

Frequently asked questions: Academic Progress & Attendance

Attendance

Q: The 90% minimum attendance is rather high, and would 80% be more realistic?

A: 90% is the existing expectation for YCCI, whereas NZST group was equivalent to 95%. This minimum attendance expectation therefore shouldn't cause much disruption/concern.

Q: Is the attendance not measured by days anymore

A: Correct, it is measured by percentage now

Q: How do we deal with our current/rollover students we already informed them that attendance is measured by days, and got them to sign the student handbook to acknowledge that

A: We may need to get them to sign a new handbook which states that the attendance is measured by percentage. When looking at the change from days to %, the NZST/CA/E programmes actually worked out to be the equivalent of 95% attendance – so changing to measure in % and it being 90% is actually better/achievable for the students. This shouldn't cause any issues, but we do need to consider how to approach this for any rollover students.

Q: Are attendance requirements different for domestic and international students e.g. 80% minimum attendance for domestic students and 90% for international students?

A: The 90% minimum attendance is for both domestic and international students, this is to make sure we have high standards and ensure our students are work ready.

Q: When the student attendance goes below 90%, do they still need a Learner Support Plan?

A: They only need the plan if they are not up to date with their assessment and not progressing as expected, more guidance is available on the procedure. TL need to use their judgment to make the call if the plan is needed.

Q: For online students, where non-attendance through failing to log on to the platform is 5 consecutive days in a 7 day period, does that mean TL check once a week is enough

A: It is better not to wait until the 7th day, we expect the students to login at least once in each 3- 4 days. Logging on and off is insufficient they need to engage with the teaching resources.

Q: For attendance consider the scenario of a student being away for 5 days and so we contact them at the end of the 6th day, and they contact us on the 7th day if they repeat the behaviour within a month, do we consider the 2nd time is a 2nd instant or 1st instant?

A: The second time will be considered the second instance and the third time non-attendance without notification occurs the student should get a day notification (as it is considered the third instance).

Q: Do we still ring the emergency contact after the third day of non-contact (we call it a welfare check).

A: Yes, it is expected that you will attempt contact the student on each day of absence – if their attendance behaviour is out of character or you have concerns for their wellbeing, use your judgement and consider ringing their emergency contact. Be mindful of the information you give out to over 18 students, due to the privacy act.

** information to clarify this has been added to the Attendance procedure*

Q: How do we manage under 18, we are currently ringing the emergency contact after three days of the student becoming uncontactable, do we continue to do the same? For over 18, our current practice is to include a text to say the next contact is your emergency (in day three)

A: Yes, you can continue to do this if you feel the absence is out of character for the student, or you have concerns for their wellbeing.

** information to clarify this has been added to the attendance procedure.*

Q: If international students are not in by 9 O'clock do we still contact them

A: Yes, this is mentioned in the attendance procedure.

Q: Is there a code for students if they leave early

A: yes, it is the same code for arriving late

Q: For the on-campus team the tutor contacts students daily, it is not the practice for online at this stage

A: We can get the tutor to contact them, as check-in is good practice

Learner Support Plans

Q: Previously the Learner Support Plan (LSP) was a condition of extension given to the students, rather than a 'may be required'. Has this changed?

A: There are many instances where a LSP may be required. For example, this may depend on how much learning the student has missed, how many assessments are outstanding, whether you feel this would assist the student to keep on track etc. Please refer to the Academic Progress procedure for more information.

Q: If the students does not meet the LSP, do we send a concern letter or create another LSP?

A: On a case-by-case basis. If the student completes 3 out of 4 actions but has made progress, you might decide to extend the due date or create another LSP for the incomplete work. If a student makes no/minimal attempt to complete the LSP, you will need to consider disciplinary action.

** A comment section has been added to the bottom of the LSP form so that details can be recorded.*

Q: Is the LSP a reactive approach to failure and does it relate to extensions?

A: The LSP is a proactive approach to supporting a student to achieve their studies.

We are tightening up on extensions and now any students who do not submit on time should have a justifiable reason for getting an extension through the special consideration process.

Q: Is the LSP form valid if the student didn't sign it

A: If it is created with the students, we need the students to sign it, otherwise we are not sure they agree to it. They can confirm the agreement by email or Teams and we need to keep the agreement confirmation for our reference.

Q: Do we have some time frame in mind, different students have different needs, so do we have a review date for the LSP

A: There is no review date on the LSP document, but it is expected that the Tutor will monitor the students' progress. It could be that the Tutor puts a quick outlook reminder into their calendar to check in with the student.

Issuing Letters

Q: Do the revised procedures involve replacing the many plans, forms & letters we are using currently?

A: Yes, we are replacing all these letters/forms with one LSP – for example, you will no longer use an Action Plan, Learner Plan, Learning Support Plan or any previously titled document.

Q: Does the concern letter come from the Team Leader (TL)?

A: Yes, it is created and signed by the TL. The TL can enlist assistance (for example from the Administrator) to send it out such as via post, however, it is the TL that is responsible for arranging the letter.

Q: Regarding sending the concern letters by email, some students may not check their emails, can we send it via MS Teams as well?

A: Yes. There is guidance in the Withdrawal procedure about sending letters via two forms of communication – email, Teams, and post – so we would expect to do the same here.

Q: If the student made us aware of the circumstances, can we recognize this somewhere?

A: The last paragraph of the letter is editable so you could acknowledge this here if needed.

Q: When the allowance suspension came into the process this was powerful to get students' attention. Are we going to continue to do this?

A: There is information on the letter that mentions impacts to Studylink support – it is the same information as on the withdrawal letters.

Q: A student who was absent for a long time but always contacted us just before the 5th consecutive day due, and consistently repeated it, how do we cover similar situations?

A: We will look at the wording and see if we can cover this situation in the procedure

Other areas

Q: Can we create a student information document, to explain what engagement with learning looks like?

A: The programme documents state the number of hours the student should spend on studying and engaging with e.g. online learning materials; providing more information will be given consideration

Q: When is it expected that training should be done with our staff as new intakes are on next week Monday?

A: It is up to TLs to arrange a session time with your tutors. We recommend touching base on the main information that they need to inform students about during the orientation ASAP – such as attendance expectations. We realise this is a tight turnaround however please try to roll out communication asap, as we will be training you on another procedure next week.