

Taught Student Attendance Policy

Owner: *Associate Provost, Student Experience*

Approved by: *LTSE Committee
Academic Committee*

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Taught Student Attendance Policy

1. Introduction

- 1.1 The purpose of this policy is to provide detailed information and guidance on the process and management of the student attendance system for Undergraduate and Postgraduate courses.
- 1.2 Research indicates a strong correlation between regular attendance and retention, progression, wellbeing, and academic achievement. By regularly reviewing student attendance, the University can offer additional support and guidance to the students who may need it.
- 1.3 Having an appropriate attendance recording system will ensure not only that the University fully discharges its duty of care to protect the health, safety and wellbeing of all students, but that it is also able to meet its reporting obligations to external bodies and agencies on a prompt and timely basis. These include government funding organisations such as the Student Loans Company, third party sponsors, Professional, Statutory and Regulatory Bodies, and UK Visas and Immigration (UKVI).
- 1.4 This policy has been developed as part of the University's commitment to provide a supported learning environment in which students are encouraged to develop knowledge, understanding and the range of skills and attributes that will be useful to them during their time at the University and beyond. The University encourages active participation in all learning activities through regular attendance.

2. Aims and principles

2.1 Aims

- Promote academic attainment, standards and progression
- Help support students' health and wellbeing
- Maximise and enhance the student experience
- Satisfy external reporting/accreditation requirements and legal obligations, for example, in relation to the UK's immigration authorities or certain professional bodies.

2.2 Principles

- **Fairness:** All students will be treated equally in relation to attendance requirements as far as possible
- **Support and Welfare:** High levels of student attendance and engagement have been linked to high academic achievement. The University recognises that not all students who are struggling either personally or academically will show a pattern of behaviour that includes reduced attendance. However, it is important for the University to measure attendance (as a proxy for engagement) in order to identify and offer additional support to students who may have personal circumstances or health issues that are affecting their studies. Thus, the University's primary response to non- or low attendance will be centred on student wellbeing
- **Student Ownership:** The University is committed to providing a supportive learning environment. However, students are expected to take responsibility to complete the online enrolment onto the course and to meet the University's minimum attendance requirements.

3. Definitions

- 3.1 'Attendance' is the activity of attending scheduled academic sessions. Face-to-face and/or online attendance at scheduled teaching and learning events is a core component of student retention, progression and achievement.
- 3.2 'Engagement' is the activity of students participating fully in their course of study, engaging actively with learning opportunities and taking responsibility for their learning. Students are further expected to contribute to all aspects of their course of study consistently and proactively.
- 3.3 'Inbound Study Abroad student' is a student studying at Regent's from another institution for one or two terms, coming from either one of our partner institutions or as a free-mover.
- 3.4 'Outbound Study Abroad student' is a Regent's student who is studying at a partner institution on an exchange programme for one term or more, returning to Regent's upon completion of their term abroad.
- 3.5 'Teaching event' refers to any teaching and learning session. It includes such things as lectures, seminars, tutorials, practicals, workshops, and studio sessions.
- 3.6 'Minimum attendance requirement' is the minimum attendance expected of all students to still be considered active students. The university expects students to attend 100% of their classes but accepts that sometimes that is not possible, so the minimum attendance threshold is 75%.

4. Scope

- 4.1 The policy is relevant to all taught students enrolled at the University and all staff responsible for reviewing attendance. 'Staff' includes any individual working at or for the University. This includes, but is not limited to temporary, honorary, visiting, casual, voluntary, emeritus and agency workers, students employed by the University and its suppliers.
- 4.2 This policy covers in-person and/or online attendance of all timetabled events and trips. It also covers students on Study Abroad or work placement.

5. Attendance expectations

- 5.1 The University expects students to attend all scheduled learning events on their timetable as this gives students the best chance of academic success. This includes all events set out in the course specification or those provided to students during a module, including personal tutorials and scheduled off-campus learning sessions.
- 5.2 Students' submission of assessments will also be recorded as a form of attendance. For students on a visa, this will also contribute towards the UKVI conditions associated with their visa.
- 5.3 Students should familiarise themselves with attendance requirements and must ensure that they engage with the method of recording attendance used by the University. Students are responsible for ensuring that their attendance is recorded.
- 5.4 It is important that students attend teaching events punctually to not disrupt the learning of others. It is vital that students arrive on time so they are present for information that may be given at the start of a session, for example, Health & Safety instructions. Please note that the University's attendance monitoring system will record time of arrival and if a pattern of lateness or absence is observed, the University may wish to explore the reasons for this with the student concerned.

5.5 Study Abroad

- 5.5.1 Inbound Study Abroad students who are studying at the University on an exchange or study abroad programme must comply with this Taught Student Attendance Policy.
- 5.5.2 Outbound Study Abroad students, meaning Regent's students who are studying at a partner institution on an exchange programme must abide by any policy relevant to attendance and engagement which the partner institution has in place.

In addition to the partner institution's Attendance Policy, Regent's expect that students will engage fully and proactively with their studies and the learning and teaching activities within their programme of study.

The International Partnerships Office (IPO) will obtain confirmation of registration and engagement from the partner institution per the definition of engagement.

IPO will ensure three touch points (with the host institution and with the student) during the student's semester abroad.

The three touch points are as follows:

1. Arrival certificate - to be completed and returned to IPO within two weeks of the start of the student's term abroad
2. Attendance certificate – to be completed and returned to IPO within six weeks of the start of the student's term abroad
3. Departure certificate – to be completed and returned to IPO within one week of completion of the student's term abroad

In the event that a student is failing to maintain satisfactory engagement with their programme of study and the partner has been unable to provide one or more of the three certificates above, the IPO office will notify the Student Immigration and Compliance team (for Student Visa holding students) and their Study Period Abroad Academic Adviser.

5.6 Work Placements

- 5.6.1 Students who are on a work placement as a mandatory and assessed part of their course must comply with this Taught Student Attendance Policy.
- 5.6.2 Students will be expected to provide regular confirmation of attendance throughout their placement. The Careers, Enterprise & Industry team will also obtain confirmation of regular attendance with the placement supervisor.

5.7 Sponsored students

- 5.7.1 All sponsored students on a Study Abroad programme or work placement remain sponsored by the University and engagement monitoring will therefore continue in line with the University's policies and obligations to meet UKVI requirements. If students adhere to the minimum attendance requirements set out in the regulations, they will automatically also meet the attendance requirements stipulated by UKVI.

5.8 Dissertation modules

- 5.8.1 The amount of timetabled activity during dissertation modules will vary based on course and level. Therefore, as a minimum, students will be expected to meet with their supervisors, or engage as directed by their supervisors, at least once every 3 weeks.

5.9 PhD students

5.9.1 PhD students will be expected to meet with their supervisor, or engage as directed by their supervisor, at least once every 4 weeks, and supervisors will be responsible for ensuring that the absence/attendance is recorded accordingly.

6. Recording attendance

6.1 Accessing campus and associated facilities

6.1.1 The University uses card readers across campus to record whether students are on campus. This includes card readers inside or outside a teaching room, building or at campus entrances.

6.1.2 The University asks students to keep their student ID card safe and that they always carry their ID card with them while on campus. As well as providing proof of identity and controlling access to buildings, this ensures that students can record their attendance at all timetabled sessions.

6.2 Using the card readers

6.2.1 In order to record attendance accurately, card readers have been installed in all the main teaching spaces.

6.2.2 The attendance monitoring system is linked to the University's timetabling system. To be marked 'present' at a timetabled teaching event, the student must tap in with their ID card on the card readers placed inside or outside the teaching room. Please note that attendance cannot be recorded more than 10 minutes before the start of a teaching event.

6.2.3 Students are responsible of their own attendance and must tap into each individual timetabled event even where they have back-to-back events in the same room.

6.2.4 If students have an issue with their card and do not report it to a member of staff promptly at the start of a scheduled teaching session they will be marked:

- A. 'late' if they do not tap the card reader within 10 minutes of the start of the session, and;
- B. 'absent' if they do not tap the card reader within 30 minutes of the start of the scheduled teaching event.

6.3 Recording attendance for off-campus teaching events

6.3.1 Academic staff will take attendance where students are required to attend learning events off campus (museum visits, trips, etc.). These will be recorded in the University's attendance monitoring system.

6.4 Recording attendance for non-taught modules and courses

6.4.1 Where there is low or no taught activity across a course or module (e.g in a dissertation module or PhD course) students will still be required to engage as outlined in section 5 and supervisors will be responsible for recording the absence / attendance accordingly.

6.5 Student access to attendance data

6.5.1 All students will be able to view their own attendance data captured via the attendance monitoring system.

6.6 Fraudulent attendance

6.6.1 The use of a student ID card is personal to the individual to whom it is issued, and students must not allow their card to be used by any other individual. Fraudulent use of the system includes (but is not limited to) tapping in on others' behalf; allowing others to tap in on their behalf; or tapping in and then leaving the teaching session. Where fraudulent use is identified the student will receive written notification, if fraudulent use is detected more than twice, or if the nature of the fraudulence is particularly severe, the student will be subject to the procedures in General Misconduct Policy.

6.7 ID card failures

6.7.1 If a student is not able to register their attendance by tapping into a session, they should notify the in-class tutor who will record the student's attendance manually in the attendance monitoring system. Students should visit the ASK Centre where they will be able to test that their ID card is not faulty.

If the card is identified as being faulty in the ASK Centre, the student will be referred to the Security Team for a replacement card to be issued.

6.8 Lost or stolen ID cards

6.8.1 Lost or stolen ID cards must be reported to the Security Office as soon as possible so that the old card can be deactivated and a [replacement ID card ordered](#).

6.9 Room changes

6.9.1 Where possible, all room changes will be amended on the University's timetabling system and communicated to students in advance of the session. If a room change is required at the last minute for any reason, the relevant member of staff will make alternative arrangements. Students will then be required to tap into the new room to ensure their attendance can be recorded.

6.10 Cancelled teaching events

6.10.1 The tutor will ensure that the University's timetabling and attendance monitoring system is updated where teaching events are cancelled at short notice. Similar to room changes, where possible, cancelled teaching events will be communicated to students in advance of the session.

7. Absences

7.1 The University understands that absences are sometimes unavoidable. In such cases, it is up to the student to notify their Module Tutor of the reasons for the absence at the earliest opportunity (ideally in advance, but, if this is not possible, within 48 hours of the start of the absence). The Module Tutor will record these as "Notified Absences" within the University's attendance monitoring system.

7.2 All absences, including notified absences, will count towards students' overall attendance figures. If a student falls below the minimum attendance threshold of 75%, then a four-stage process may be initiated (see section 8).

7.3 At any stage of the process, a student may be referred to Student Support & Welfare team if they are concerned about their safety or wellbeing. A referral under the Fitness to Study Policy may also be completed.

7.4 If a student leaves a session more than 30 minutes before it is scheduled to end they will be

marked as absent, where they leave within 10-30 minutes before the session is scheduled to end they will be marked as late as this has the same effect as late arrival.

- 7.5 If a student is absent from a summative assessment due to illness or other extenuating circumstances, they should follow the procedures as set out in the University's Academic Regulations. Absences recorded in the University's attendance monitoring system will not count as extenuating circumstances.
- 7.6 Disabled students or those with a long-term medical or mental health condition are advised to contact the Student Support & Welfare team to get reasonable adjustments for specific learning requirements. All students, irrespective of any adjustment agreed, still need to meet the University's attendance requirements.
- 7.7 A student may wish to consider taking a break in study, if there is an ongoing period of absence that that means they need additional time to complete their course. Students should discuss their requirements with their Personal Tutor or the Student Support & Welfare team. Student Visa holders should also discuss their options with the Student Immigration & Compliance team as an interruption of studies may affect their Student Visa status.

8. Consequences of repeated low or non-attendance

- 8.1 The University sets the minimum attendance requirement for students following the procedures in the University's Academic Regulations.
- 8.2 The University checks attendance reports on a regular basis. The data is used to identify any students whose attendance has fallen below the minimum attendance requirements. The University will then decide how to follow up with students whose attendance is below threshold. Depending on the circumstances, low or non-attendance may trigger a sequence of follow-up contacts with the student to check whether any support or further advice is required. The stages are typically as outlined below, the timing of these stages will depend on the level of non-attendance. Students with very low attendance will generally be progressed through the stages at an accelerated rate:

8.3 Stage 1

- 8.3.1 Once a student has missed the first minimum attendance threshold, they will receive an email from their Student Experience Officer to check if they are well, advocating that the student returns to their timetabled teaching events and signposting them to sources of support.

8.4 Stage 2

- 8.4.1 If the student's low or non-attendance attendance continues after the Stage 1 email, they will receive a second email asking them to get in touch with their Personal Tutor to discuss the reasons for non-attendance. The student may also be signposted to appropriate support where required.

8.5 Stage 3

- 8.5.1 If the student's low or non-attendance continues after the Stage 2 email, they will be contacted, normally via email, asking them to arrange a meeting with their Course Leader (or delegate) to discuss the situation and what support the student may need to improve their attendance. This meeting must take place within a set time and a student will normally receive between 3 to 5 working days' notice. The meeting will result in the agreement of an action plan and whether a change in student status might be an appropriate course of action. The action plan will be formally recorded on the student's record.

8.6 Stage 4

8.6.1 If the student does not attend the meeting or the action plan has not been completed or the student's attendance continues to cause concern, the student will be notified that they will be referred to the University's Attendance Review Panel. The Attendance Review Panel will consider the evidence at hand, including the student's engagement profile, the action plan and any mitigation, with a view to formally change the student's status at the University.

8.7 The Attendance Review Panel will typically be chaired by a Senior Academic Representative and attended by representatives from the Student Experience team, Registry and Student Immigration & Compliance. It will sit weekly as required. Students will not be invited to attend but will be invited to submit an explanation for poor attendance and any supporting evidence with a minimum of 2-working days' notice. The Panel will review the student's attendance record throughout their studies, including any attempts to engage, alongside the explanation and evidence (if the student has chosen to submit it). Where the panel is satisfied that there is a realistic probability that a student will be able to sufficiently re-engage with their studies they may be offered the opportunity to continue their studies; the panel may impose specific conditions that need to be met (see below). Where those conditions have been breached, or where the panel decides, based on the evidence they have, that the student is unlikely to be able to sufficiently re-engage with their studies the student will be suspended and then formally withdrawn at the next progression board. Where the student is visa sponsored their suspension or withdrawal will be reported to the Home Office and the visa will be cancelled.

8.8 When a student has progressed to Stage 4, the Attendance Review Panel may decide to take one or more of the following courses of action:

- A. Imposing specific conditions that need to be met for studies to recommence (where these conditions are not met the student will be re-referred to the Attendance Review Panel);
- B. Suspending the student from their studies for a set time period; or
- C. Withdrawing the student from the University.

Students have the right to request a review of the decision of an Attendance Panel if they can demonstrate that the evidence and information that the Panel's decision was based on was materially incorrect.

8.9 Sponsored students

8.10.1. Students sponsored to study at Regent's University London under the Student Visa route are required to attend their studies in person in accordance with this policy. In line with UK Visas & Immigration (UKVI) requirements, where a sponsored student does not attend in person for a period of 60 days or more, they will be automatically referred to the University's Attendance Review Panel. If their studies are terminated, suspended or interrupted for any reason, including non-attendance, the University is required to withdraw sponsorship with UKVI who may cancel the visa.

8.10.2 Students who are on a Student Visa must read the Student Visa responsibilities guidance which provides information about the visa requirements. If students need any visa advice, they should get in touch with the Student Immigration & Compliance team.

9. Privacy Notice

9.1 The University processes personal information about its students, including attendance information. This includes attendance at different teaching events, number of absences and changes in student status. Staff has access to student attendance data. The attendance system complies with the General Data Protection Regulations (GDPR).

9.2 The Privacy Notice applies to the personal data the University collects from students and personal data which is passed to the University by third parties. Please read the following carefully to understand how the university processes students' personal data (<https://www.regents.ac.uk/privacy-and-cookies>).

9.3 **Who the University shares students' attendance data with**

9.3.1 Students' personal data will be collected and processed primarily by University staff, but the University may have to share students' data with relevant third parties for the purpose of statutory and legal reporting, such as:

- UK Visas and Immigration (UKVI)
- Student Loans Company
- Third party sponsors
- Professional, Statutory and Regulatory Bodies
- Home institution of study abroad students

9.3.2 The University requires all third parties to respect the security of students' personal data and to treat it in accordance with the law. The University does not allow its third-party service providers to use students' personal data for their own purposes – the University only permits them to process students' personal data for specified purposes and in accordance with its instructions.

Policy version tracking

Version Number	Date	Revision Description	Editor	Status
1.0	06/07/2022	General update to the Policy.	Matthew Clark (Senior Registry Officer)	Approved
1.1	14/02/2023	<p>Clarify that attendance is monitored across each term rather than by specific module.</p> <p>Clarify process followed where fraudulent 'tapping-in' is identified and where students leave scheduled sessions early.</p> <p>Changes to stages to account for changes to support team structures, timing nuanced based on attendance level, and removal of ability to move back a stage.</p> <p>Further detail about the Suspension Review Panel.</p> <p>Dissertation module requirements explained.</p>	Sam Grady (Director of Student Experience)	Approved
1.2	15/11/2023	<p>Update of wording from Suspension panel to Attendance Review panel.</p> <p>Further clarity provided on Study Abroad expectations.</p> <p>Further clarity provided on Careers and Enterprise expectations.</p> <p>Further detail on PhD expectations.</p> <p>Further detail on the appeals process.</p> <p>Clarity provided on the responsibilities for Stage 3.</p>	Maddi Courtnage (Student Experience Manager)	Published