



Attendance Monitoring

Monitoring of attendance is recognised as an important element in supporting both student retention and performance. Regular and appropriate attendance has been a University requirement for many years as stipulated in the Curricular Ordinances and Regulations. For taught students, failure to attend and/or absence without permission can result in serious consequences for the student through the Unsatisfactory Student Procedure.

The University responds to the requirements of the Home Office's Points Based System, whereby it is required to report international students who fail to fully register when expected or who are absent for a prolonged period without authorisation, as supplementary to the normal monitoring of the attendance of all our students (both home/EU and international).

The following is an adaptation of the University's Attendance Monitoring Policy in line with the exception stated in section 2.5 of the document. For more information please see: http://www.leeds.ac.uk/ssc/Attendance_monitoring_guidance_2012.pdf

Policy

1. Students are required to attend 80% of all classes.
2. The attendance of all students must be monitored in every session by the class teacher. Course Directors should ensure records are fully up-to-date every week by Friday at 5pm. Student Support staff will provide an appropriate attendance monitoring system to facilitate record keeping.
3. Students who have failed to attend classes for 3 consecutive days without having their absence authorised by Student Support staff or without notifying teaching staff of a reason in person or by email before-hand will be automatically contacted by Student Support staff who monitor registers on a weekly basis. Where there is a pattern of absence which is affecting the student's work or causing concerns for the student's wellbeing a teacher must inform the Course Director. Course Directors are responsible for notifying Student Support staff who will contact the student.
4. If a student fails to attend classes for 3 consecutive days and have failed to reply to messages within 5 working days they will be presumed withdrawn and the presumed withdrawn process will be instigated.
5. Details of the Language Centre's approach to attendance monitoring are given in the Student Handbook.
6. Academic staff, i.e. teachers and Course Directors, are responsible for ensuring that absence is recorded in attendance registers and reported to Student Support staff in a timely and efficient manner to facilitate appropriate follow up procedures.
7. Absence from assessment is covered by the Language Centre's policy on mitigating circumstances.

Absences due to holidays or visits to friends and family which are not considered to be in emergency/exceptional circumstances will not be authorised. Employment, family celebrations, holidays and extra-curricular activities are not normally considered acceptable reasons for missing classes.

Procedures

Contact

1. Initial contact

If a student has been recorded as absent without giving a reason or without having their absence authorised by teaching staff for 3 consecutive days, they will be contacted by email. If a student is not absent for 3 consecutive days but is persistently absent enough to cause concern about their work or wellbeing they should also be contacted by email.

2. Student response

- a. If the student's response states that they do not intend to return to complete the course, the leavers process should be instigated.
- b. If the student provides a reason for the absence, they should be encouraged to return in the first instance. If they are unable to do so, they must provide documentary evidence, such as a medical note. It is likely this will affect the student's performance and therefore it may be appropriate to refer the student to the mitigating circumstances procedure.
- c. If the student does not respond within 5 working days and at least two attempts have been made to contact the student, the presumed withdrawn process should be instigated.

Failure to register and late arrivals

10 week programmes

Students that do not arrive within the first week of a 10 week course will be contacted at the end of the first week (on day 5) by email. They should be notified that if they have not arrived **and registered** by the following Friday (day 10), except in exceptional circumstances*, they will not be allowed to join the course and that the University will have to inform the Home Office.

6 week programmes

Students that do not arrive within the first 2 days of a 5 or 6 week course will be contacted on day 2 by email. They should be notified that if they have not arrived **and registered** by Friday week 1 (day 4), except in exceptional circumstances*, they will not be allowed to join the course and that the University will have to inform the Home Office.

Mid-term entry

Students joining a course part way through, for example General English terms 1b, 2b and 3b, must arrive by day 3 at the latest. Students who do not arrive on day 1 should be notified by email on day 1 that if they have not arrived **and registered** by day 3, except in exceptional circumstances*, they will not be allowed to join the course and that the University will have to inform the Home Office.

*Exceptional circumstances will be considered by a committee including the Course Director, the Executive Director or the Deputy Director and the Pastoral Support Officer.

Students who have not arrived by the deadline must be reported to Student Services as "no shows". Once reported, students must be notified by the Language Centre that this has happened and instructed not to travel.

Leavers

If a student wishes to leave their course early, a Leavers Form should be completed by the student and the Language Centre and returned immediately to Student Operations, together with the student ID card. A report will be submitted to the Home Office. Course fees cannot normally be refunded; please see the Refund Policy in the 'Downloads' section of the Language Centre website.

Students who have submitted a Leavers Form for a course and hold an offer to study on one or more later courses (e.g. students who leave half way through term 2 and hold offers for terms 3 and 4) will be allowed to resume their study as long as they register on the course by the deadline.

Unsatisfactory Students Procedure

This procedure is applied to students whose work, progress or attendance is unsatisfactory. It does not apply to examination failure.

Students who are currently registered but have failed to attend classes for 3 consecutive days and have failed to reply to messages within 5 working days may be **presumed permanently withdrawn**. The Language Centre will complete a Leavers Form on the student's behalf and send it to Student Operations who will contact the student and the Home Office. If there is no response within two weeks then the student will be presumed withdrawn. If the student does respond (other than to confirm withdrawal) this will not in itself grant eligibility to restart. Any such cases should be referred to the Secretariat for advice.

Any student whose work (including failure to submit work on time), attendance or progress is deemed to be unsatisfactory will be warned at an early stage by the Language Centre. Initially the student will be issued an informal warning, but if there is no immediate improvement or no satisfactory explanation from the student, the Language Centre will issue a **first formal written warning**, normally by e-mail. If the student's performance continues to be unsatisfactory, the student will be invited to a meeting with either the Admissions and Progression Officer or Student Education Service Manager. If there is still no improvement after this meeting, the Language Centre will issue a **second formal written warning**. If the student's performance continues to deteriorate, a **third and final warning** is issued recommending that if the student does not make a serious attempt to improve their performance, then the case will proceed to the Executive Director with a recommendation for exclusion.