Higher Education
Attendance Policy

Owner	HE Office
Version Number	1.7
Effective Date	March 2022
Date to Be Reviewed	July 2025

Contents

1. Introduction 3
2. Attendance Procedure 3
3. What to do in the event of a period of absence 4
4. Prolonged or Repeated Absence 4
5. Prolonged or Repeated Absence – the Process 4
6. Student Attendance Support 4
7. Student ‘At Risk’ Process 5
8. Prolonged or Repeated Absence – Process Flowchart 6
9. Prolonged or Repeated Absence – Example Letters sent to Students 7
10. Withdrawal/Suspension: Student Record Update 8
11. Appendix One: Withdrawal Form 9
12. Appendix Two: Student Attendance Support Flowchart 10
13. Appendix Three: Safeguarding Concerns for Adults 11
14. Appendix Four: Revision History 12

1. Introduction

The College wants all students to achieve the qualification for which they have registered. In order for students to be successful, it is important that they engage fully with their programmes of study. This engagement includes: attending all formal teaching sessions; completing directed, group-based and independent study activities outside scheduled teaching; and undertaking all assessments.

The College monitors student attendance making use of attendance registers (which lecturers complete online) in a way that is appropriate for the programme and its mode of study. The College also offers support to students facing difficulties that may hinder their academic progression. Where programmes feature specific attendance requirements students will be informed at the beginning of the programme.

2. Attendance Procedure

Students will be advised about attendance requirements and the importance of attending classes, both orally and in writing through mechanisms such as induction events, course and module handbooks and via Canvas.

Attendance at - and absence from - all timetabled sessions will be recorded and monitored following the College Register system. The marks applicable to Higher Education students are shown in Table One below.

Table One	
Register Mark	Reason
C – Contact Mark	When someone applied a C mark to a register it means that the student has not attended as required. The C mark will trigger a text and / or email to the student and if previously agreed, an employer confirming non- attendance.
/ - Present	The student is present in class.
L – Late	The student has attended but is late.
D – Distance Learning	This mark should only be used if the student cannot attend College and can only complete their qualification via distance learning. The use of Distance Learning can only be approved by a Head of Quality or Associate Director of Quality and used by the Registry Team.
P – Placement	This is to be used if the student is at Work Experience or if an Apprentice has to remain at work which has been communicated by the employer. This mark can only be used by the Work Placement Team.
O – Absent	Following the C mark, if a student has not responded to the texts or phone calls then the mark from a C will change to an O.
X – Left Early	This mark should be used if a student has left the class early.
E – Excused (HE students only)	This mark should be used if the student has been excused from class but MUST only be used for HE students.
R – Not Required (Tutorial Only)	This mark should be used if there is a Tutorial scheduled but set 1-2-1 reviews are taking place with students. The R mark should only be used for those students who do not have a 1-2-1 set and therefore do not need to attend the timetabled Tutorial.

N –Class Not Held	The class has not been held.
S – Sitting an Exam	The student is sitting an exam.

3. What to do in the event of a period of absence

If students are unable to attend their normal timetabled classes, they should follow the contact procedure outlined in their Programme Handbook as soon as they are aware that they will not be attending.

Students should give a target date by which they will be able to return to normal timetabled classes. This date will enable the Programme Team to identify how best to support students during their absence.

4. Prolonged or Repeated Absence

If students miss a significant number of sessions (for a module, this could be between 3-4 classes in sequence) students will be contacted by a member of staff. The College wants to help students begin attending again and to ensure that they complete their course, and so the Programme Leader or Year Tutor will explore ways to support students.

Where it is clear that, having explored all avenues, a student is no longer engaging with their programme of study, arrangements will be made to withdraw the student from the course and from the College. The College will also report this situation to external authorities as appropriate. This could include the Student Loan Company, Professional, Statutory or Regulatory Bodies, or Employer/Sponsors. The College takes all reasonable steps to avoid the final step of withdrawing students

5. Prolonged or Repeated Absence Process

The step-by-step process the College follows in supporting students with prolonged or repeated absence is outlined in section 8 of this document. The flowchart refers to three letters written to students during the Prolonged or Repeated Absence Process, examples of which are included in section 9.

6. Student Attendance Support

Attendance is monitored closely to ensure that all students are getting the best from the programme. Should a student need to miss a session for any reason, they are required to email the lecturer beforehand. Where a lecturer notes that a student has not attended, without prior warning, the student is emailed at the end of the session, asking if the student is well and reminding the student that they are required to let lecturers know if they cannot attend.

Where a student misses three consecutive sessions, the Year Tutor (or Programme Leader) also contacts the student with an invitation to attend a formal meeting. Having discussed attendance issues with the student, it is possible that a student may disclose a safeguarding or wellbeing issue. In this circumstance, the Year Tutor (or Programme Leader) refers the student to the HE Head of Student Engagement who can, where necessary, direct students to the relevant confidential support (personal, financial, etc.). Where students are facing

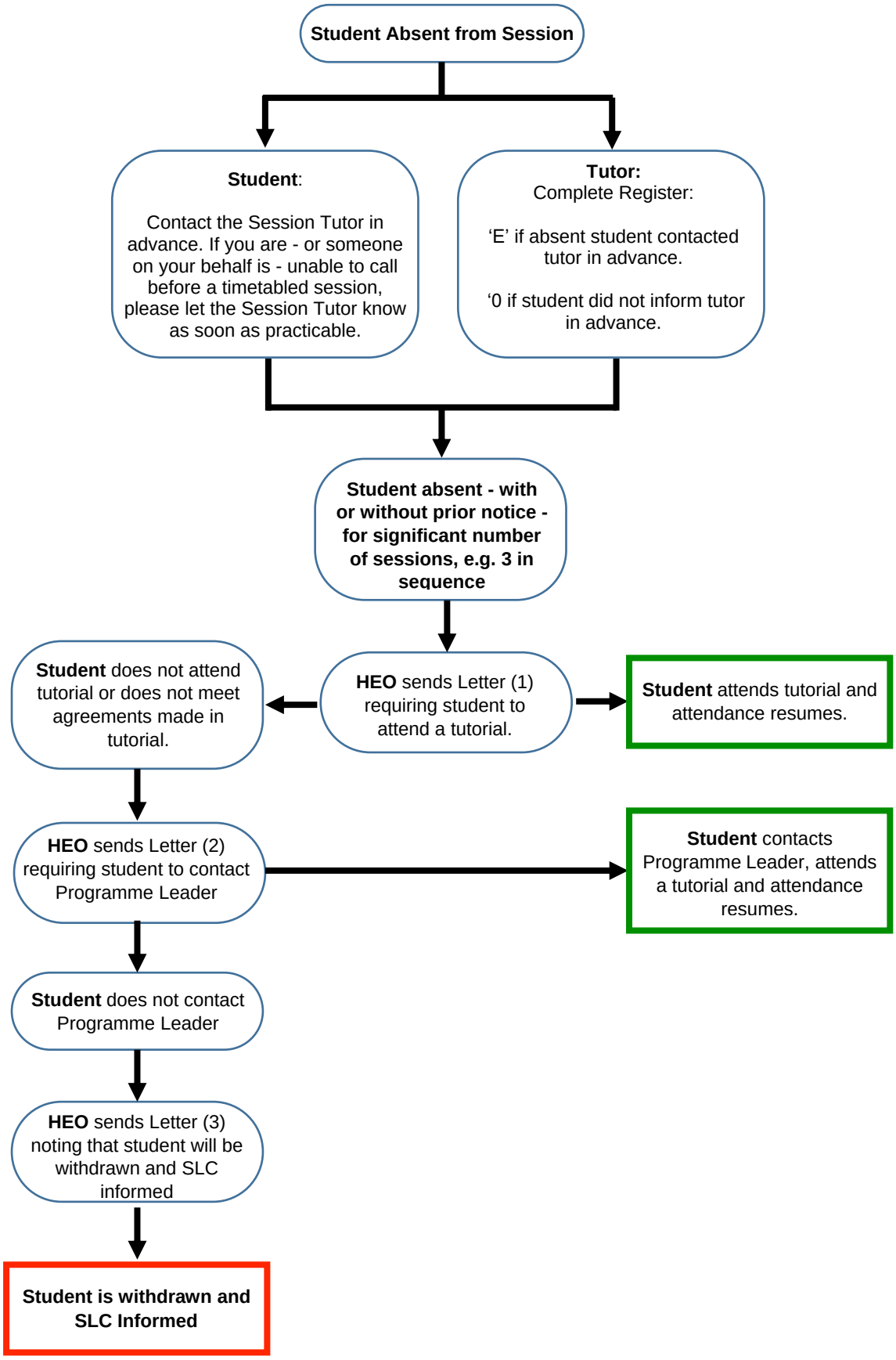
difficulties, it is vital to ensure they get the right support and where necessary, facilitated to claim extenuating circumstances for assignments, or if appropriate, suspend or withdraw from a programme. A Student Attendance Support process diagram is appended to this document. A list of example Safeguarding Concerns for Adults is also appended.

Where a student who has missed three consecutive sessions does not respond to a formal invitation to meet with the Year Tutor (or Programme Leader), the students will also be referred to the HE Head of Student Engagement.

7. Student 'At Risk' Process

In addition to the attendance support activities noted above, the HEO works with the Registry, Faculties, and Programme Leaders to forecast all students' end of year grades at three points across the academic known as Assessment Points 1 through 3. As part of this process, any student whose academic performance may be 'at risk' is, as with the attendance support measures noted above, encouraged to meet with the HE Head of Student Engagement College who can, where necessary, direct students to the relevant confidential support (personal, financial, etc.). A Student Attendance Support process diagram is appended to this document.

8. Prolonged or Repeated Absence: Process Flowchart



9. Prolonged or Repeated Absence – Example Letters sent to Students

The Flowchart in Section 6 (above) refers to three letters. Examples of these letters are offered here.

Letter 1 - Example
[Student Address] Dear [Student Name], RE: Attendance [Programme Name] It has been brought to my attention that your attendance for the above course is below the College targets. It is vitally important that you fully engage in your programme of study and show your commitment to the course. The academic team and your Personal Tutor have expressed concern and would like to help. As a consequence, I require that you attend a meeting with [Programme Leader Name] and here at the College [Date and Time of Tutorial] to discuss the above. Please bring along any supporting evidence for your absence. Should you wish to discuss this further, please don't hesitate to contact me on [Contact number and email address].

Letter 2 - Example
[Student Address] Dear [Student Name], RE: Attendance [Programme Name] It has been brought to my attention that you have not attended any lectures since our meeting on [Tutorial date and time]. As discussed, with your Programme Leader, we are concerned that you are at risk of falling behind with work and ultimately, of being unable to progress. Or It has been brought to my attention that you have not responded to your Programme Leader's letter requiring you to attend a tutorial to discuss attendance issues. At this point, there are a number of options available including, but not limited to, re-engaging with your course, applying for extenuating circumstances, suspension of studies or withdrawal. It is important that you contact us so that we can identify the best way forward for you. Please can you contact your Programme Leader by [Date], to discuss the next steps. If your Programme Leader does not hear from you by [Date], you will be automatically withdrawn from the programme. You also need to know that information concerning your engagement with the course will be shared with Student Finance England.

Letter 3 - Example
[Student Address] Dear [Student Name], RE: Withdrawal [Programme Name] As your attendance issues have not improved . . . Or

As we have written to you on two occasions, the first inviting you to a tutorial to discuss your attendance [date] and the second requiring you contact your Programme Leader [date] and we have not heard from you . . . . . . I can confirm that we have withdrawn you from the above programme with effect from the last day of your attendance, [date]. This information will be passed to Student Finance England in due course. We wish you all the very best for your future.

10. Withdrawal/Suspension: Student Record Update

When *withdrawing* a student, you must first submit a Change Request in ProSolution for a Withdrawal, confirming the last date of attendance and the reason for leaving (e.g. 'Personal', 'Ceased to Attend', 'No Contact', 'Employment'). Registry will confirm the withdrawal with the SLC as part of their regular attendance confirmations. The HEO will send a letter to the student confirming their withdrawal from the programme.

If a student is *suspending* their studies, you should first have referred to the following sections in the College HE Extenuating Circumstances Policy, and ensured that an application for suspension of studies has been submitted and approved by the Extenuating Circumstances Panel:

- 3.7
- 15
- 23.

If the application has been approved, submit a Change Request in ProSolution for a Withdrawal, select 'Deferred (HE)' as the reason and add a note stating when the student is expected to return. The HEO will inform Registry and Admissions so an unconditional offer can be made for the next suitable intake. Registry will confirm the suspension with the SLC as part of their regular attendance confirmations. The HEO will send a letter to the student confirming their withdrawal from the programme.

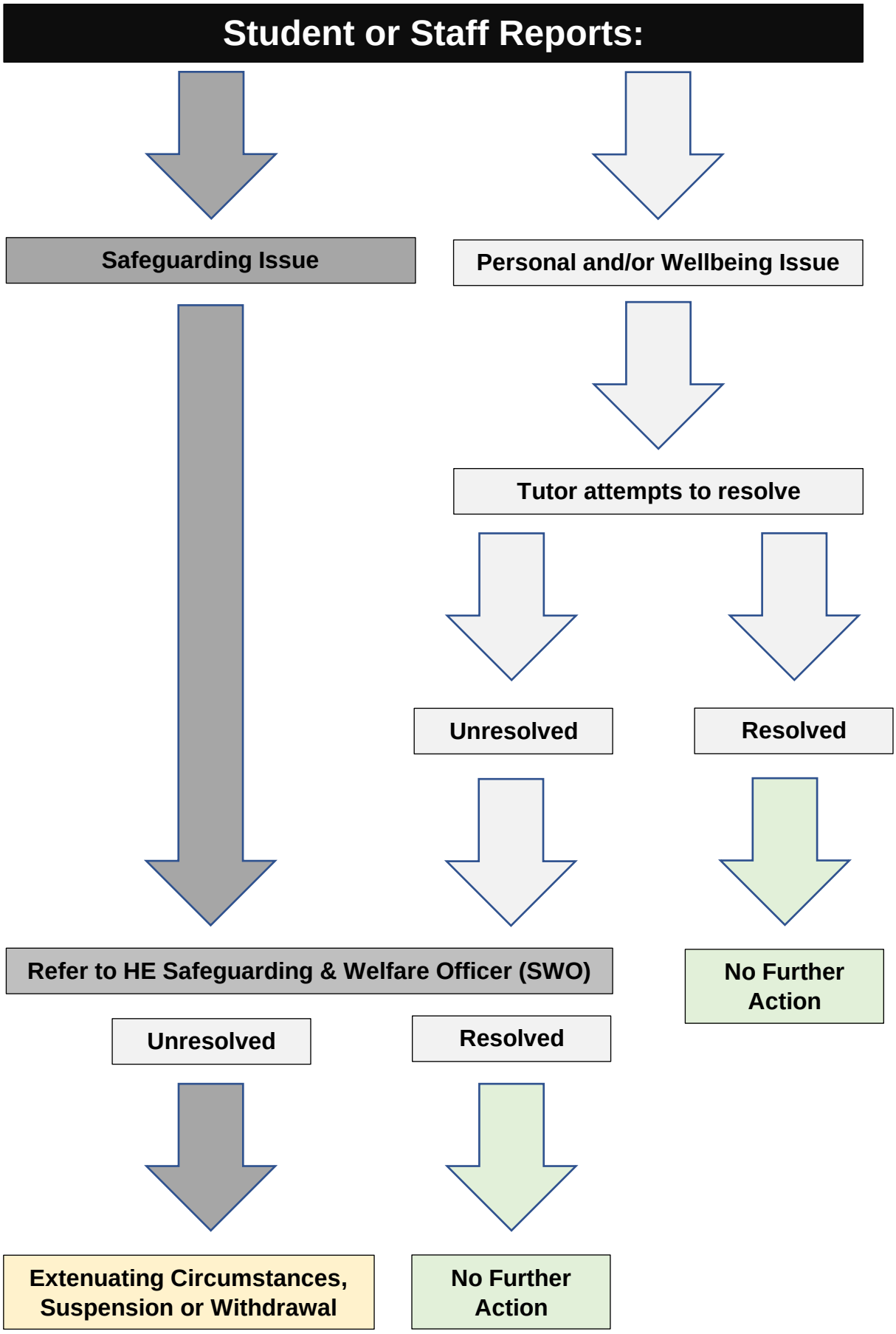
By following these processes, you are confirming that:

- Student has been contacted regarding attendance issues and warned of academic and financial Implications of being withdrawn by the college due to Prolonged or Repeated Absence or Non-Attendance (you may be asked for evidence of three attempts to contact the student).
- Student has been advised of academic and financial Implications of withdrawal/suspension.
- Student has been advised on alternatives to withdrawal/suspension.

11. Appendix One: Withdrawal Form

Available here.

12. Appendix Two: Student Attendance Support Flowchart



13. Appendix Three: Safeguarding Concerns for Adults

Safeguarding concerns for adults include:

- Physical Abuse
- Psychological Abuse
- Financial/Material Abuse
- Sexual Abuse – including revenge porn
- Organisational Abuse
- Neglect
- Discriminatory Abuse
- Domestic Violence
- Modern Slavery
- Self-Neglect
- Radicalisation
- Mental Health – Suicidal thoughts, hearing voices, crisis team involvement, self
- harm, eating disorders, addictions
- Homelessness
- Honour Based Abuse
- Faith Abuse

14. Appendix Four: Revision History

Version	Date	Detail
1.0	September 2017	
1.1	May 2018	Document edited for clarity and to homogenise presentation. Added sections 5 to 7 and implemented URLs to College website HE Essential Information page. Added Suspension/Withdrawal form.
1.2	August 2019	Suspension/Withdrawal Form (Appendix 1) modified,
1.3	November 2019	Section Withdrawal / Suspension – Student record update added. Form removed.
1.4	April 2021	Student attendance support and At Risk text and flow chart added.
1.5	January 2022	Checked for accuracy.
1.6	March 2022	Process flowchart updated.
1.7	March 2022	Suspension form removed and references to Extenuating Circumstances form/process added on page 8.