

Procedures relating to Attendance, Engagement and Progress (General Regulation 13) for Students on Taught Programmes

1. Introduction

This document sets out how the University will act where there are concerns about a student's attendance, engagement and/or progress, in order to provide students with appropriate pastoral support and guidance, and the process that it would follow in the event that the student may have breached General Regulation 13. ([http://www.uea.ac.uk/calendar/section3/regs\(gen\)/gen-regs-for-students/13-attendance,-engagement-and-progress](http://www.uea.ac.uk/calendar/section3/regs(gen)/gen-regs-for-students/13-attendance,-engagement-and-progress))

These procedures relate to students studying on taught programmes.

In order to identify students who may be struggling with their studies and provide pastoral support and guidance at the earliest opportunity, all Schools shall monitor the attendance of their undergraduate and postgraduate taught students who are registered on award-bearing courses, as well as visiting students spending a semester/year at the University.

2. Students' obligations in relation to attendance, engagement and progress

Students' obligations are set out in General Regulation 13. Students are required to attend all teaching events; if they are unable to do so, they must report their absence to the Learning and Teaching Service. Guidance on this is available at: <https://portal.uea.ac.uk/documents/6207125/8540534/student-absence-reporting.pdf/22e78ee6-4d87-4cf9-931f-13f1cad9343d>

The guidance document also sets out the procedure for students who wish to ask for a period of absence in advance.

3. A Module Organiser's obligations in relation to the monitoring of student attendance and engagement in timetabled teaching sessions

Module Organisers (even if they do not teach all the timetabled sessions for that module) shall ensure that at least one register is completed per week for all students registered for each of their modules, where teaching patterns permit. Where module teaching is delivered less frequently, a register should be taken at each teaching event. It may not be practical for academic staff to complete a register to record attendance at large teaching events.

The academic member of staff delivering the teaching session should complete the register online, but the Module Organiser will retain responsibility to ensure that the records are complete.

Academic staff shall ensure that they complete the e-registers promptly (within 2 working days) after the teaching event.

4. Monitoring of student attendance whilst on placements/studying abroad

A suitable monitoring method must be agreed between the School and the placement provider before the student commences placement. The School must ensure that arrangements are in place to register and record attendance and that regular contact is maintained between the School and the Placement Student, at a frequency of normally no less than once per month. Attendance should be confirmed through a named contact at the Placement Provider to confirm that the Placement Student is attending and engaging with their placement.

Schools must liaise with the Learning and Teaching Service (LTS) and send the placement address(es), dates and average hours per week for all student(s) on work placement to the relevant LTS Hub, so that these can be logged. For students with Tier 4 visas, LTS will share the information to UEA Student Visa Compliance.

All information relating to the location, start and end dates, and average hours of the placement and the Placement Provider for any Tier 4 student must be sent to UEA Student Visa Compliance before the placement commences so that this information can be reported to the Home Office as required as part of UEA's Tier 4 sponsor duties.

It is the School's responsibility to maintain and retain up-to-date attendance and absence records for students with a Tier 4 visa undertaking placements. These records should be retained for a period of no less than five years and should be available for immediate audit inspection by the Home Office or UEA Student Visa Compliance upon request.

5. Setting up a suitable monitoring method for students on Study Abroad

If the year or semester abroad is organised through the Study Abroad Office, it shall ensure that a suitable monitoring method has been agreed with the host institution. If the year abroad is organised by the School, the School shall ensure that it has an agreed monitoring method with the host institution.

6. Monitoring of PGT students completing their dissertations

In order to ensure that the University is able to demonstrate taught postgraduate students' attendance and engagement during their dissertation period, academic staff who act as dissertation supervisors should maintain a record after each meeting with the student. They should also make notes of any contact with the student (e.g. by email, phone, Skype.)

7. International students on Taught Programmes with a Year in Industry

If an international student with a Tier 4 Visa is undertaking a programme with a Year in Industry, the School shall liaise with the provider (e.g. employer, charity or other organisation providing the year in industry opportunity) and collect/maintain the same data as described in paragraph 4 above

8. Monitoring of students holding a Tier 4 Visa

Schools and the Learning and Teaching Services Hub will liaise with the Student Visa Compliance Team regarding the attendance concerns of any student holding a Tier 4 Visa.

PGT students with a Tier 4 visa who require an authorised absence from the University for study purposes (e.g. collecting data, completing dissertation away from the University) must submit signed and approved forms at least four weeks before the anticipated date of leaving.

9. Procedures for dealing with concerns in relation to a student's attendance engagement and progress

9.1. Review of a student's attendance, engagement and/or progress

Schools shall review the attendance records of students on credit-bearing taught programmes. As Advisers have access to their advisees' attendance records, they should monitor their advisees' attendance and provide support to those who have missed teaching events. A full review shall be carried out by a nominated academic colleague (e.g. Senior Adviser, Year Lead, etc.) on a regular basis, no less than twice per semester, to ensure that students receive relevant support; the attendance report will be available to academic colleagues from Tableau.

Where the School has concerns about a student's attendance record and/or his/her ability to engage or catch up with studies, the nominated colleague(s) shall invite the student to an initial meeting. In the event that the student has already reported the reasons for being absent, an initial meeting should still be offered so that the School can provide appropriate guidance and support. The initial meeting is an opportunity for the School to explore any reasons that may be affecting a student's attendance, engagement and/or progress, and provide pastoral care before issues develop further.

9.2. Initial Meeting

A nominated colleague(s) (e.g. the student's Academic Advisor, Senior Advisor, Year Lead, Engagement Officer, etc.) in the School shall invite the student to an initial meeting and explore what appropriate support could be provided.

The nominated colleague(s) should note down a record of the discussion at the meeting. (A template is available from the Learning and Teaching Services hub for colleagues' reference.)

In the event that a student had concerns about the quality of teaching or content of the course, and therefore chose not to attend, the nominated colleague(s) shall report the reasons to the Head of School for appropriate action.

Following the initial meeting, the nominated academic colleague(s) may decide the following action(s):

- a. take no further action. As it is important for students not to miss teaching events, however, the nominated colleague(s) should continue to monitor the student's attendance, engagement and/or progress;
- b. refer the student to appropriate student support services at UEA such as the University Medical Centre, Student Support Services or the Student Union Advice Centre where the Head of School/nominated academic colleague(s) considers that a student would benefit from the support service(s);
- c. invoke the Fitness to Study procedure in respect of a student whom the Head of School/nominated academic colleague(s) has identified as potentially being unfit.

If a student does not attend the initial meeting nor provides an explanation for the absence nor seeks an appropriate alternative time to meet, the nominated academic colleague(s) shall ask the Head of School to consider whether the student has demonstrated that s/he was engaging with the process (e.g. by reporting absences online, meeting with Module Organisers to catch up with missed work, etc.). If the student has already reported absences online and appears to have caught up with missed work, no further formal action is required unless the student holds a Tier 4 Visa – the School should seek advice from the Visa Compliance Team concerning absences of students with Tier 4 Visas. If the Head of School has concerns that a student may not be engaging with the University's processes, s/he shall ask the Learning and Teaching Services Hub to issue an invitation to a formal meeting as described below.

9.3. Formal Meeting

The nominated academic colleague in the School shall ask the Learning and Teaching Services hub to invite the student to a Formal Meeting in the event that:

- the student's attendance, engagement or progress continues to be a cause for concern;
- the student did not attend the initial meeting, has not reported absences and appears not to be engaging with the University's processes.

The appropriate Learning and Teaching Services hub will inform the student of the following:

- (a) to express its concerns for the student's welfare/progress on the course, and the wish to provide the student with guidance and support;
- (b) a record of his/her attendance, engagement and/or progress and any concerns;
- (c) a copy of the notes from the discussions held at the initial meeting (where

- available);
- (d) an explanation of whom, in addition to the Head of School and student, will be attending the meeting;
 - (e) the date, time, place of the Formal Meeting;
 - (f) the right of the Head of School (or another nominated colleague) to take action (as set out below) in the event that, having been properly notified, the student does not attend nor request an appropriate alternative and there is no good cause to explain the absence.

The student will also be advised to bring along any supporting documentation, including any extenuating circumstances.

The Head of School may delegate the task of meeting with the student to an academic colleague in his/her School.

Once the need for a formal meeting has been identified, the Learning and Teaching Services Hub should issue the above invitation within fifteen working days to invite the student to a meeting.

The notification will be delivered to the student's University email address at least 5 working days (Saturdays, Sundays and University closure days excepted) before the meeting. If, having been duly notified, a student does not attend the Formal Meeting nor provides an explanation for the absence nor seeks an appropriate alternative, the Head of School shall consider the information available and take one of the actions in paragraph 8.4.2 in the student's absence. A student may submit a written statement but may not be represented by a third party if absent from a meeting.

The Head of School may agree to rearrange the scheduling of a meeting if requested by the student but will not normally do so without good cause or on more than one occasion. If a student does not attend a scheduled meeting and cannot demonstrate good cause for so doing, the Head of School may issue a Formal Warning (if appropriate).

The Head of School shall invite such members of staff as are required to determine the facts concerning the cause for concern either to submit written statements or to attend part of the meeting. The student may, if s/he wishes, bring an accompanying person (e.g. a supporter from the Student Union Advice Centre). In all cases the student shall answer any questions raised at the meeting. Neither the student nor the University shall be represented by a legal practitioner. The student should notify the Head of School at least one working day in advance of the meeting (Saturdays, Sundays and University closure days excepted) if they intend to be accompanied and the identity of their supporter.

9.4. Conduct of a formal attendance, engagement and progress meeting

9.4.1. The meeting shall proceed in the following order:

1. the Head of School shall set out the concerns and evidence regarding the attendance, engagement and/or progress of the student. The student shall have an opportunity to ask questions about the concerns and supporting evidence.
 2. The student shall have an opportunity to present information relevant to the matters of concern raised. Wherever possible, information presented, in particular relating to any mitigating circumstances which the student considers have impeded their attendance, engagement and/or progress should be supported by appropriate documentation. The Head of School shall have an opportunity to ask questions concerning the information presented by the student.
- 9.4.2. Following the formal meeting, the Head of School may decide the following action(s):
- a. take no further formal action. As it is important for students not to miss teaching events, however, the nominated colleague(s) should continue to monitor the student's attendance, engagement and/or progress;
 - b. refer the student to appropriate student support services at UEA such as the University Medical Centre, Student Support Services or the Student Union Advice Centre where the Head of School considers that a student would benefit from the support service(s);
 - c. determine that the student has committed an offence as the student has failed to meet the University's requirements in relation to attendance, engagement and progress and issue the student with a Formal Head of School's warning;
 - d. invoke the Fitness to Study procedure in respect of a student whom the Head of School has identified as potentially being unfit.

In determining whether a Formal Head of School's Warning should be issued, the Head of School may take into account any information presented by the student in explanation of his or her actions. However, in determining whether such information should be taken into account the Head of School must consider whether such information was, or could have been, presented to the University in a timely manner, noting that the General Regulations state that a student must inform the relevant University Services Office at once of any change of circumstances and whether the non-disclosure of this information is further evidence of the student's failure to engage with their studies.

The Head of School should confirm his/her decision in writing to the student within five working days (Saturdays, Sundays and University closure days excepted).

- 9.4.3. A written record of the meeting will be made by the Learning and Teaching Services Hub which should contain clear action notes and the student's responsibilities, to ensure that the situation and/or events leading to this formal meeting will be addressed. To ensure consistency, a template may be used by the Learning and Teaching Services Hub. A

copy of this record will be given to the student and also placed on the student's file for the duration of the student's period of registration with the University. If an action plan was discussed and agreed then it will be reviewed within a set period of time as determined by the Head of School. Should the concerns which led to the formal meeting persist or not be addressed or be insufficiently addressed within the time period, a further formal meeting will be called by the Head of School.

9.5. Second Formal Meeting

In the event that a student's attendance, engagement and progress continue to cause concern, a Second Formal Meeting will be arranged as described in Paragraph 9.3 above. In addition to the actions available above, the Head of School may refer the student to a Senate Student Discipline Committee to determine action in accordance with General Regulation 13:

[http://www.uea.ac.uk/calendar/section3/regs\(gen\)/disciplinary-procedures/sectionc](http://www.uea.ac.uk/calendar/section3/regs(gen)/disciplinary-procedures/sectionc)

For students registered on courses leading to registration/accreditation with Professional, Statutory and Regulatory bodies, the Head of School should liaise with the Chair of the School's Fitness to Study Board (where available) before a referral is made to the Senate Student Discipline Committee.

10. Missing Students

In the event that the School has serious concerns about the student's general welfare or thinks that the student may be missing, the Head of School shall invoke the Missing Student's procedure, which is owned and actioned by the Student Support Services and may be consulted at:

<https://www.uea.ac.uk/documents/6207125/9976945/Missing+Students+Protocol.pdf/f973818d-3881-4d69-8b09-404d9a017b15>

If the student is located after the missing student procedure has been invoked and it has been established that he/she has not officially withdrawn from the University, the Head of School will schedule a meeting as described above.

11. Appeals

There is no right of appeal against the outcome of an Initial Meeting with nominated colleague(s), or the Head of School's decision following a Formal Meeting.

12. Confidentiality

A copy of the formal record of an attendance, engagement and/or progress meeting and of any formal written warnings will be retained on the student's file during their period of study and registration with the University. Where appropriate, this information may be retained in a more secure format, for example where highly personal or sensitive material is disclosed and discussed. These records will be removed from the file in accordance with normal records retention processes once

the student has completed their studies.

Information relating to actions taken under these procedures will remain confidential to the Head of School, the Student's Adviser and such other members of University staff as are involved in the process. This information may also be used to inform relevant professional, statutory and regulatory and funding bodies.

The University is required to inform the Home Office when a Tier 4 student visa holder has been withdrawn from the University for non-attendance as part of its statutory reporting duties.

13. Reporting the outcomes of attendance and progress meetings

Heads of Schools shall complete an annual report of the outcomes of attendance, engagement and/or progress meetings to the Learning and Teaching Committee of Senate.

APPENDIX 1 – flow chart of the policy and general notes