

Student Engagement Procedure 2021/22 – Further Education

Recording attendance/non-attendance

Students are expected to have 100% attendance (including any approved absence)			
myUCA Status	Counts towards % attendance	Comment	For Office use
Present	Yes	Including trips and timetabled distance learning sessions. Students must be present for both registration points on each taught day. Failure to attend either registration will constitute an absence and be recorded as such.	PRESENT – 100% positive register mark
Late/Leaving early	Yes	If more than 10 minutes late for any registration point. Leaving any registered session early without an authorised absence form completed.	PRESENT – 50% positive register mark
Excused	Yes	Approved in advance by the tutor and related to a course activity e.g. interview, open day, work experience or for personal reasons e.g. medical appointment, funeral or compassionate leave. Download and complete a request form from myUCA and submit this to your tutor at least 3 days in advance. Form can be found at: MyUCA/MyAttendance. Once the tutor has approved the form it will be passed to Campus Registry.	PRESENT – 100% positive register mark
Sick	No	Notify sickness to Campus Registry. If you are sick for more than five days, you will need to supply a fit note (or Statement of Fitness) from your GP or hospital doctor. Fit notes are sometimes referred to as medical statements or a doctor's note.	ABSENT – 100% negative register mark
Absent	No	Absent without notice. Notification of absence on the day.	ABSENT – 100% negative register mark

ROLE OF THE GROUP TUTOR/PATHWAY LEADER

- The Group Tutor/Pathway Leader has ultimate responsibility for all attendance records. However, all academic staff have a responsibility to ensure that all records are accurate at the time of registration.
- Advise students to ensure any non-attendance is explained or accounted for either by submission of the relevant form or in email, in person or by phone to ensure correct entry on

register. The implications of unauthorised absence should be explained to the student upon contact.

At the start of each timetabled session:

- Amend the record for those students who are not present at the time of registration.
- SUBMIT to save the record, this is then seen by students online.
- If a student's situation changes, the register can be amended by going into the Attendance Record and changing the status of the student's attendance mark.

By end of Monday of the following week:

- Check that all registers are completed and accurate
- NB: All staff *members must ensure that all registers assigned to them are completed at the close of each teaching day.*

ROLE OF THE PROGRAMME DIRECTOR

Weekly:

- Check all registers are fully completed. If any 'Blanks' liaise with Group/Pathway Leader to correct these.
- Discuss attendance rates below 90% **or frequent lateness/requirement to leave early** with Group/Pathway Leader and agree actions. For those students under 18 this may include sending correspondence to the parent/guardian or carer.

ROLE OF THE COURSE ADMINISTRATOR

At the start of the academic year:

- Produce and distribute a list of students who are under 18 for Group/Pathway Leaders, including dates of birth.
- Create a spreadsheet for recording of all the stages of communication relating to poor and non-attendance **or frequent lateness/requirement to leave early** for recording and monitoring. This should be accessible to academic staff for reference purposes.

Daily:

- Record messages from students/parents of non-attendance **or lateness/requirement to leave early** on myUCA registers.
- Advise students on attendance **and punctuality** issues and the process where necessary.
- Provide support to academic staff regarding system use.

Weekly:

- Set up the register on myUCA to automatically default all records to present to save academic staff time.
- If you have received prior notification of any absences **or frequent lateness/requirement to leave early**, then these should be recorded.

- Set the session title as the date e.g. 4 Sept am or 4 Sept pm.
- Export and record average attendance percentages for pathways and course on the spreadsheet and make data accessible to FE Course Teams and Head of School.
- Review registers and advise Pathway Leader and Programme Director requesting action to be taken if a student's attendance falls below 90% **or have frequent lateness/requirement to leave early**
- Send LETTER 1 (meeting with Group/Pathway Leader), LETTER 2 or LETTER 3 (meeting with the **Programme Director**) to students as advised by the Pathway Leader and Programme Director and record the stages on the spreadsheet for each student.

NON-ATTENDANCE STAGES

Stage 1 – Automatic email – Group/Pathway Leader:

An automated email is sent to those students who are absent **or frequently late/ leave early** without prior authorisation. This stage involves early intervention when attendance falls below 90% **or students are frequently late/ leave early** without prior notification or an authorised absence. It has the aim of addressing non-attendance and **poor punctuality** as quickly as possible and would initially involve a discussion with the Group/Pathway Leader. A verbal warning may be given and this must be recorded.

Stage 2.1 – LETTER 1 – Group/Pathway Leader:

Instruct FE Course Administrator to send LETTER 1 asking the student to meet with their Group/Pathway Leader to explain their absence **or frequent lateness/ leaving early**. It is used to address repeated absences **or poor punctuality** or failure to inform the University of absence **lateness/requirement to leave early**. Having considered the facts the student's Group/Pathway Leader will meet with the student to have a discussion and if appropriate issue the First Written Warning.

Stage 2.2 – LETTER 2 – Programme Director:

Instruct FE Course Administrator to send LETTER 2 asking the student to meet with their Programme Director to explain their absence **or frequent lateness/ leaving early**. It is used to address continued repeated absences **or poor punctuality** or failure to inform the University. This stage shall be dealt with by the Programme Director who will undertake enquiries/investigations, as they deem necessary, to establish the facts. Having considered the facts the student's Programme Director will meet with the student to have a discussion and if appropriate issue the Second Written Warning.

Stage 3 – LETTER 3 – Course Leader/Head of School:

Programme Director to submit written report to Head of School. Head of School will instruct FE Course Administrator to send LETTER 3 where the matter has not been successfully concluded at Stage 2.2 (i.e. non-attendance **poor punctuality** continues). This stage shall be dealt with by the Head of School. On reconsideration of the record kept as given to the student at Stage 2.2, the Head of School (in consultation with the Programme Director) will decide if the student should be withdrawn from their course with immediate effect. The outcome of the Stage 3 meeting will be countersigned by the Head of School.

The student may have the right to be accompanied to any meeting discussing withdrawal for non-attendance.

The outcome of each meeting will be recorded on the student's file in SITS and a written notification of the decision will be provided to the student

Non-attendance Process **poor punctuality** /Communication to Students

Please note to ensure we are safeguarding our students, the parents/guardians of under 18's will be sent copies of all correspondence.

Stage 1 Auto Email Daily Non-attendance - to students recorded as ABSENT

An auto email is sent to all students who have an attendance/**punctuality** record of ABSENT for each session.

Dear {-first-}

The online register is a tool used to record your attendance and **punctuality** while you study at UCA. It is an expectation that students will have FULL ATTENDANCE, **ARRIVE ON TIME AND REMAIN IN THE SESSION AS TIMETABLED** and REQUEST PRIOR AUTHORISATION for any known absences **lateness/requirement to leave early**.

Your tutor has taken attendance for XXXX {session} and noted that you were not present/**late/left early**. Therefore, you have been marked as absent/**late/left early**. You now have a total of {-absences/**late/left early**-} since the start of your course in September. Please contact your main tutor to either explain your absence/**poor punctuality** or request for this mark to be amended, giving your reasons if you disagree with it.

Please also ensure you check myUCA or speak with your tutor for any teaching materials relating to this missed session.

Yours sincerely

Letters to Students

Stage 2.1 LETTER 1

Group/Pathway Leaders will liaise with Programme Director and Course Administrator to initiate LETTER 1 to students whose attendance/**punctuality** is of concern.

Letter 1 should only be issued to those students who do not make contact with their Group/Pathway Leader upon receiving the auto email. However, it is at the discretion of the Programme Director to approve a letter to be sent to any student who continually receives and acknowledges the auto email but whose attendance/**punctuality** does not improve.

Stage 2.1 LETTER 1: **SITS CODE - CRO_FE_NATT3**

Despite our previous communication regarding your attendance/**punctuality**, our records indicate that your attendance is less than the 100% **or you are frequently late/ leave early** for your programme of study and you have not informed your Group/Pathway Leader of the reason for your absence/ **poor punctuality**. May I remind you that attendance and **punctuality for** all elements is a requirement of being an FE student at UCA unless your absence/**lateness/requirement to leave early**. has been approved.

As you know, successful progress on the course is best achieved through consistent course attendance and completion of the course units and assignments. A meeting has therefore been arranged with your Group/Pathway Leader on for you to discuss your attendance pattern. You are advised to attend this meeting.

Absence for general appointments with your GP, dentist or relating to educational activities must be authorised by your Group/Pathway-Leader in advance of the appointment. Please ensure that you complete an Excused Absence form available on myUCA.

If you are experiencing problems that are making it difficult for you to be in full attendance please tell us. We are very happy to offer you help and support, but obviously can only do this if we are aware of the situation. You can discuss your concerns in confidence at an appointment with Gateway Services. Visit <http://www.uca.ac.uk/student-services/> to make an appointment.

Please do not hesitate to contact the Campus Registry should you have any queries relating to this letter.

Yours sincerely

If no improvements are evidenced within a further seven days, LETTER 2 is sent.

Stage 2.2 LETTER 2

Consistent non-attendance following LETTER 1 will result in students immediately being sent letter 2 after a further 7 days absence.

Group/Pathway Leaders will liaise with Programme Director and Course Administrator to initiate LETTER 2 to students inviting them again to meet with the Programme Director.

Stage 2.2 **LETTER 2: SITS CODE - CRO_FE_NATT4**

Despite previous communication regarding your attendance/**punctuality** on the above course, our records indicate that you have failed to re-engage satisfactorily with your studies.

This is now a serious concern therefore an urgent meeting has been arranged with the Programme Director on.... to discuss your absence/**punctuality** and you are strongly advised to attend. Failure to attend this meeting with no attempt to arrange an alternative date, could result in you being withdrawn from your course.

Absence for general appointments with your GP, dentist or relating to educational activities must be authorised by your Group/Pathway Leader in advance of any appointment. Please ensure that you complete an Excused/Absence form available on myUCA or from the Campus Registry.

If you are experiencing problems that are making it difficult for you to be in full attendance please tell us. We are very happy to offer you help and support, but obviously can only do this if we are aware of the situation. You can discuss your concerns in confidence at an appointment with Gateway Services. Visit <http://www.uca.ac.uk/student-services/> to make an appointment.

Please do not hesitate to contact the Campus Registry should you have any queries relating to this letter.

Yours sincerely

If no improvements are evidenced within a further seven days, LETTER 3 is sent.

Stage 3 LETTER 3

Programme Director will liaise with Head of School and Course Administrator to initiate LETTER 3 to students inviting them again to meet with the Programme Director.

Stage 3 LETTER 3: **SITS CODE**

Despite previous communication regarding your attendance/**punctuality** on the above course, our records indicate that you have failed to re-engage satisfactorily with your studies.

This is now a very serious concern therefore an urgent meeting has been arranged with the Head of School on.... to discuss your absence and you are strongly advised to attend. You have the right to be accompanied by a friend or relative to the meeting to support you.

Failure to attend could result in you being withdrawn from the course.

Absence for general appointments with your GP, dentist or relating to educational activities must be authorised by your Group/Pathway Leader in advance of the appointment. Please ensure that you complete an Excused Absence form available on myUCA or Campus Registry.

If you are experiencing problems that are making it difficult for you to be in full attendance please tell us. We are very happy to offer you help and support, but obviously can only do this if we are aware of the situation. You can discuss your concerns in confidence at an appointment with Gateway Services. Visit <http://www.uca.ac.uk/student-services/> to make an appointment.

Please do not hesitate to contact the Campus Registry should you have any queries relating to this letter.

Yours sincerely

Further Education

Record of Poor or Non-Engagement (Stored in campus Registry)



Student Name:

Course Title:

Group/Pathway:

Stages	Date	Whom	Record action agreed with student:
Verbal Warning		Issued by Group/Pathway Leader	
Meeting following Letter 1		Meet with Group/Pathway Leader	
Meeting following Letter 2		Meet with Programme Director	
Meeting following Letter 3		Meet with Head of School	

The above will be monitored by the Group/Pathway Leader on a weekly basis. A drop-in attendance within the next academic week will result in the next stage being implemented.

Student signature:

Date:

Group/Pathway Leader signature:

Date:

NB: If the student is aged under 18 years at the time of the meeting, a copy of this form will be sent to the student's parent/guardian/carer.

A hard copy should be printed, signed by both parties and handed to the student. An additional copy should be emailed to the Course Administrator to be added to the student's SITS record.