contact process is as followed:
 - a. If the student is onshore. The student is contacted by phone and asked for an explanation. If the student is unresponsive, a text message is sent, and a follow-up email is sent to the student from the generic attendance email address.
 - b. If a student is offshore. The student is contacted via a Teams phone call and asked for an explanation. If the student is unresponsive a Teams message is sent, and a follow-up email is sent to their student email address.

Please note that Steps 1 – 6 occur every timetabled lesson of each day.

If a student is absent multiple periods within a timetabled day and no explanation has been provided, the student must be contacted via the above methods by the Attendance Office, once more, in total twice, within that day.

Please note students have one key email contact being attendanceakl@up.education and attendancevuw@up.education

Non-attendance and no response from a student for more than 24 hours

Onshore

If an onshore student is absent for more than 24 hours with no response despite Steps 5 and 6 within the attendance process being completed, the Attendance Officer then notifies the Dean, ISST, Pastoral Coordinator and the HOC via email. All relevant notes are stored on the student file in Artna, under the Support Services Liaison tab.

1. The Dean and ISST co-ordinate contacting the student. If the student is under 18 years of age the parents, relevant agent and designated caregivers/parents must also be contacted. The content of the message is that if the student does not make contact within the next 24 hours, the New Zealand Police will be notified. In some instances, an onsite visit to the student's address may be organised. The ISST leader can delegate either themselves or another ISST/Welfare Team Member depending on location and circumstances to conduct this visit. Expenses incurred will be charged to a company Uber account.
2. If no response is made after 48 hours, the HOC (Wellington) and Pastoral Coordinator (Auckland) notifies the New Zealand Police.
3. This process is monitored throughout by the relevant Dean of the student.

Offshore

If an offshore student is absent for more than 48 hours with no response despite Step 5 and 6 within the attendance process being completed, the Attendance Office then notifies the Dean, ISST, Pastoral Coordinator and the HOC via email. All relevant notes are stored on the student file in Artna, under the Support Services Liaison tab.

1. The Dean and ISST co-ordinate contacting the student. If the student is under 18 years of age, the parents, relevant UP Education Regional Sales Team Member, and the student's agent must also be contacted. The content of the message is that if the student does not make contact within the next 24 hours, relevant authorities such as Police, will be notified.
2. If no response is made after 48 hours, the HOC (Wellington) and Pastoral Coordinator (Auckland) acts accordingly.
3. This process is monitored throughout by the relevant Dean of the student.

Consecutive Absences

As part of Immigration New Zealand reporting requirements, the following process is in place regarding Long Term Leave and Course Withdrawal Processes for onshore students. Please note the same process applies for offshore students with notification to Immigration New Zealand at ISST discretion.

1. If an onshore student has had 10 days of consecutive days of absences with no explanation or any contact, the Attendance Officer is to notify the ISST on day ten to advise non-attendance.
2. The ISST reports this information to Immigration New Zealand.

Continuous Absences without Justification

If a student has continuous absences the following processes must be actioned. Please note that attendance information is emailed to relevant members of college staff to action each week. All teacher concerns are updated via the Students of Concern Sheet. All relevant notes are stored on the student file in Artena, under Support Services Liaison tab.

1. On a Monday and Friday, the Attendance Officer downloads an ear Unexplained Absence. If a student's attendance falls below 95% or has 3 recorded lateness's within five consecutive school days, the Attendance Officer issues the student a verbal warning message in Teams, with a follow-up email, cc'ing in the Dean.
2. If a student's attendance falls below 90% or lateness issues continue, the Dean issues the student a first written warning by email and message in Teams cc'ing in the HOC.
3. If the student's attendance does not improve or decreases after 2 weeks or lateness continues, the Dean contacts the HOC who issues the second written warning by email and message in Teams.
4. A third and final written warning from the Pastoral Care Coordinator (Auckland) or Head of College (Wellington) and notification to Immigration New Zealand by ISST is completed.
5. If a student's attendance continues to be unsatisfactory, the Pastoral Care Coordinator and CEO University Partnerships and Australia (CEO) or delegatee(s) will have the option to suspend and refer the student to the Student Disciplinary Committee. The Student Disciplinary Committee will formally consider the case and decide whether to exclude the student and terminate the Contract of Enrolment.

Medical Leave

Onshore

If an onshore student is absent due to illness the following process must be actioned.

1. A hardcopy medical certificate is provided by the student to the AO from the School Approved Doctor. Information regarding approved documentation can be found within the Student Handbook.
2. The certificate is reviewed and approved as genuine by the AO and allocated Dean (Auckland) or HOC (Wellington).
3. The code M is applied within Artena with an explanation assigned.
4. The certificate is uploaded to Artena against the students file, for future reference.

Offshore

If an offshore student is absent due to illness the following process must be actioned.

1. An electronic translated medical certificate is provided by the student to the AO. Information of approved documentation can be found within the Student Handbook.
2. The certificate is reviewed, translated if required, and approved as genuine by the AO and allocated Dean (Auckland) or HOC (Wellington).
3. The code M is applied within Artena with an explanation recorded in the Student Attendance Comments Section.
4. The certificate is uploaded to Artena against the students file, for future reference.

Continuous Medical Leave

Due to Immigration New Zealand attendance requirements, if a student has ongoing medical leave, the AO must advise the HOC (Wellington) or Pastoral Care Coordinator (Auckland). A recommendation is then considered for the student to take long-term leave. Consultation with the student, parents, ISST, and agent by the HOC (Wellington) and Pastoral Care Coordinator (Auckland) will occur.

In a case where the student does not agree to long-term leave, Immigration New Zealand will be notified by ISST. The student will be advised of the possibility they may not meet academic outcomes or progress to their chosen University.

Excessive Medical leave

In cases where a student has multiple instances of medical leave that are likely to negatively affect their academic progress, the AO must advise the HOC (Wellington) or Pastoral Care Coordinator (Auckland). A recommendation is then considered for the student to take long-term leave or to withdraw from the current programme. Consultation with the student, parents, ISST, and agent by the HOC (Wellington) and Pastoral Care Coordinator (Auckland) will occur. The student will be advised of the possibility they may not meet academic outcomes or progress to their chosen University. Where a recommendation to take long-term leave is not taken up by the student, Immigration New Zealand may be notified.

Attendance Codes

Please note these codes are based on the MOE Attendance Code List 2021. However, not all MOE codes are used, and UPIC usage reflects UPIC agreed usage and available SMS coding.

Code	Usage	Effect on Attendance
P	Student present in class or attending online	P
A	Unexplained absence from class	A
L*	Student arrives late to class	P
E*	Absence is explained but is not accepted as a justified reason for absence*	A
J*	Absence is explained and accepted as a justified reason for absence	P
M*	Student is at home or in hospital for a medical reason. Requires an approved medical certificate*	P
X*	Exam leave. Exam Leave, Unsupervised Study – student is off-site	P
Q*	School Activity – School approved activities online or off campus	P
D*		P
<p>* Only to be used by AO or on instruction from SLT member. Explanation required in Artna Student Attendance Comments Section if code is used.</p>		

Notes:

1. When classes are cancelled by the school for reasons such as examinations or school approved activities, the appropriate codes will be entered in Student Attendance Comments Section as above.
2. When a public holiday occurs, attendance is not recorded and does not impact a student's overall attendance rate.
3. When an onshore student attends a Flexible Learning Activity (FLA) lesson they will be marked Present or Absent. Offshore attendance is not marked/taken due to the student not being physically present.
4. All study leave and examination leave will be marked as X. This will be completed by AO.

Review

The Senior Leadership Team will have the responsibility for reviewing this procedure every two years unless a change in requirements requires an earlier review. In the absence of a review, this procedure will remain current in its present format.

Ratification/Review Chart

Title	UP International College New Zealand Student Attendance Procedure
Authorised by (signature):	
Authorised by (name):	Senior Leadership Team UP International College NZ
Date Authorised:	20 th November 2020
Reviewed:	22 nd November 2022
Next Review Date:	22 nd November 2024

Procedure Approved By	SLT
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