



## **UCP-ATT001 Higher Education Student Attendance Policy**

### **1. INTRODUCTION**

- 1.1 The Student Attendance Policy has been developed as part of University Centre Peterborough's (UCP's) commitment to provide a supportive learning environment in which encouragement is given to all students to develop a range of skills and approaches to their studies.
- 1.2 UCP has responsibilities to a number of bodies to ensure students attend the programmes on which they are enrolled and to encourage engagement leading to successful outcomes in assessments. Attendance and engagement are key components in student retention, progression, achievement and employability.
- 1.3 Students are expected to attend all taught sessions for the courses on which they are enrolled, come to class prepared, and be active participants in both group work and their own individual learning experiences. They are expected to engage with and participate in guided independent study and do so regularly and on time.
- 1.4 This procedure outlines the procedures for staff who are responsible for monitoring student attendance.

### **2. PURPOSE**

- 2.1 UCP recognises the investment that students and their sponsors make when a student enrolls on a programme. As a responsible institution, UCP has a duty to act on non-attendance or lack of engagement so that students can be supported to successfully complete their programmes of study.
- 2.2 The purpose of this procedure is to have a clear guidance that:
  - a) applies a uniformity and consistency of treatment across UCP;
  - b) provides clear guidance on the process to be followed when a student's attendance is below that expected;
  - c) enables up-to-date student information to be available;
  - d) serves as a UCP procedure statement to any interested third parties;
  - e) enables accurate data to be provided for statistical and audit purposes;
  - f) provides evidence for the appropriate funding body that students are on programme.

### **3. SCOPE**

- 3.1 This policy applies exclusively to all Higher Education provision offered by University Centre Peterborough. This also applies to sub contractual provision.

### **4. RELATED DOCUMENTS**

<http://www.ucp.ac.uk/policies/>

- UCP-ASS007 Higher Education Student Intermision of Study Procedure
- IEG-EDI002 special Educational Needs and Disabilities Policy
- UCP-FIT001 Higher Education Fitness to Practise Policy

- UCP-DIS001 Higher Education Student Disciplinary Policy and Code of Conduct
- HE Student Charter
- Terms and Conditions of Admissions and Enrolment
- IEG-GDPR01 Data Protection Policy
- UCP- FIN001 HE Tuition Fee Policy

## 5. RESPONSIBILITIES

5.1 The following people are responsible for ensuring this procedure is followed.

**UCP Student Support** is responsible for tracking student's attendance and engagement. It is also responsible for engaging with students who are not attending, following the stages and timescales outlined in this procedure.

**Tutors** are responsible for accurately recording on registers student's attendance and engagement in taught sessions. They are also responsible for communicating with students whose attendance is a concern and for referring them to UCP Student Support where required. When requested, they are expected to provide UCP Student Support with the last date of student engagement.

**Students** are responsible for attending all taught sessions, engaging with and participating in guided independent study and doing so regularly and on time. Where they have a valid reason (for example medical appointment) for not attending a taught session they must communicate this to their tutor before the session, or as soon as is reasonably possible. It is also the responsibility of the student to understand that there may be fee implication so withdrawing or being withdrawn by UCP. These are outlined in section 8 of the HE Tuition Fees Policy

## 6. RISK ANALYSIS

6.1 This policy is required to ensure that student's attendance and engagement is monitored.

### **Analyse risks of non-adherence to this policy**

6.2 Failure to adhere to this policy could lead to academic failure of students, complaints, inaccurate reporting to Student Finance England and non-adherence to UCP's Office for Students (OfS) conditions of registration.

### **Staff training needed**

6.3 All staff involved are required to undertake annual training delivered by the HE Student Support Team to outline the support that is available and the process by which students can be referred for support if they have attendance issues.

## 7. DATA PROTECTION

7.1 UCP complies with the provisions of the General Data Protection Regulation Data Protection Act, 2018. As such, applicants' and student data are treated as confidential by all staff involved in this process and is not divulged unnecessarily or inappropriately. However, the aforementioned Act requires UCP to release certain information to UK authorities upon request in order to assist those authorities with the prevention and detection of fraud or other crimes. We will release the requested information on receipt of an appropriate request from UK authorities such as (but not limited to) the police, Home Office (for immigration and related matters), local authorities, and the Department for Work and Pensions.

- 7.2 We may use anonymised data collected as part of an individual's attendance record for the purpose of fulfilling statistical and reporting requirements.

## PROCEDURE

### 8. Attendance and Engagement Definitions

- 8.1 Attendance is defined at UCP as the physical presence of the student in the learning environment for the entire scheduled taught session (face-to-face or online) as required by the programme. For example
- lectures, seminars, lab sessions, tutorials
  - examinations, on-line tests, in-class tests
  - video conferencing of live sessions,
  - participation in an online forum.
- 8.2 Attendance is taken by tutors in on-line registers within the UCP'S student records system during each taught session.
- 8.3 Every student unauthorised absence from a session, is recorded as '0' in online registers.
- 8.4 If an inaccurate absence can be shown to have been recorded, the tutor can either make the change or can request that this be rescinded from Management Information Services.
- 8.5 Engagement is defined at UCP as the activity of engaging with, and participating in guided independent or group study activities, assessment and feedback, and any other activities required by the module and/or programme. For example;
- Submitting work for formative and/or summative assessment
  - Accessing and/or interacting with recordings and completing tasks in virtual learning environments
  - Undertaking placements
  - Attending Academic Personal Tutorial meetings
  - Attending a compulsory meeting with Student Support and/or the HE Manager.
- 8.6 If a student is anticipating an absence for an extended period, they may need to suspend their studies, in advance, for one or two semesters. The Higher Education Student Intermission of Study Procedure gives further information about the procedures for this.
- 8.7 If a student is unable to meet a deadline for assessment as a result of absence, they should refer to the Higher Education Extenuating Circumstances Policy.

### 9. Support for Students

- 9.1 It is expected that students attend all taught sessions engaging with and participating in guided independent study and do so regularly and on time. Students facing difficulties that are impacting on their ability to attend university (for example, suffering from a health condition, is a care leaver, etc.) are expected to seek support from their Personal Tutor or Student Support.
- 9.2 A student facing difficulties in terms of attendance or completing coursework can find advice via the Student Support Hub page on Canvas or, can make an appointment with a Student Advisor by:
- visiting the UCP Support Centre in person or via the Canvas Hub,
  - emailing support@ucp.ac.uk or
  - telephoning 01733 214466

## **10. Distinguishing an absent student: Process, Timescales and Deadlines**

- 10.1 **STAGE 0:** Student Support run weekly automated reports from the student record system which identify student's attendance data recorded on registers. If a student's attendance drops below 75% for the academic year or Course Leaders inform Student Support of 3 consecutive weeks of absence; the Student Support team will then inform the appropriate HE Manager before contacting the student (see stage 1).
- 10.2 **STAGE 1:** The student will receive a correspondence letter (LETTER 1) from Student Support when a student's attendance is reported as being below 75% for the academic year or there is an unauthorised absence for three consecutive weeks, querying the absence and offering pastoral support. This letter will state a 10 working day deadline in which the student must respond and undertake the actions outlined in the letter.
- 10.3 **STAGE 2:** A formal discussion about the attendance is had with the student if contact is made. This includes querying the absence and offering pastoral support. The consequence of continued non-attendance is outlined such as the reported effect it has on student's grade profile.
- 10.4 At this stage, if the student has not been in contact with any of the staff members listed under section 5, then the procedure moves to STAGE 3. Once STAGE 3 is authorised the student will have up to 10 working days (from the date of letter 2) to contact UCP before a formal withdrawal is actioned.
- 10.5 **STAGE 3:** Student Support sends correspondence letter (LETTER 2) to the student, querying the absence and offering pastoral support. This letter will state a 10-working day deadline in which the student must respond and undertake the actions outlined in the letter.
- 10.6 If the student's attendance and/or engagement remains inactive, the HE Manager will authorise Student Support to complete a withdrawal. The student is notified in writing of the withdrawal, giving a 10-working day notice period before the withdrawal is processed. (LETTER 3). The withdrawal is reported to the Exam Board (OU Awards) or Assessment Panel (ARU and Pearson Awards) so that any credit and exit award can be confirmed.

## **11. Student engagement in the process**

- 11.1 Students who engage with the staged process outlined above, but suddenly stop communicating are sent LETTER 3. This is regardless of what stage the student engaged with previously. The letter will encourage the student to disclose any extenuating circumstances to a Student Adviser.
- 11.2 Students who engage with the staged process outlined above but fail to attend their studies again and do not communicate with Student Support entered directly into Stage 3 and are sent LETTER 2. This is regardless of what stage the student engaged with previously.

## **12. Appeals Procedure**

- 12.1 Students are entitled to appeal a decision made by UCP to withdraw them due to non-attendance and/or failure to respond to communication about attendance. Appeals must be submitted with 10 working days notification of withdrawal (LETTER 3). Appeals must relate to the following grounds:

That there has been material significant administrative error, or a procedural irregularity is such that the assessment process, and consideration of any mitigating circumstances were not conducted in accordance with the approved regulations.

12.2 Students must be informed of their right to appeal. They should be directed to the Academic Appeal process is outlined in UCP-ASS005 Higher Education Academic Appeal Policy [www.ucp.ac.uk/policies](http://www.ucp.ac.uk/policies).

## ATTENDANCE MONITORING TIMELINE

