



PROCEDURE OVERVIEW

This procedure supports the Student Attendance Policy by outlining the College's process for communicating attendance expectations, recording attendance, identifying attendance concerns, coordinating supports, documenting follow-up, and determining outcomes when attendance requirements are not met. Attendance concerns are addressed in a consistent, fair, timely, and support-focused manner that recognizes the realities of adult students while supporting student success and academic progress. Where a program is delivered through a credit-granting institution, that institution's attendance requirements may apply and take precedence in the event of a conflict. More specific operational steps, forms, documentation requirements, and role-based guidance are outlined in the related Standard Operating Practice.

ROLES AND RESPONSIBILITIES

Students

- Attend all scheduled classes and learning activities
- Communicate absences to the instructor as soon as possible
- Engage in attendance support processes
- Meet program attendance requirements

Instructors

- Record attendance accurately and consistently
- Monitor attendance patterns and identify concerns early
- Follow up with students when attendance concerns arise
- Refer attendance concerns to the Program Coordinator and Student Services when required

Program Coordinators

- Manage referred attendance concerns and coordinate next steps
- Ensure consistency across instructors and programs
- Document support, intervention, and follow-up activity
- Support recommendations for Program Exit when required

Student Advisors / Student Services

- Respond to referrals related to attendance barriers or student support needs
- Provide or coordinate appropriate student supports
- Communicate relevant follow-up to the Program Coordinator, where appropriate

Out-of-Scope Program Supervisors

- Review escalated attendance concerns
- Support consistent decision-making, including Program Exit where required
- Ensure the procedure is followed



Vice President, Academics

- Provide oversight of attendance policy implementation
- Support consistency across academic programs

Vice President, Student Services

- Provide oversight where attendance concerns relate to student well-being or support needs
- Support appropriate alignment of student services and supports

ATTENDANCE THRESHOLDS AND ESCALATION

Attendance management should begin with communication, monitoring, and support before moving to formal outcomes. The College will consider attendance patterns, student engagement, academic progress, and any applicable program or credit-granting institution requirements when determining the appropriate response. The following attendance thresholds require documented follow-up and referral to the Program Coordinator:

If a student falls below the program attendance threshold: This includes the minimum attendance requirement established for a specific program or by the applicable credit-granting institution, as communicated to students at the start of the program.

Three consecutive class days of absence without contact: This threshold requires documented outreach, referral, and Program Coordinator follow-up.

Ten days of absence within a calendar month: This threshold requires documented outreach, referral, and Program Coordinator follow-up.

In all cases, the staff will follow this procedure and the Student Attendance Standard Operating Procedure.

ATTENDANCE MANAGEMENT REQUIREMENTS

1. **Attendance expectations.** Program attendance expectations must be established before the start of a program and communicated to students at the beginning of the program. Expectations must include applicable program-specific requirements and any requirements set by a credit-granting institution.
2. **Attendance records.** Attendance must be recorded accurately and consistently using the approved attendance tracking process for the program. Lateness is not recorded as an absence; however, repeated late arrival may be addressed when it affects learning, participation, or academic progress.
3. **Identification of concerns.** Attendance concerns must be identified as early as possible through regular monitoring of attendance patterns and student engagement. Attendance is an early alert tool used to ensure supports are provided early; therefore, referral to Student Services is required before attendance becomes a significant concern.



4. **Referral.** Attendance concerns must be referred to Student Services and the Program Coordinator when a pattern is established, an attendance threshold is reached, a student has been absent for three consecutive class days without contact, or a student has accumulated 10 days of absence within a calendar month.
5. **Response.** When an attendance concern is referred and there is an attendance breach, the Program Coordinator manages the response in accordance with this procedure and the Student Attendance Standard Operating Procedure, including any staged supports, conditions, monitoring, or outcomes.
6. **Outcome determination.** If attendance concerns continue after documented outreach and support, an outcome may be recommended in accordance with applicable College policy, credit-granting institution requirements, this procedure, and the Student Attendance Standard Operating Procedure. The student's academic progress and performance must be considered when determining the appropriate response.

RETURNING AFTER AN ABSENCE

When a student returns after an absence, attendance expectations must be reviewed, and appropriate supports may be discussed to help the student resume participation and remain on track academically.

Any additional monitoring, conditions, formal supports, or follow-up must be documented and coordinated through the Program Coordinator.

EXCEPTIONAL CIRCUMSTANCES

Where illness, medical reasons, bereavement, or significant personal circumstances affect attendance, the College may provide reasonable flexibility and supports. Students remain responsible for completing coursework and meeting program requirements, and any catch-up expectations or timelines must be documented where required.

DOCUMENTATION REQUIREMENTS

Attendance documentation must include attendance records, required referrals, related student communication, and any supports, conditions, follow-up, or outcomes connected to the attendance concern.

Documentation must be objective, timely, consistent, and maintained regardless of outcome.

CREDIT-GRANTING INSTITUTION:

If an attendance concern involves a student enrolled in a program where Northlands College is not the credit-granting institution, the Program Coordinator must consult the credit-granting institution as early as possible. This consultation is intended to confirm the applicable attendance requirements, reporting expectations, documentation requirements, timelines, and next steps. Where the credit-



granting institution has authority over attendance requirements or related outcomes, its policies and procedures take precedence.

APPEALS

Students may appeal decisions made under this Procedure in accordance with the Student Appeals Policy (Policy 304), where the decision is appealable under that Policy. Students must be advised of their appeal rights, applicable timelines, and any applicable credit-granting institution appeal process.

RECORDS MANAGEMENT

Student attendance documentation will be maintained in accordance with college records retention requirements, privacy legislation, and applicable institutional requirements.

Records will be stored securely, shared only with authorized individuals who require the information to perform their duties, and managed in accordance with college records management and privacy requirements.

AUTHORITY

Authority for the application of this procedure is vested in the Office of the Vice-President responsible for Academic Programs

Policy Originated: April 20, 2024 Previously Named Learner Attendance (412)	Approved by: Board of Governors
Procedure separated: June 2026	Approved By: President & CEO
Last Approval Date: June 13, 2026	
Accountable Officer: The Vice President Responsible for Academic Programs	Responsible Officer: Program Coordinators and Out-of-Scope Administrators