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)

Date for review: To be reviewed every three years, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee, as required

To be read in conjunction with: Programme Handbook, Quality Manual, Section 4 – Student Support and Information, Quality Manual, Section 6 - Academic Integrity Policy and Guidance, Terms & Conditions for Study at City, Tier 4 attendance monitoring

Equality & Diversity Statement
City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction. Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.
Count Me In: Taught Student Attendance Policy

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.

This policy lays out what we expect from you, and what you can expect from us when it comes to your attendance. Supporting your attendance is one of the ways in which we help you successfully engage with your studies. Please make sure you are familiar with the ‘Improve your study skills’ resources on the Student Hub which 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. 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.

c) Being part of a learning community of staff and students 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.

e) Engagement with your programme team is important. They can advise you on attendance queries and issues and help direct you to the appropriate support. Ensure 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.

Why is attendance important and why is it recorded?

If you are not attending you are missing out on valuable opportunities to learn with your peers, ask questions and participate in activities that help you develop your academic and professional skills. Research has shown that, on the whole, inconsistent attendance and engagement makes you less likely to succeed. If we find that you are not attending, we will endeavour to check in with you as early as possible. Falsifying attendance records compromises our ability to identify that you may need help and may constitute misconduct. Please refer to the Academic Integrity Policy & Guidance for more information.

What counts as attendance?

You are expected to attend all sessions in your timetable and scheduled personal tutorials. City’s definition of attendance includes every point of classroom engagement including lectures, tutorials, workshops and lab sessions. Attendance is recorded from the day you begin your programme. We are working hard to help you and your programme team to record and reflect on every aspect of your attendance.

A successful study strategy goes way beyond attendance and includes engagement with every element of your programme. It also includes the use you make of academic and specialist support services and your participation in the range of extra-curricular activities
available to you. These things help enrich your experience, support your preparation for professional life and help you maintain a healthy study-life-work balance.

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**

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 attendance is a requirement of the UK Visas and Immigration department of the Home Office for Tier 4 sponsored students. Clinical placements have separate attendance requirements which are not covered by this policy.

Your Programme Handbook lays out attendance requirements specific to your programme, which operate in addition to this policy.

**Tier 4 Sponsored Students**

If you are a Tier 4 student 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 poor attendance will be the same as for other students. However, there are additional requirements meaning that if you do not meet your attendance commitments it could lead to the withdrawal of sponsorship, or funding and/or you having to return to your home country.

If you are a non-UK student studying with a Tier 4 student visa, please refer to the Tier 4 Attendance Monitoring requirements for more details.
**What do I need to do to and how will City support me?**

You are expected to attend, it’s your responsibility. We will do everything we can to support you if you are struggling and help you get back on track.

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<tr>
<th>Keep informed</th>
<th>What do I need to do?</th>
<th>How will I be supported?</th>
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<tbody>
<tr>
<td></td>
<td>Read your Programme Handbook so you know what attendance is expected of you.</td>
<td>We will provide all the information you need about expectations of attendance and how your programme team will work with you when there are concerns.</td>
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<td></td>
<td>Ask any questions you have about attendance at your induction.</td>
<td>We will talk to you about expectations of attendance and how you can maximise the benefits of attendance during your induction.</td>
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<td></td>
<td>Read ‘Improve your study skills’ on the Student Hub.</td>
<td>‘Improve your study skills’ provides information about study skills and services available if you are having difficulties.</td>
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<tr>
<th>Take action</th>
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<td></td>
<td>Make sure your attendance is recorded via either our digital recording systems or a member of staff.</td>
<td>We will contact you if there are concerns about your attendance or if reasons for absence are not known. See ‘Attendance concerns’ and ‘Poor patterns of attendance’ below for more.</td>
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<td>Apply for an Authorised Absence if you know you won’t be able to attend for a number of days or over a period of weeks (that way we will know we don’t need to contact you). Ask your Course Officer if you aren’t sure who to contact to apply.</td>
<td>Programme teams will provide clear information on how you can report an absence. Through the authorised absence process (see below) your course officer will help you make arrangements so you are able to engage appropriately in your studies while you’re away from classes and don’t miss out.</td>
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<td>Use the support we offer to help overcome challenges and develop even better study skills.</td>
<td>You will have an opportunity to discuss attendance and your personal strategy for engagement with learning and teaching with your personal tutor. We are increasingly using technology to help you track your own attendance. We will contact you if we have concerns about your attendance (see below). This helps us to work with you to overcome any challenges you may experiencing. We will make every effort to signpost you to specialist services offered by City and externally to support your attendance.</td>
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<td>Although we know that there can sometimes be unexpected problems, particularly for those students who are commuting long distances, we do expect you to be on time to your classes. Arriving late interrupts teaching and the concentration of fellow students. You will normally be considered late if you arrive more than fifteen minutes after the start of a session. We will seek to address consistent lateness with you as this raises concerns about your engagement and may signal issues that we may be able to help with. Where we record attendance electronically, we will provide you with guidance on how lateness is recorded.</td>
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|             | Let your Course Officer or another member of your Programme team know if your attendance hasn’t been recorded correctly or if you are having problems recording your attendance. | Schools keep records of attendance and ensure communications about attendance are as easy and straightforward as possible. We value your feedback about how this is working. We are increasingly using technology as our preferred method of recording your attendance. This is more efficient and means that you get an overview of your own attendance patterns. This is not yet available to all students but we are working on it. |

|             | Talk to us about problems you think might affect your attendance. | City has a number of support services available to help you manage and prioritise your attendance alongside other commitments and challenges. Visit the Student Hub to access advice and guidance. We also recognise that at times there may be exceptional circumstances where you may need to be absent for all or part of a scheduled session at short notice. Speak to your programme team as early as possible if this occurs. |
**Attendance concern**

Our attendance recording procedures are designed to ensure we offer support to students with significant attendance issues at the earliest possible time. When we have a concern about your attendance 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.

If you do not engage with this your programme team will be informed so that further action can be taken to ensure that you are okay. We will then take steps to establish with you 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 and help you get back on track.

**Poor patterns of attendance**

We are in the process of rolling-out systems that help us 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:

1) Raise an attendance concern (see above)
2) Confirm with you that we have no concerns at this time
3) 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**

Sometimes you may know 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 here.

b) Students who receive an authorised absence will not usually receive a refund of tuition fees. The date you are expected to complete your studies won’t usually be changed to reflect the time away.

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 are away, temporary or permanent withdrawal.

**City’s Responsibilities**

Your Programme Team work together to ensure the following things happen:

a) Ensure attendance requirements are made clear to you at induction and that requirements are clearly specified in your Programme Handbook.

b) Ensure that your Programme Handbook specifies who is responsible for providing the support mechanisms laid out within this Policy.

c) Ensure all students, but particularly new students who are transitioning into life at City, are made aware of support available and encouraged to access it.

d) Determine method(s) of recording attendance and engagement in classroom settings, 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 reports to ensure that where there is an attendance 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

School administrative staff flag any incomplete or incorrect records to programme teams and module leaders, so they can be completed.

It is the responsibility of the Deans of Schools (or their nominee) to ensure that everything is in place in their School 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.

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<th>Policy Title</th>
<th>Count Me In: Taught Student Attendance Policy</th>
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**Policy Enabling Owner and Department**  
Progression and Strategy team, Student Experience & Engagement Department, Student & Academic Services  

**Responsible for Implementation and Department**  
Progression and Strategy Support team, Student Experience & Engagement Department, Student & Academic Services

**Approving Body**  
Senate

**Date of Approval**  
July 2018

**Last Reviewed**  
July 2018 (First introduced), July 2019

**Review Due Date**  
July 2022

**Publication of Policy (tick as appropriate)**

For public access online (Internet)? [✓]  
For staff access only (Intranet) [ ]

**Queries about this policy should be referred to**

Emma Richards Emma.Richards@city.ac.uk  
Student Experience & Engagement Department  
Student & Academic Services