

Student Engagement Policy and Procedures 2019/20 – Further Education

Students are expected to have a 100% attendance for all scheduled learning activities of their study programme including any English, Maths or Functional Skills provision. It is accepted that occasionally there may be a legitimate reason for approved absence; however less than 90% attendance will result in further action being taken (see below).

Recording attendance/non-attendance

Absence will be recorded using the following categories:

Student Attendance FAQs:

What attendance is expected of me?

In order to have the best chance of achieving your full potential, you are expected to have 100% attendance. If you have less than 90% attendance you will need to meet with the Programme Director to address this.

What do the attendance statuses on myUCA mean?

Students are expected to have 100% attendance (including any approved absence)			
myUCA Status	Counts towards % attendance	Comment	For Office use
Present	Yes	Including trips. 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 – 100% positive register mark
Excused	Yes	Approved in advance by the tutor and related to a course activity e.g. interview, open day, work experience. 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	ABSENT – 100% negative register mark

		Statement of Fitness) from your GP or hospital doctor. Fit notes are sometimes referred to as medical statements or a doctor's note.	
Approved Absence	No	Approved in advance by the tutor e.g. medical appointment, funeral or compassionate leave. Download and complete a request form from myUCA and submit this to your tutor with accompanying evidence at least 3 days in advance, where possible. Please note, taking holiday in term-time is not allowed. Once this is approved by your tutor the form will be passed to Campus Registry.	ABSENT – 100% negative register mark
Absent	No	Absent without notice. Notification of absence on the day.	ABSENT – 100% negative register mark
Non-Uni Day	Null	No scheduled session.	This will be no record.

What happens if I am absent?

You will receive an automated email notifying you of your absence and to contact your tutor to explain your absence or request for this mark to be amended, giving reasons if you disagree with it. Its aim is to address non-attendance as quickly as possible and you are required to discuss how you can catch up with what you have missed due to your absence with your tutor and agree future attendance. A verbal warning may be given by your tutor who will inform Campus Registry so that they can record the warning on your file.

What happens if I do not explain my absence to my tutor and my absence does not improve?

You will be sent a letter (Letter 1) to confirm the date and time of a meeting with your Group/Pathway Leader to discuss your attendance pattern.

What happens if my absence still does not improve after I received the LETTER 1?

If no improvements are evidenced within a further seven days then Letter 2 is sent with a date and time to meet with the Programme Director.

What happens if my absence still does not improve after I received LETTER 2?

Your lack of engagement with your studies will be a serious concern by this point and you will be sent LETTER 3 and asked to attend a meeting with the Head of School.

Will you communicate anything to my parents/guardian?

If you are under 18 at the time of the communication then copies of the communications will also be sent to your parent/guardian/carer.

What happens if I am sick or there is an unexpected problem that prevents me from getting into UCA?

You or your parent/guardian should let your FE Course Administrator (Campus Registry) know you are going to be absent on the first morning of absence. If you wish you can also email your tutor with the reason for your non-attendance. You should also notify the University for any subsequent day(s) that you are sick during the same period.

I forgot to notify UCA that I will be absent. What should I do?

We are sensitive to situations that occur when absence is unavoidable, and you are not in a position to notify the University at the time. An email will go out at the end of each registration point highlighting that you have been absent without reason. You or your parent/guardians will need to notify your tutor to explain, at the earliest opportunity. This is as much to ensure that, if appropriate, suitable support can be put in place and so we know you are safe.

I have a valid reason for non-attendance that is related to my course. What do I do?

Download and complete the Excused/Absence form on myUCA and submit this to your tutor for authorisation in advance of your absence. If approved this will be recorded as if you attended.

What do I need to do if I know in advance I will be absent from UCA?

Supply evidence of the appointment or reason for absence (e.g. your appointment card or letter) and present it to your tutor before the event. If you have not notified us of an absence in advance the register will record you as absent and the absence will count as unauthorised and will reflect in your overall attendance record.

Do I need to attend for Maths and English?

If you have been notified that you need to attend Maths and/or English because you do not have a GCSE grade 4 or above (C) in that subject, then this is a mandatory part of your course and is as important as your main study. 100% attendance is expected and will be monitored as for other parts of the course.

What should I do if I am taken ill at UCA and have to leave early?

Get permission from your Group/Pathway Leader to be excused from a lesson or leave the lesson early.

And, if I am late or delayed?

Report to your tutor once you arrive, giving your reason, so the register can be adjusted. If you are more than 10 minutes late the register will record you as 'Late'; the number of 'lates' is monitored by your tutor. Please note students are required to arrive for lessons on time, which means being in the classroom ready to work at the start of the lesson.

What if my attendance on myUCA is recording me as absent but this was authorised by my tutor?

If this is incorrect and your absence was approved absence or approved excused absence, then contact your FE Course Administrator in the Campus Registry so this can be accurately recorded.

I want to take holiday during term time. Am I allowed to do this?

Under normal circumstances holiday during term time is not authorised so if you take holiday you will be recorded as having unauthorised absence. Any unavoidable travel during term time must be discussed and approved in advance by your Programme Director.

Will I have to be in UCA all day?

All lessons are compulsory; however, students may go off-site during free periods. Most students can expect to be at University most of the day.

Do I have to attend all my lessons?

Yes. Attendance is compulsory at all lessons since good attendance gives the best chance of success and progression.

What about Trips, Visits and Placements?

Taking part in educational trips and visits organised by UCA counts as being present.

How can I check my own level of attendance?

You will have access to your attendance record on myUCA.

Procedure, Roles and Responsibilities

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% 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 for recording and monitoring. This should be accessible to academic staff for reference purposes.

Daily:

- Record messages from students/parents of non-attendance on myUCA registers.
- Advise students on attendance 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, 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 CL requesting action to be taken if a student's attendance falls below 90%
- 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 without prior authorisation. This stage involves early intervention when attendance falls below 90% without prior notification or an authorised absence. It has the aim of addressing non-attendance 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. It is used to address repeated absences or failure to inform the University of absence. 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. It is used to address continued repeated absences 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 – Programme Director/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 continues). This stage shall be dealt with by the Head of School.

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/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 record of ABSENT for each session.

Dear {-first-}

The online register is a tool used to record your attendance while you study at UCA. It is an expectation that students will have FULL ATTENDANCE and REQUEST PRIOR AUTHORISATION for any known absences.

Your tutor has taken attendance for XXXX {session} and noted that you were not present. Therefore, you have been marked as absent. You now have a total of {-absences-} since the start of your course in September. Please contact your main tutor to either explain your absence 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 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 does not improve.

Stage 2.1 LETTER 1: SITS CODE - CRO_FE_NATT3

Despite our previous communication regarding your attendance, our records indicate that your attendance is less than the 100% required for your programme of study and you have not informed your Group/Pathway Leader of the reason for your absence. May I remind you that attendance at all elements is a requirement of being an FE student at UCA unless your absence 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 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 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 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.

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.