



Non Attendance Procedure for International Students

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1. PURPOSE

As signatories to the Code of Practice for the Pastoral Care of International Students (The Code) Unitec is required to monitor the attendance of international students. Refer Section 14 of the [Code](#)

The purpose of this procedure is to outline the procedures that must be followed to ensure Unitec complies with the requirements of the Code in respect to student attendance.

2. PROCEDURE

2.1. Reminding staff of their obligations

Each semester the International Office will remind the following staff of this procedure and the reporting obligations regarding the non attendance of international students.

- a) HODs
- b) Administration Managers
- c) Programme Administrators
- d) Programme Leaders

2.2. English Language Students - Actions required where non-attendance

English language students are required to attend 80% of the course. Should this requirement not be met the following procedures must be implemented

- 1) In all cases of initial absences of students, it is important that:
 - a) Lecturers speak to the student concerned and remind him/her to attend regularly
 - b) Such students be identified as soon as possible and targeted under our 'At Risk' policy
- 2) If the case of any uncharacteristic absence causing concern, lecturers should try to contact the student or ask Student Advisors to do this on their behalf. Emergency procedures will be followed for any cases causing extreme concern.
- 3) If attendance continues to be poor, the procedures outlined in the schedule below will be followed:

Poor Attendance Follow –up Schedule				
		Information from Lecturers	Action by Student Advisors	
			Poor Attendance (50 – 79%)	Extreme Poor Attendance (Below 50%)
1	Week 2	No show / nearly no show	Follow up	Follow up
2	Week 4 to 5	Mid term attendance	Letter A	<ul style="list-style-type: none"> • Letter A • Contact student • Meeting student with Programme Director or Level Leader • Gain consent to contact agent, parent, guardian or homestay
3	Week 7	Attendance of extreme poor attendees		<ul style="list-style-type: none"> • Letter B • Contact agent or parents
4	Week 10 to 11	End of term attendance	Letter B	<ul style="list-style-type: none"> • Letter C • Report to PC by e-mail
5	Week 2 of Following Term			If no response, follow the Procedures for Terminating Enrolment and for Notifying the NZ Immigration Services
6	Week 4 to 5	Mid term attendance	<ul style="list-style-type: none"> • Letter A • Contact student • Meeting student with Programme Director or Level Leader • Gain consent to contact agent, parent, guardian or homestay 	
7	Week 10 to 11	End of term attendance	<ul style="list-style-type: none"> • Letter B to students with an average attendance of 65 to 79% • Letter C to students with an average attendance below 65% and e-mail report to PC 	
8	Week 2 of Following Term		If no response, follow the Procedures for Terminating Enrolment and for Notifying the NZ Immigration Services	

Refer Appendix A for a sample letter.

2.3. Mainstream International Students - Actions required where non-attendance

Since it is not possible to record attendance for students in mainstream courses the following indicator should be used to determine non attendance - Non completion of the first assessment being either a classroom based test or a written assignment.

Should students be identified as non attendees according to this definition the following procedures must be followed:

- 1) Department staff to notify the Student Support Coordinator at the International Office
- 2) Unitec International staff to:
 - a) Check in Peoplesoft for visa and insurance status, and NZ contact details; and
 - b) Generate from Peoplesoft 1st non-attendance letter (Refer Appendix B); and
 - c) Follow up with phone call and email requesting students to meet with Student Support Coordinator
- 3) If the student contacts the Student Support Coordinator, a meeting will be arranged to ascertain the reason for non-completion of coursework and/or non attendance. Further action may include
 - a) Introducing student to Te Puna Ako; and/or
 - b) Assessing students physical and mental health; and/or
 - c) Referring student to Unitec Counselling Service
- 4) Unitec International staff to Inform Department of outcome and update Peoplesoft
- 5) **1 week after 1st non attendance communications**
 - a) If no response to 1st non attendance letter Unitec International staff to follow up with telephone call, TXT and follow –up non attendance email (Refer Appendix C); then
 - b) Email the department for confirmation that the student is still not attending. If the department confirms the student is attending; then
 - c) No further action
- 6) **2 weeks after 1st non attendance communications**
 - a) If no response to previous non attendance communications Unitec International staff to send final non attendance letter (Refer Appendix D) and visit address recorded in Peoplesoft; and
 - a) Email the department for confirmation that the student is still not attending. If the department confirms the student is attending; then
 - b) No further action
- 7) **3 weeks after 1st non attendance communications**
 - a) Email the department for confirmation that the student is still not attending. If the department confirms the student is attending; then
 - b) No further action
 - c) If the department confirms the student is still not attending and the International Office are unable to ascertain the whereabouts of the student, inform Border and Compliance - Termination.northernregion@dol.govt.nz

APPENDIX A. SAMPLE LETTER - CERTIFICATE IN INTENSIVE ENGLISH STUDENTS

Dear

We notice that your attendance at Unitec has been unsatisfactory. We want to remind you of your commitments and offer any help you may need.

Please note that the Certificate in Intensive English course requires an attendance of at least 80%. If your attendance is below 80%, you will not be permitted to sit the final assessments of your course. Also, N.Z. Immigration law requires proof of good attendance if you wish to extend your permit/visa.

If you have been sick or had any problems, please contact our Student Advisor:

Karen Ph: (09) 815.4321 Ext. 6089

Your classroom teachers are also happy to talk with you and help you. Meanwhile, please make sure you attend your classes at Unitec every day.

Yours sincerely

APPENDIX B. NON ATTENDANCE LETTER – MAINSTREAM INTERNATIONAL STUDENT

Dear

We have been informed by your School that you have not been attending classes.

As you are aware, under the terms of your student visa, you must attend your programme of study. If you are having difficulty with your study or if your studies are being affected by some other factor, we may be able to help you, or refer you on to other available services.

Please email me on rcastle@unitec.ac.nz or call me on 815 4321 extension 8856 or 815 4302 to make an appointment to see me. Alternatively please call into the office, (Building 180-2083) as soon as possible.

APPENDIX C. FOLLOW UP NON ATTENDANCE EMAIL – MAINSTREAM INTERNATIONAL STUDENT

Dear

You have not responded to my previous correspondence.

As you are aware, under the terms of your student visa, you must attend your programme of study. Failure to do so will mean that you are in breach of your student visa/permit.

Please email me on rcastle@unitec.ac.nz or call me on 815 4321 extension 8856 or 815 4302 to make an appointment to see me. Alternatively please call into the office as soon as possible.

APPENDIX D. FINAL NON ATTENDANCE LETTER – MAINSTREAM INTERNATIONAL STUDENT

Dear

You have not responded to my previous correspondence.

Your situation is now serious. If you do not contact us within one week of today you leave us with no alternative but to notify New Zealand Immigration Services and have your student visa revoked.

Please contact me on 815 4321 ext 8856 immediately to make an appointment.

REFERENCE DOCUMENTS

- [1] [Code of Practice for the Pastoral Care of International Students](#)

DOCUMENT DETAILS

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1.1	4/11/2011	Unitec International / Dept of Language Studies	Reviewed and updated as required. Inserted into new Unitec procedure template