

## COUNT ME IN: TAUGHT STUDENT ATTENDANCE POLICY

### **Scope**

All taught programmes leading to an award of City, University of London. Specific arrangements for validated provision are set out in the Validation and Institutional Partnerships Handbook.

**Date approved/re-approved:** July 2018, July 2019 (revised), September 2020 (revised)

**Date for review:** To be reviewed on a periodic basis, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee, as required by changes in law or in operational practices.

**To be read in conjunction with:** Programme Handbook, [Terms & Conditions for Study at City](#), [Academic Engagement for International Students policy](#)

## Count Me In: Taught Student Attendance Policy

1. We want you to succeed in your aspirations at City and beyond. Attendance is a key component of success in your studies. City's Student Charter sets an expectation that students will commit to engaging in all learning opportunities so as to achieve their potential, including participation in lectures, seminars, tutorials, assessments, research and similar activities and a commitment to independent study. For further information please see the [Student Charter](#).
2. This policy lays out what we expect from you, and what you can expect from us when it comes to your attendance both on campus and online. Supporting your attendance is one of the ways in which we help you successfully engage with your studies. Evidence shows that to achieve academic success, the majority of students need to engage fully with timetabled teaching sessions both on campus and online and also with the course-related learning resources and support materials that are held within the Virtual Learning Environment (Moodle).
3. Please see the [Study Guides](#) to familiarise yourself with the resources available to you. These are intended to support you in managing your student journey, which we recognise will be personal to you, as it depends on your preferences, personal circumstances and strengths. Learning is a two-way process and we will continually develop these resources in response to research on what works and what you tell us is most important and helpful to you.
4. Here are the things you should keep in mind about prioritising your attendance and planning how you will engage with your studies:
  - a. You are responsible for your participation with the learning and teaching on your programme.
  - b. We are responsible for providing a means to establish how well you are engaging with timetabled teaching sessions both on campus and online.
  - c. Being part of a learning community of staff and students (both in person and online) is an important component of your university education and is created and maintained through your attendance and engagement.
  - d. You will benefit most by attending and engaging regularly, taking advantage of the learning, teaching, academic support and other resources and activities available at City, both on campus and online
  - e. Engagement with your programme team is important. They can advise you on attendance queries and issues and help to direct you to the appropriate support. Ensure that you know who your course officer is and how to contact them.

- f. Poor attendance and engagement doesn't just affect you. It may also impact on others, for example in group projects or other types of peer-learning where other students rely on you.
- g. Good attendance is an important way for you to model professional behaviour during your time with us and will be crucial in preparing you for your future career.

### **What counts as attendance?**

- 5. You are expected to attend all sessions in your timetable and scheduled personal and group tutorials. City's definition of attendance includes every point of classroom, synchronous and asynchronous online engagement including lectures, tutorials, webinars, workshops and lab sessions, forums, group activities, personal tutorials and both formative and summative assessments. We are working hard to help you and your programme team to record and reflect on every aspect of your attendance.

### **Programme attendance requirements**

- 6. In the interests of consistency and fairness, all students have similar attendance requirements. If you are on placement or outgoing Study Abroad there will be appropriate alternatives agreed with your Programme Director and programme team. If you are a part-time student, or are engaged in distance learning, then the expectations and systems will be a little different. You will find all the information you need in your Programme Handbook.

### **External Requirements for attendance**

- 7. Regular attendance is a requirement of a number of external bodies. For some programmes this may include attendance requirements set by Professional Statutory and Regulatory Bodies (PSRBs). Certain funders also have requirements (e.g. the U.S. Department of Education who administer Federal Direct Loans). Regular academic engagement is a requirement of the UK Visas and Immigration department of the Home Office for sponsored students. Clinical placements have separate attendance requirements which are not covered by this policy.
- 8. Your Programme Handbook lays out attendance requirements specific to your programme, which operate in addition to this policy.

### **Academic engagement requirements for Sponsored Students**

- 9. If you are a sponsored student on a Student Visa (previously Tier 4 (General) Student Visa) the steps we take and the support offered if your attendance becomes a concern are the same as for all of our other students. Equally, any

action we take in response to non-engagement will be the same as for other students. However, there are additional requirements meaning that if you do not meet your academic engagement commitments it could lead to the withdrawal of sponsorship or funding and/or you having to return to your home country.

10. If you are a non-UK sponsored student on a Student Visa (previously Tier 4 (General) Student Visa) please refer to the Academic Engagement policy [here](#) for more details.

### **What are the repercussions for falsifying attendance?**

11. Falsifying attendance records compromises our ability to identify that you may need help and may constitute misconduct. For further information, the Academic Integrity and Misconduct Policy & Guidance can be accessed [here](#).

### **Steps taken by City where there are Attendance concerns:**

12. Our attendance recording procedures are designed to ensure that we offer support to students with significant attendance issues at the earliest possible time. When we have a concern about your attendance and engagement both on campus and online, we will contact you to find out what is happening. Depending on what you tell us we may refer you for additional support. This may include a meeting with your personal tutor either to follow up on the attendance concerns in more detail or for specific support. Whatever action is taken, your personal tutor will be informed of the outcome of the contact with you.
13. If you do not engage with an offer of support your programme team will be informed so that further action can be taken to ensure that you are well. We will then take steps to establish why you are not engaging with your studies or with the support available to help you. We will take all reasonable steps to establish contact with you and help you get back on track.
14. We are in the process of rolling-out systems that help us to identify where your patterns of attendance and engagement make you less likely to succeed. Where we have the systems in place to do this we will contact you to establish the cause of poor attendance. Depending on your response we will:
  - i) Raise an attendance concern (see above)
  - ii) Confirm with you that we have no concerns at this time
  - iii) Contact you for further information on your personal circumstances. Based on this further information we will then move to (1) or (2) above.

### **Authorised Absences:**

15. Absence due to Covid-19: It is important that City is made aware of any Covid-19 cases so that we can take necessary action in response. Therefore, we ask that you keep up to date with the latest information and guidance regarding Covid-19 and reporting cases.
16. The latest information and guidance on Covid-19 can be accessed [here](#).
17. Sometimes you may know in advance you are going to be away for a period of time. We can take this into account. If you need to be away:
  - a. The maximum period of absence which can be granted without suspending studies is 20 consecutive working days, subject to approval from your School and, where appropriate, Visa Compliance. In exceptional circumstances, where appropriate evidence has been provided, City may consider authorising an absence up to maximum of 60 days although we wouldn't expect this to happen very often. If you need to take a longer absence there is a process to do this called an 'Interruption of Studies' the guidance and form can be accessed [here](#).
  - b. Students who receive an authorised absence will not usually receive a refund of tuition fees. The date on which you are expected to complete your studies won't usually be changed to reflect the absence.
  - c. If an absence is expected to prevent you from progressing on your programme, your School must decide the best course of action with you. Options include agreeing support to be made available while you have interrupted your studies.

### **City's Responsibilities:**

18. Your Programme Team work together to ensure that the following things happen:
  - a. Attendance requirements are made clear to you as part of your programme briefings in Welcome Week or Term 1, and requirements are clearly specified in your Programme Handbook.
  - b. Your Programme Handbook specifies who is responsible for providing the support mechanisms laid out within this Policy.
  - c. All students, but particularly new students who are transitioning into life at City, are made aware of the support available to them and encouraged to access it.
  - d. Determine method(s) of recording attendance and engagement on campus and online, make these easy to use and make students aware of this provision.
  - e. Provide information on how students report an absence from compulsory teaching.

- f. Regularly review attendance and engagement reports to ensure that where there is concern for a student an appropriate plan is put in place.
- g. Where low patterns of attendance or engagement are identified, establish with students whether they constitute an attendance concern.
- h. When required, actively signpost you to the services offered by City and by external agencies to support you if you are experiencing issues that are impacting on attendance.
- i. Support your personal tutors in meeting their responsibilities outlined in this policy and our Personal Tutoring Policy which complements this one.

**School and institutional support for this Policy:**

- 19. School administrative staff flag any incomplete or incorrect records to the programme teams and module leaders, so they can be completed.
- 20. It is the responsibility of the Deans of Schools (or their nominee) to ensure that everything is in place in their Schools to make this policy happen. This includes the regular review of reports on attendance and referrals through the support stages. City's Professional Services work with Schools to provide support to colleagues and the means of enacting this policy. This includes the provision of relevant guidance, advice, training and support to personal tutors, module leaders and programme teams.

## Policy Details Table

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