

OTAGO POLYTECHNIC ACADEMIC POLICY		Number: AP0710.06	
Title:	International Student Attainment and Attendance		
Baldrige Criteria:	3 Customers		
Chief Executive Approval:	Approval Date: 15 December 2016	Effective Date:	15 December 2016
Previous Policy No:	n/a	Review Date:	as required
Contact Authority:	Director: Quality Services	Status:	Current

Purpose To provide guidelines for schools on minimum student attainment and attendance requirements for all International students enrolled in Otago Polytechnic programmes at any campus.

Background Under the Education (Pastoral Care of International Students) Code of Practice 2016, signatories must have processes in place to ensure that international students are maintaining their programme requirements and to follow up in the event that a student ceases attendance before programme completion.

Immigration New Zealand requires all students with a student visa to be bona fide students and behave in a manner appropriate to genuine students.

Otago Polytechnic is also committed to the wellbeing and success of its international students where teaching staff will closely monitor the progress and attendance of each student through a process of observation and enquiry.

Immigration New Zealand implemented key changes in July 2011 requiring students to attend their courses at all times as required unless they have genuine reasons for their absence.

Statutory Compliance The Education (Pastoral Care of International Students) Code of Practice 2016, Ministry of Education New Zealand

National Guidelines Immigration New Zealand (INZ) REQUIREMENTS (extract):
<http://apps.employment.govt.nz/immigration/student-termination>

Where a student ceases to attend or complete their programme of study before the programme is completed a signatory to the Code is required to advise INZ immediately, using their electronic notification form.

Notification is undertaken by completing the electronic notification form on the INZ website ONLY in cases where the institution has terminated the student's enrolment.

When an institution notifies a termination of enrolment, INZ will undertake an investigation – this MAY result in a permit being revoked.

- Policy**
1. **Attendance**
 - 1.1 International students are required to attend for 100% of scheduled class time. Unless there is a good reason such as illness failure to meet this requirement may result in the student's enrolment with Otago Polytechnic being terminated and INZ notified.
 - 1.2 At the commencement of each course/programme, Heads of School are responsible for ensuring that all international students are advised in writing of the requirement for 100% attendance.

2. Attainment

- 2.1 At the commencement of each course/programme, Heads of School are responsible for ensuring that all international students are advised in writing of the required attainment levels.
- 2.2 Students may be refused further enrolment in a qualification or programme of study if they do not make satisfactory progress; and may be refused entry to a higher level programme if they do not demonstrate success within a lower level programme.

3. Principles for Determining Unsatisfactory Progress

3.1. Unsatisfactory academic progress by any student includes the following situations:

- Attendance requirements not met.
- A student who does not pass at least half of the credits in which the student was enrolled within one academic year.
- A student who enrolled in the same course on three occasions and has failed that course unless the programme document stipulates variance
- A student fails to engage in required learning activities including undertaking formative assessments, online learning activities, work or clinical placements, and group/team based projects with other students.
- A student fails to submit summative assessments.

3.2. The Head of School/College/Academic Leader manages unsatisfactory progress with approval from the Director: Quality Services. This will usually be in cases where a student has failed 50% or more of the courses they are enrolled in any given year or fail to meet course requirements as defined in the programme document.

4. Process for Unsatisfactory Progress

- 4.1. If a student's attendance or attainment level is not satisfactory, the Head of School/College/Academic Leader must have a meeting with the student. Depending on the circumstances, a first written notification letter is issued from the school reminding the student of their obligations with the Polytechnic (Appendix A). If after 14 days the student's attendance is still below the acceptable level, a second letter of notification (Appendix B) is activated requesting the student to meet with the Director: Quality Services, Head of School/College/Academic Leader or Programme Manager and the Student Advisor International within a short period of time, usually five days. At this point, either the student enters into a signed agreement (Appendix C), or the Director: Quality Services may decide to recommend that the school commence proceedings to terminate the enrolment. This would usually be the case if the student does not attend the requested meeting.
- 4.2. Scanned copies of letters are required to be attached to the student notes in the Student Management System (SMS).
- 4.3. If the student does not comply with the signed agreement, there will be a final meeting to investigate the situation before instigating the termination of the enrolment.



5. Termination of Enrolment Procedures

- 5.1. Termination of enrolment procedures commence upon the recommendation of the Director: Quality Services. A withdrawal form is completed with the Head of School/College/Academic Leader, Registry and INZ notified.
- 5.2. The Registry Team Leader has delegated authority to complete the electronic notification of a student's termination to INZ immediately after termination.
- 5.3. There is no refund of fees when an enrolment is terminated.

Guidelines

1. Schools/Programmes are required to be pro-active as soon as the first signs of poor attendance, assignments not handed in on time, or a poor level of attainment becomes evident. The school must act immediately rather than allow the situation to continue. The school liaison staff person for international students and/or professional staff from appropriate support services may be consulted and teaching staff must make every effort to resolve the situation and ensure the necessary support is provided.
2. Schools/Programmes must advise the Student Advisor International of any situation affecting an international student's attendance and/or attainment. The Student Advisor International will communicate with the student and this may include home visits.
3. A regular reporting process to the Student Advisor International should be implemented until the pattern or situation is resolved.
4. Where a student with a history of poor attendance or attainment returns to study after a semester break or beginning of an academic year, it is recommended the student enters into a signed agreement prior to class commencement. (Appendix C attached.)
5. Staff working with international students are required to be proactive and work together to ensure students are supported and assisted with these issues rather than have enrolments terminated.

Referral Documents

Programme Documents
Student Programme Information
Terms and Conditions
Terms and Conditions for International Students at Auckland Campus
International Student Arrival guide
AP0521 Programme Entry, Continuation and Exclusion
MP0351 Students Withdrawal and Refund Policy for Year XXXX

Delegation of Procedures

Director: Quality Services
Heads of School/College/Academic Leader
Programme Managers
Student Advisor International
Teaching Staff

Approved by Chief Executive

Date: 15 December 2016



Dear [student name]

Student Attainment and Attendance

I have been informed by [staff member] that you have not been attending class as required. At discussions held with you earlier this semester you were reminded of the requirements of your programme. You were advised that a condition to study at Otago Polytechnic is that you must meet the attendance and assessment requirements of your programme.

This is your first notification letter. A copy of this letter is being sent to your parents (if applicable) and to the Student Advisor International. Please note that we view this situation very seriously. Your attendance will continue to be monitored closely.

If you are unsure of the attendance and attainment requirements of your programme, please refer to the student programme information or discuss with me. If, after 14 days, your attendance is still below the acceptable level you will receive a second and final notification letter from the Head of School/College/Academic Leader.

The second notification letter will require you to attend a formal meeting with the Director: Quality Services, the Head of School/College/Academic Leader or Programme Manager and the Student Advisor International. You have the right to have an advocate/support person at this meeting, and to call on others to give evidence in support of your situation. At this meeting it will be decided if you can continue your studies at Otago Polytechnic, or you may be asked to leave. If you are asked to leave then Immigration New Zealand will be advised and this may result in your student permit being revoked.

If you wish to discuss this letter with the Student Advisor International please email studentsuccess@op.ac.nz or phone 03 479 3743.

Yours sincerely

st

Programme Manager



Dear

Second and Final Notification Letter – Student Attainment and Attendance

We have been informed that you have not been attending classes as required.

Please find attached a copy of the first notification letter already sent to you outlining our position with regard to your non-attendance and/or attainment. This is the second and final notification letter and a copy is being sent to your parents (if applicable), the Student Advisor International and the Programme Manager.

You are required to come to a meeting at _____ on _____ to meet with the Director: Quality Services, the Head of School/College/Academic Leader or Programme Manager, and the Student Advisor International to discuss the situation. At this meeting, depending on your circumstances, you may enter into a signed agreement to adhere to your programme requirements or proceedings may start to cancel your enrolment at Otago Polytechnic.

You have a right to have an advocate/support person at this meeting, and to call on others to give evidence in support of your situation.

If we have not heard from you by _____ procedures will commence for your withdrawal from Otago Polytechnic and your enrolment terminated. Immigration New Zealand will then be advised of your termination and this may result in your student visa being revoked.

Yours sincerely

Head of School/College/Academic Leader



STUDENT AGREEMENT

I, _____ understand and accept that because of my poor attendance and/or unacceptable level of attainment, my continued enrolment in the _____ is dependent on my meeting the following criteria:

1. I must attend 100% of classes and tutorials for which I am enrolled. A record will be kept of my attendance.
 2. If I cannot attend a class I will inform the school administrator _____ by email at _____@op.ac.nz or by phone _____.
 3. A medical certificate, or letter from other health professional, is required to be given to the school administrator if I cannot attend due to illness.
 - 4a. If I miss classes, but have not received the first and second notification letters, the Otago Polytechnic Policy AP0710 International Student Attainment and Attendance will be implemented. I will receive a first notification letter reminding me of my obligations, and if I continue to miss classes I will receive a second letter requiring me to attend a meeting with the Director: Quality Services where it may be decided that my enrolment at Otago Polytechnic could be terminated.
- or**
- 4b. If I miss class and have previously received from Otago Polytechnic first and second notification letters, I will be required to attend a final meeting to investigate my circumstances, before the Otago Polytechnic may instigate the termination of my enrolment.
 5. If I do not pass at least half of the credits for which I am enrolled in for this academic year I will not be allowed to continue studying the _____.
 6. To encourage and monitor my progress I will meet with the Student Advisor International beginning at _____ until deemed unnecessary by Otago Polytechnic.
 7. To increase my study skills, I will attend as directed appointments with a Learning Advisor.

It is my responsibility to make sure that the school has an up-to-date address and contact information for the duration of my study.

..... (Signed) (Date)
 (Student Full Name)

Programme Manager (Signed) (Date)

