

STUDENT ATTENDANCE MONITORING PROCEDURES (FACE TO FACE PROGRAMMES*)

***See separate guidance for BPTC**

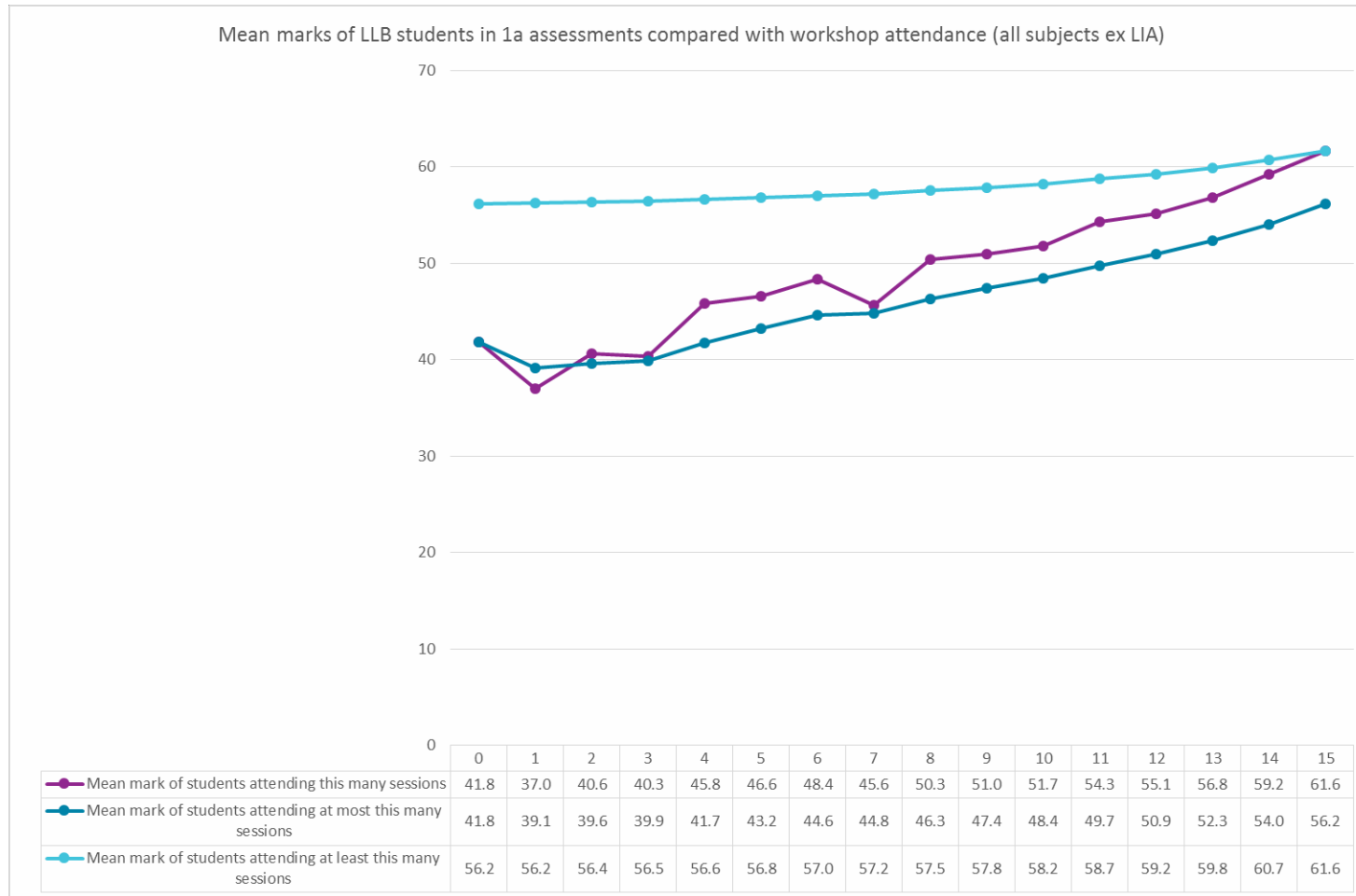
These procedures have been written with reference to the '**Student Preparation, Attendance and Online Participation Policy**' and the '**Missing Persons Policy**'. To access these documents in full, please go to www.law.ac.uk/policies

As noted in the policy:

Participation is a key component in maximising the level of student achievement and employability (for example, in terms of developing workplace skills). Based on the assumption that students who have poor Participation in their studies are at risk of disengaging, the University monitors Participation in order to prompt further investigation and offer appropriate support where required. Students who experience problems with Participation may have a variety of reasons for not approaching the University for guidance in such circumstances. It is therefore important that the University has effective mechanisms in place to identify students who may be 'at risk', and to interact with them positively at an early stage.

Non-attendance and Assessment Performance

The Academic Registry team has provided the following analysis to demonstrate the impact of LL.B workshop attendance on assessment performance. The X axis shows the number of sessions attended per module and the Y axis gives the assessment result.



The following data also shows a clear relationship between number of absences per module and impact on LL.B assessment performance.

Absences	Proportion of cohort	Pass rate
0 – 1 (94-100% attendance)	45.8%	97.0%
2 – 4 (74-87% attendance)	29.2%	93.3%
5 – 10 (33-66% attendance)	20.9%	82.7%
11 - 15 (0-27% attendance)	4.1%	60.5%

Aside from the correlation with assessment performance, students should also be alerted to other risks of not attending their teaching sessions.

Maximising Opportunities

In addition to increasing their knowledge base to pass assessments and gain their qualification, the teaching methods at ULaw are specifically designed to enable students to develop skills to improve their employability.

References

Students should be reminded of the impact that a poor attendance record can have on references for potential employers.

Funding Issues

Institutions are required to advise Student Finance England of non-attendance where students are receiving funding in the form of a student loan. If an undergraduate student does not attend for a complete semester, they will lose their SLC funding and will become immediately liable for any fees outstanding. The Finance team needs to alert SFE where a student has not engaged with ULaw in a timely manner (even if the matter is still ongoing at that point).

Irrespective of funding methods, if a student has not attended their teaching sessions since the last fee liability date, ULaw is unable to pursue fees outstanding. As such, it is essential that non-attendance is managed promptly and the finance team updated if the outcome of non-engagement is the student's withdrawal from the course.

Managing Absences

The process (annex 7) and email templates (annex 2 and 3) within this document are to assist staff in identifying and managing absences at an early stage and to suggest appropriate early intervention, whether that be from academic or support teams. Where students do not engage in the process, this could be an indication that the student is experiencing difficulties and the guidance in the University's **Cause for Concern policy** should be referred to. Where there is an immediate concern for a student's health, safety or wellbeing and the student is suspected to be missing, the University should respond appropriately in line with its duty of care – please refer to the **Missing Persons policy** and procedures for further guidance.

Tier 4 Students

If staff have attendance concerns regarding any student with a Tier 4 visa, they should contact the International Visa Office team on extension 6588 or email visaoffice@law.ac.uk. These procedures apply to all other students on attendance mode courses.

Absence relating to Disabilities

Where a student has been granted reasonable adjustments as a result of a disability, this will have been specified on their Disability Support Agreement and relevant tutors informed. If a student is not known to the Disability Support and Inclusion Service (DSIS) but advises that their absence is as a result of a disability, this should be referred to the DSIS for consideration. The DSIS will liaise with the Programme and Student Lead/other colleagues as appropriate.

Report to Campus Dean (if continued absence/lack of engagement)

Generally, the attendance monitoring process is designed to support students to improve participation, retention and achievement and suggested withdrawal is a last resort where there are no welfare concerns and there is complete non-engagement from the student concerned. In these cases, the end of the process may result in referral to the Campus Dean. Any report to the Campus Dean at this stage should include:

- Details of all attempts to contact the student (including copies of emails from Personal Tutor, Welfare Officer (where appropriate) and Programme and Student Lead)
- Copies of any communication received at any point from the student

- Details of any disability support adjustments
- Confirmation of payment status/any outstanding debt/sponsor/loan provider
- General recommendations, e.g. consideration of withdrawal where there is complete non-engagement with programme of study/response to follow-up contact, and supporting comments

Sponsored Students Non-Attendance

Where students are sponsored by any of the Firms managed by our Key Accounts team, Personal Tutors should notify the team if they have any attendance concerns. The Key Accounts Team will also run attendance reports for sponsored students regularly and may contact Personal Tutors to discuss students if they identify any ongoing problems. The Key Accounts Team is:

Alexis Mavrikakis – Programme and Student Lead (Firm-Specific)

Ricky Stoter – Client Services Coordinator

The list of Firms managed by the Key Accounts team can be found on ELITE within:

Registry Matters>Policies & Procedures>B4>List of Firms Managed by the Key Accounts Team

Annex 1 – Automated reminder email templates

Non Tier 4 students (sent approx. 72 hours after absence if reason unknown)

To: *Student Primary Email Address*

From DonotReply@law.ac.uk

Subject: Absence Reason Reminder

Dear *Student Name*,

We hope that all is well. We are contacting you because you have missed your timetabled class(es) on the following date(s).

Date(s) inserted

In order for us to maintain your records, please complete our **online absence form** as soon as possible.

Please contact your Subject Tutor if you have any queries about the teaching session(s) you have missed. It is important that you attend all teaching sessions so, if you are unwell or your absence is likely to be ongoing for any other reason, please contact us and/or your Personal Tutor for further support or to discuss any areas of concern. Your Personal Tutor has been notified of your non-attendance.

Kind regards

Student Services

Annex 2 – Template PT Emails

The following emails are suggested templates but can be adapted as required based on individual circumstances.

Email PT1

- **For UG students who have missed 3 or more consecutive teaching sessions or attendance is less than 80%**
- **GDL/MA Law/LPC/LLM students who have missed 1 full teaching week/weekend or attendance is less than 80%**

Dear **Student name**,

I have noticed that you missed a number of teaching sessions last week and wanted to check that you were well. Please could you let me know if you have been able to catch up on the work missed. Your level of attendance is currently at 75%.

Many thanks

Personal Tutor name

OR

- **For below 80% attendance**

Dear **Student name**,

I have noticed that your module attendance has fallen below 80% and I am concerned that this will impact on your ability to succeed on your course. Your level of attendance is currently at 75%.

Please could I ask you to contact me, as soon as possible to discuss any issues you may be experiencing on 01483 21XXXX or email **personal**
tutor name@law.ac.uk.

Kind regards

Personal Tutor name

Email PT2

- **For students who have not responded to PT Email 1 and continue to be absent**

Dear *Student name*,

Further to my last message, I am becoming concerned that I have not heard from you and you have now missed further teaching sessions. As there is a direct correlation between attendance and assessment results, I am keen to speak to you as soon as possible so that we can ensure you do not fall behind with the course. Attendance is also something that potential employers request details for within references and we are anxious to ensure you continue engaging with the course to obtain the maximum benefits. Your current level of attendance is 60%.

We can also discuss other support services available to you within the University. Please could you either call or email me as soon as possible – I am happy to arrange a meeting if this is preferred.

Kind regards

Personal Tutor name

If there is no response to this message and the student continues to be absent, the matter should be referred to the Programme Student Lead.

Annex 3 – Template PL Emails

The following emails are suggested templates but can be adapted as required based on individual circumstances.

Email PL1 from Programme Student Lead (send by post also)

Dear *Student name*,

Your details have been forwarded to me from your Personal Tutor as he/she is extremely concerned about your attendance and the impact this may be having on your ability to successfully complete the course. We would very much like to support you to enable you to catch up with any work missed and I therefore encourage you to contact me as soon as possible. If you are receiving funding for the course, this may also be affected by your non-attendance.

Please could you come in for a meeting with me on *xxx* at *xxx* in *xxx* to discuss this. If you are unable to attend this meeting for any reason, please call me on 01483 21*XXXX* as soon as possible so that we can rearrange.

Yours sincerely,

Programme Student Lead name

LLB Programme Student Lead

Email PL2 (sent by post also)

PL2a

- **to be used where there has been no response to Programme Student Lead initial contact**

Dear **Student name**,

Further to my last correspondence, I am concerned about your wellbeing as I have not received a response from you. Please could you contact me urgently regarding this matter either by email, Programme Lead name@law.ac.uk, or phone 01483 21XXXX.

Please note, if I do not hear from you within 48 hours, I will need to take further action in accordance with our Missing Persons Policy which may lead to us contacting your next of kin and/or the police.

Please be assured that our intention is to try and resolve any issues you may be experiencing in order to enable you to successfully complete the course and I therefore urge you to make contact with us as soon as possible so that we can discuss the best way forward.

Yours sincerely,

Programme Lead name

LLB Programme Lead

If there is no response to this message and the student continues to be absent, refer to Stage 2 of the Missing Persons Protocols for escalation.

PL2b

- **to be used where attendance is patchy/there are no welfare concerns**

Dear *Student name*,

Further to my last correspondence, I am concerned not to have received a response from you. Please could you contact me urgently regarding this matter either by email, Programme Lead name@law.ac.uk, or phone 01483 21XXXX.

In addition to impacting on academic performance, attendance records are often requested within references to potential employers and sponsoring firms and it is therefore extremely important that we look at ways in which we might be able to support you to improve your engagement levels on the course.

***If you are being funded by a loan through the Student Loans Company, your approved funding will be impacted by non-attendance and possibly suspended as it is a requirement you attend teaching. If the funding is suspended, all fee liabilities will revert to yourself for payment.**

Please be assured that our intention is to try and resolve any issues you may be experiencing in order to enable you to successfully complete the course and I therefore urge you to make contact with us as soon as possible so that we can discuss the best way forward.

Yours sincerely,

Programme Student Lead name

LLB Programme Student Lead

**Delete for GDL students*

PL3 – Warning to continue at own risk following meeting with PSL

Dear **Student name**,

Thank you for responding to the concerns we have expressed about your low attendance/participation record.

Despite our concerns, you have advised that you would like to continue with the course. **Although we appreciate that you may have self-study experience from your previous education (amend/delete for UG students)**, I would like to re-emphasise the following:

- Failing to attend teaching sessions means you will be depriving yourself of the benefit of the hands-on guidance provided by tutors and the practical application, involving the embedding of skills alongside the theory, that is the focus of our sessions.
- There is a strong correlation between attendance/participation and assessment results.
- Employers usually ask for confirmation of your attendance/participation record within reference requests.
- If you are being funded by a loan through the Student Loans Company, your approved funding will be impacted by non-attendance/participation and possibly suspended as it is a requirement you attend/participate. If the funding is suspended, you will become personally responsible for payment of all fees.

If there are other factors affecting your attendance, e.g. your timetable pattern, please do let me know and we can investigate whether there is any opportunity to reschedule your workshop times. **Delete/amend by campus/course if not feasible at a local level**

If you would like to review your decision to continue the course and the options available to you, please let me know. Otherwise, your Personal Tutor will continue to make contact with you to ensure that you are well and to offer such pastoral support as you may require.

Kind regards/Yours sincerely

Programme Student Lead name

LPC Programme Student Lead

Annex 4

Tier 4 students are monitored by the International Visa Office so fall outside of the above processes, however the following are examples of the automated messages sent to these students where absences are recorded.

Initial Email

The following email will be sent every day at 9am to visa students when they have 1 or more unexplained absence. This email will not be sent to students that are due to receive either the 9, 5 or 3 consecutive absence emails:

Subject: Action Required: Unexplained Absences

Dear{STUDENT_FORENAME}

As a student sponsored by the University on a Tier 4 Student visa, we are required by the Home Office to keep a record of your attendance.

We are writing as you currently have unexplained absences on your record:

{DATE_OF_ABSENCE – CLASS_MISSED}

You are required to complete the following actions in line with the Attendance Policy for Tier 4 Students:

- Submit absence forms (and any supporting evidence) on ELITE ([online absence form](#)) for your absences listed above as soon as possible. If any of the absences do not appear on ELITE, please reply to this email giving the reasons for your absences.

Kind regards

The International Visa Office
The University of Law

3 Consecutive Unexplained Absences Email

The following email will be sent every day at 9am to visa students when they have 3 consecutive unexplained absences. This email will not be sent to students that are due to receive either the 9 or 5 consecutive absence emails:

Subject: Action Required: 3 Unexplained Absences

Email Priority: High

CC: Campus Student Service, Personal Tutor

Dear {STUDENT_FORENAME}

As a student sponsored by the University on a Tier 4 Student visa, we are required by the Home Office to keep a record of your attendance. We are writing as you currently have **3 unexplained absences** on your record:

{DATE_OF_ABSENCE – CLASS_MISSED} – This is a list

You are required to complete the following actions in line with the Attendance Policy for Tier 4 Students:

- Submit absence forms (and any supporting evidence) on ELITE ([online absence form](#)) for your absences listed above as soon as possible. If any of the absences do not appear on ELITE, please reply to this email giving the reasons for your absences.

Failure to complete the absence forms within 48 hours of the date of this email may result in disciplinary action. Please refer to the Attendance Policy for Tier 4 Students which can be in the International Students area on ELITE.

Kind regards

The International Visa Office

The University of Law

5 Consecutive Unexplained Absences Email

The following email will be sent every day at 9am to visa students when they have 5 consecutive unexplained absences. This email will not be sent to students that are due to receive the 9 consecutive absence email:

Subject: Urgent Action Required: 5 Unexplained Absences

Email Priority: High

CC: Campus Student Service, Personal Tutor

Dear{STUDENT_FORENAME}

As a student sponsored by the University on a Tier 4 Student visa, we are required by the Home Office to keep a record of your attendance. We are writing as you currently have **5 unexplained absences** on your record:

{DATE_OF_ABSENCE – CLASS_MISSED} – This is a list

As we have not received a response to our previous emails, you are now required to complete the following actions in line with the Attendance Policy for Tier 4 Students:

1. Attend a meeting with your campus' Tier 4 Officer to discuss your attendance and any support you may require from the University. The International Visa Office will write to you shortly with the details of this meeting.
2. Submit absence forms (and any supporting evidence) on ELITE ([online absence form](#)) for your absences listed above.

If any of the absences do not appear on ELITE, please reply to this email giving the reasons for your absences.

We would like to remind that as part of your enrolment at the University you were asked to sign our Tier 4 Student Agreement. This was to confirm that you understood the conditions of your Tier 4 sponsorship, including that you would comply with the Attendance Policy for Tier 4 Students. You can find the policy in the [International Students](#) area on ELITE. You can also refer to the Information for International Students booklet in the same area, which explains the conditions of your Tier 4 sponsorship and the relevant Home Office regulations.

Kind regards

The International Visa Office

The University of Law

9 Consecutive Absences Email

The following email will be sent every day at 10am to visa students when they have 9 consecutive absences (regardless of whether they have been explained or not):

Subject: Urgent Action Required: 9 Consecutive Absences

Email Priority: High

CC: Campus Student Service, Personal Tutor

Dear {STUDENT_FORENAME}

We are writing as you currently have 9 consecutive absences on your attendance record.

The University of Law is required by the Home Office to report a withdrawal of Tier 4 sponsorship for any student who reaches 10 consecutive absences. This is stated in the Attendance Policy for Tier 4 Students and the Information for [International Students](#) booklet. You can find both of these documents in the International Students area on ELITE.

If you reach 10 consecutive absences, the University will have no option but to report a withdrawal of your Tier 4 sponsorship to the Home Office and deregister you from the University. The Home Office will then curtail your visa and you will be required to leave the UK. This may also affect your ability to apply for a Tier 4 Student visa in the future.

You are now required to complete the following actions in line with the Attendance Policy for Tier 4 Students:

1. Respond to this email to confirm you have received it.
2. Attend a **mandatory** meeting with a member of the International Visa Office or your campus' Tier 4 Officer to discuss your situation (further details of the meeting will be sent to you shortly).

If you fail to complete these actions, the University will have to report a withdrawal of your Tier 4 sponsorship to the Home Office for failing to engage with the University as outlined in our [Tier 4 Students Policy](#).

Regards

The International Visa Office

The University of Law

Annex 5 – Examples of Weekly Automated Personal Tutor Reports

Undergraduate version

Personal Tutor Absence Detail Report - R06b

Course: LLBFJ1517A

Tutor: Debbie Woods

B-Current Student

Subject	Sessions	Absences	% Attended
CRL Criminal Law	30	2	93
CTL Contract Law	37	0	100
EMB Employability	6	0	100
EUL EU Law	30	3	90
Induction	12	0	100
LES Legal Essentials	23	0	100
PBL Public Law	31	3	90
TOR Tort	31	3	90

Session	Absence Date	Workshop	Reason	Consecutive Absences
TOR Tort Tort WS 9	18/02/2016	-Multi-	Illness	1
PBL Public Law Public LG 11	18/02/2016	-Multi-	Illness	2
PBL Public Law Public WS 9	19/02/2016	-Multi-	Illness	3
TOR Tort Tort LG 11	19/02/2016	-Multi-	Illness	4
PBL Public Law Public WS 15	11/03/2016	-Multi-	Illness	1
EUL EU Law EU LG 1	04/04/2016	-Multi-	Authorised Leave	2
CRL Criminal Law Criminal LG 1	05/04/2016	-Multi-	Authorised Leave	3
CRL Criminal Law Criminal LG 2	07/04/2016	-Multi-	Other	4
EUL EU Law EU LG 2	08/04/2016	-Multi-	Other	5
EUL EU Law EU LG 9	06/05/2016	-Multi-	Illness	1
TOR Tort Tort feedback	26/05/2016	-Multi-	Unknown	1

Undergraduate Personal Tutors will receive an automated email every Monday including an overview of attendance for each of their personal tutees (see example on the left – the student’s name has been removed). The top section includes overall percentage attendance by subject. Where a student drops below 80% attendance for a subject, this will appear in **red** text. The reports will include attendance records for the current year but not previous years. It will include current and pending students and those considering intermission/withdrawal/transfer.

The section below includes all absences for the student in chronological order and indicates the number of consecutive absences. Where students have 3 or more consecutive absences, these will be highlighted in **red**.

The student in the example on the left missed 4 sessions in a row and the 3rd was Public WS9 on 19th Feb.

Postgraduate version

Personal Tutor Absence Detail Report - R06b

Course: PDL-DL15/17G

Tutor: Katherine Wagg

B-Considering Withdrawal

67.00% Attendance

Session	Absence Date	Workshop	Reason
Contract law Contract WS 1	23/01/2016	D17/A	Holiday
Contract law Contract WS 2	23/01/2016	D17/A	Holiday
Public Law Public WS 5	24/01/2016	D17/A	Holiday
Student did not attend any sessions in the week beginning 18/01/2016			
EU Law EU WS 1	16/04/2016	D17/A	Unknown
EU Law EU WS 2	16/04/2016	D17/A	Unknown
Student did not attend any sessions in the week beginning 11/04/2016			
EU Law EU WS 3	30/04/2016	D17/A	Unknown
EU Law EU WS 4	30/04/2016	D17/A	Unknown
Student did not attend any sessions in the week beginning 25/04/2016			
EU Law EU WS 5	14/05/2016	D17/A	Unknown
EU Law EU WS 6	14/05/2016	D17/A	Unknown
EU Law EU WS 7	14/05/2016	D17/A	Unknown
Student did not attend any sessions in the week beginning 09/05/2016			
EU Law EU WS 8	28/05/2016	D17/A	Unknown
EU Law EU WS 9	28/05/2016	D17/A	Unknown
Student did not attend any sessions in the week beginning 23/05/2016			

Postgraduate Personal Tutors will receive an automated email every Monday including an overview of attendance for each of their personal tutees (see example on the left – the student’s name has been removed). The overall percentage attendance for the year to date is noted below the student’s name.

Where a student drops below 80% attendance for a subject, this will appear in red text. The reports will include attendance records for the current year but not previous years. It will include current and pending students and those considering intermission/withdrawal/transfer.

Where students have missed one full week/weekend of teaching sessions, this will be highlighted in red.

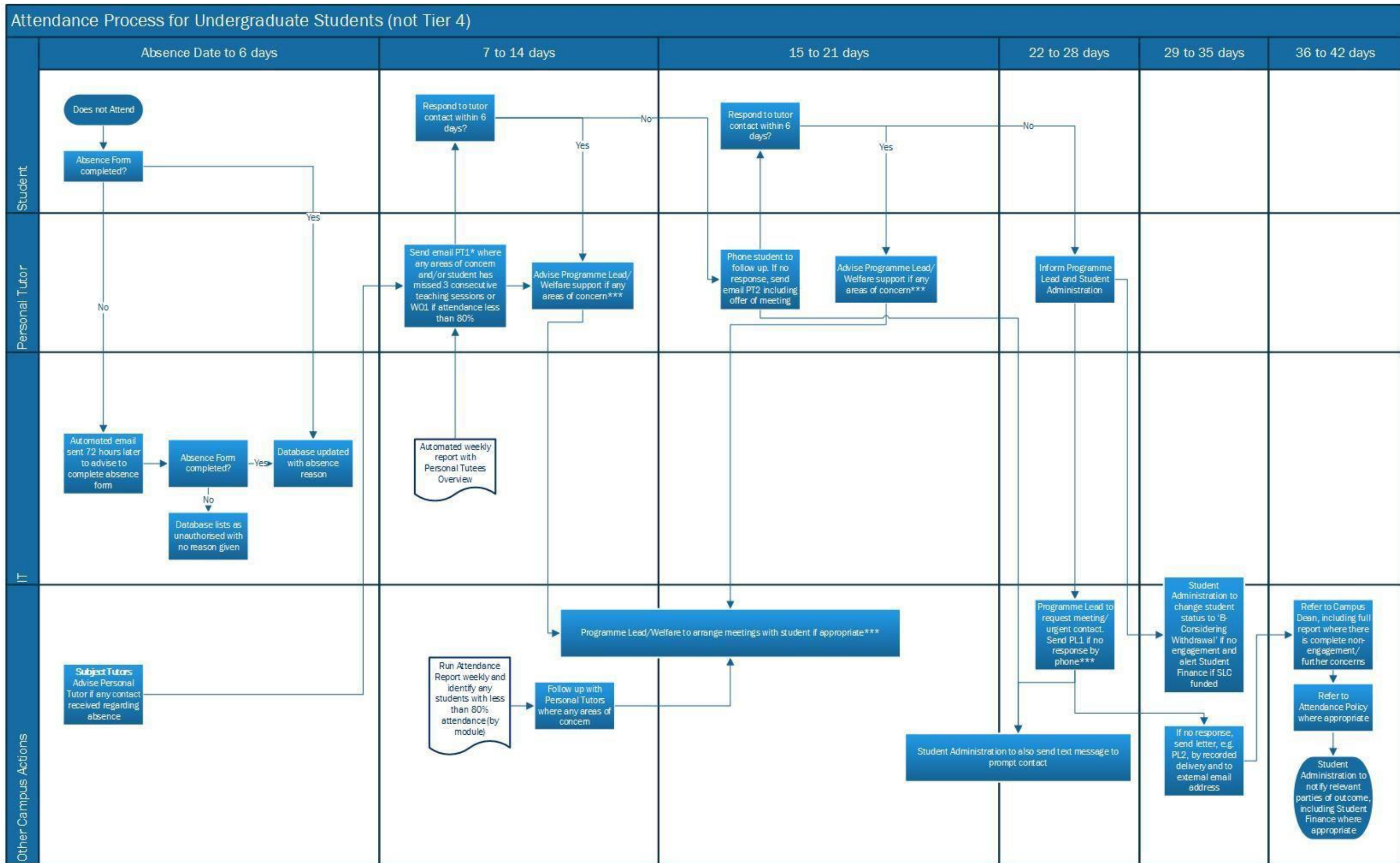
Annex 6 – Completion of Online Registers

The effectiveness of the Attendance Monitoring process is reliant on the prompt and accurate completion of online registers by subject tutors. The following timelines should be applied for register completion:

- Other than in case of a technical malfunction, registers should be completed in the first 30 mins of the teaching session
- Students who arrive after the start of the teaching session should be marked late
- Students who arrive late but miss more than 50% of the teaching session should be marked absent. In this situation, students can still attend the session but should be advised they will not be marked as having attended

Where registers are not completed within the teaching session, tutors will receive reminders from the system and, due to the importance of this data for reporting purposes to UKVI/SLC, this will also be followed up by the campus management team.

Annex 7 – Attendance Monitoring Process Maps

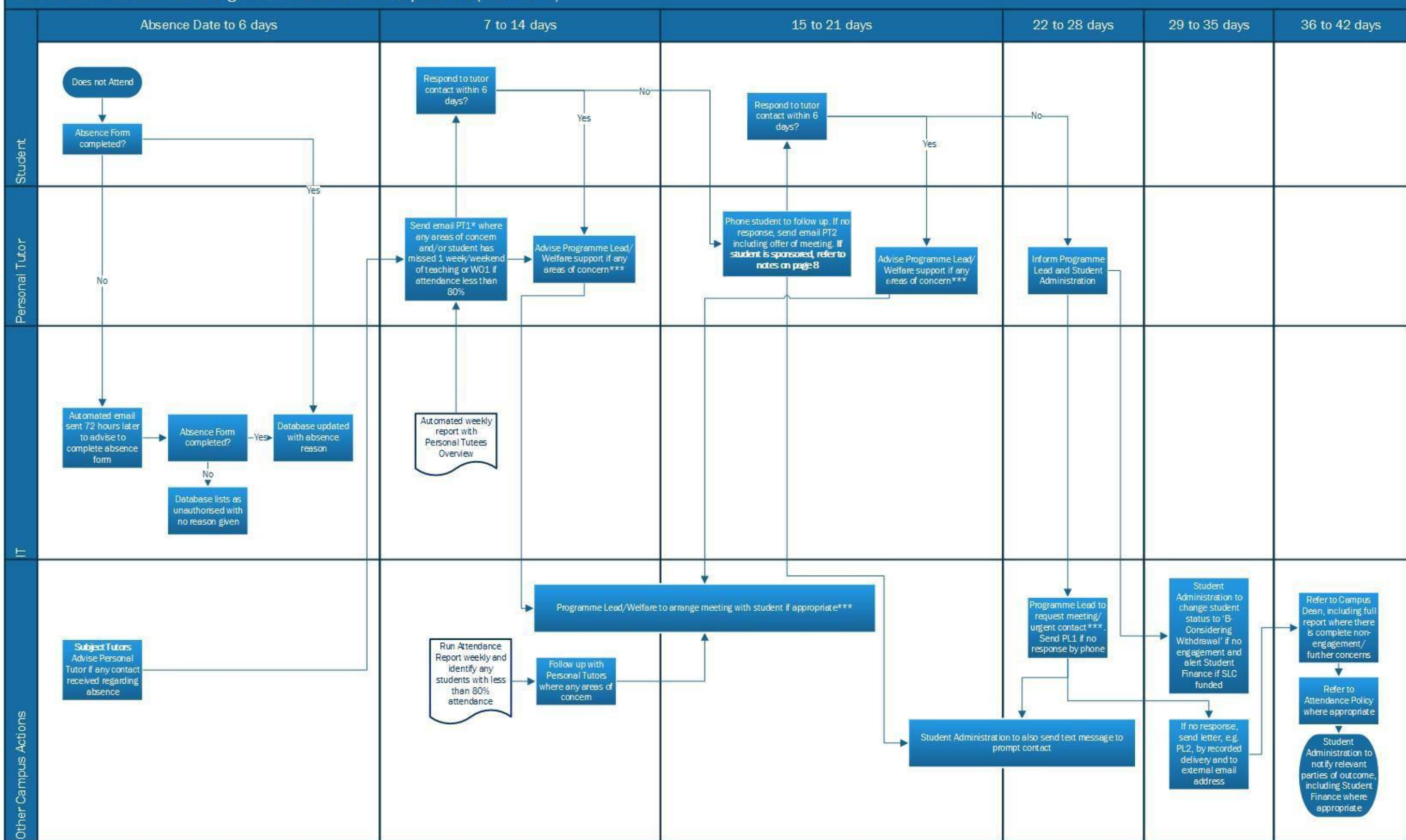


*Contact should be made even if students have completed an absence form

**Students with less than 80% attendance per module should be followed up from teaching week 3 of each term onwards (week 2 for Business School)

***Where appropriate, refer to Missing Persons Policy and Protocols

Attendance Process for Postgraduate Students except BPTC (not Tier 4)



*Personal Tutors should use their discretion to decide whether contact is needed if students have completed an absence form

**Students with less than 80% attendance per module should be followed up from teaching week 3 of each term onwards

***Where appropriate, refer to Missing Persons Policy and Protocols