

Student Attendance and Engagement Policy

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1. Introduction

At Trent Education Centre, we monitor student engagement with their studies because we believe that students who engage actively are more likely to succeed. Our aim is to provide comprehensive support to students who are committed to making the most of their education with us. A sudden drop in engagement or consistently low levels of participation may indicate that a student is experiencing difficulties, and we strive to offer support in such cases.

2. Policy and Scope

2.1. Policy

This policy outlines Trent Education Centre's approach to managing attendance and engagement, addressing both our pastoral responsibilities and regulatory obligations. The Policy is devised to support student wellbeing (engagement being a key indicator), which supports retention and success, as well as enabling the TEC to meet UK Visa and Immigration sponsor and PSRB requirements. Where a student is studying under a sponsored Student Visa engagement data will be used as part of the TEC's statutory monitoring of attendance and engagement, as required by UK Visas and Immigration.

2.2. Scope

The policy applies to all registered students, including those on pre-sessional, foundation, and undergraduate programmes, apprenticeships, and any other programme offered by Trent Education Centre. It encompasses all modes of study, including full-time and part-time students, and students on apprenticeships.

All TEC's study Centres, and their students must comply with the Attendance and Engagement Policy. While additional requirements are in place for students sponsored under UK Visas and Immigration (UKVI), this policy applies to the entire student body.

3. Aims and objectives

At Trent Education Centre, this document establishes a clear policy designed to:

- Ensure uniformity and consistency in the treatment of attendance matters across all provisions.
- Provide clear guidance on the steps to follow when a student's attendance falls below the expected criteria.
- Maintain up-to-date and accurate student information.
- Act as a procedural statement for interested third parties.
- Facilitate the provision of accurate data for statistical and audit purposes.
- Provide evidence to the relevant funding and accreditation bodies that students are actively enrolled on their programmes.

4. Definitions

4.1. Attendance

Attendance refers to a student's presence at timetabled learning activities. This includes physical attendance at in-person sessions and virtual attendance at synchronous online activities. These activities occur within a defined timeframe and involve staff supervision.

4.2. Engagement

Engagement describes active participation in learning activities and resources provided to support study. While each student is responsible for their own learning and may adopt different study patterns, engagement is a critical indicator of their welfare and motivation. Engagement can occur synchronously, such as during timetabled sessions or digital classroom activities, or asynchronously, such as accessing online resources on Moodle or viewing supplementary videos between sessions.

4.3. Poor Engagement

Poor engagement refers to instances where a student participates in their studies sporadically, regularly falls below expected engagement thresholds, or demonstrates repeated periods of disengagement. Poor engagement is also monitored in accordance with UKVI Compliance, Support to Study, and Fitness to Practise policies, where applicable.

4.4. Non-Engagement

Non-engagement is characterised by a period where no evidence engagement is recorded across the data sources feeding into the Student Engagement Dashboard. This definition excludes periods where no engagement is expected, such as during holidays or outside teaching schedules.

5. Informing Students

The attendance and engagement expectations for each course are outlined in the course information provided to students during the application and interview stages, such as the Student Handbook. During induction, the Head of Programme will ensure that students are familiar with these requirements. Throughout the course, Tutors and Student Support Officers should regularly emphasise the importance of attendance and engagement to students. Tutors and Student Support Officers are responsible for monitoring the attendance, engagement, and punctuality of individual students as part of the student support system. Tutors should also make students aware that poor attendance could impact their performance and lead to failure in assessments or exams if they do not attend regularly.

6. Student Engagement

Every student is expected to engage, which includes:

- Participation in in-person or online sessions.
- Interaction with course-related learning materials and online learning resources on the VLE.
- Submitting both formative and summative assessments
- Attending any other workshops or tutorials

Attendance and Student Support Officers will contact students who are not attending classes to re-engage them with the course. If a student is unable to attend due to illness or other circumstances affecting assessments or exams, they should inform their Tutor, or the Programme Leader. Students facing challenges due to illness or other reasons may request extensions for assignment submissions following the guidelines for extensions and extenuating circumstances in the Assessment Policy.

Students have the option to apply for interruption of studies, or to defer their course due to personal or medical reasons. Detailed information and guidance on these processes are available in TEC's Terms and Conditions.

Failure to attend, engage, or submit assessments may lead to the TEC withdrawing students from their course. This action could also affect their eligibility for student loan funding. For international students, TEC is required to notify UKVI of any unsatisfactory progress leading to prospective withdrawal. For more details, refer to the section below on Consequences of Unauthorised Absence.

7. Responsibilities

The following roles are responsible for ensuring this procedure is implemented effectively:

7.1. Administration

- Track and monitor students' attendance and engagement using the relevant systems.
- Engage with students who are not attending or meeting expected engagement standards, following the stages and timescales outlined in this procedure.
- Maintain accurate records and ensure timely communication with relevant stakeholders.

7.2. Tutors

- Accurately record students' attendance and engagement in taught sessions using the provided registers or systems.
- Communicate with students whose attendance is below expectations to address concerns.
- Refer students with persistent attendance issues to Trent Education Centre Administration as required.
- Provide Administration with details of student engagement, including specific dates, when requested.

7.3. Students

- Attend all scheduled taught sessions, engage regularly in guided independent study, and participate punctually.
- Notify their tutor promptly if they are unable to attend a session due to valid reasons, such as a medical appointment, and provide supporting evidence where applicable.
- Students are expected to attend all scheduled taught sessions, actively engage with guided independent study, and participate regularly and punctually. Students facing challenges that impact their ability to attend—such as health conditions, other personal difficulties—are encouraged to seek support from their Tutor or Administration as soon as possible.
- Attend examinations sessions on time. Submit assignments on time and attend all feedback sessions.

By ensuring all parties fulfil their responsibilities, Trent Education Centre aims to foster a supportive and productive learning environment that upholds attendance and engagement standards.

8. Monitoring & Support Process

8.1. Recording Attendance:

- Attendance for each taught session (e.g., lectures, seminars, workshops) is recorded by tutors through the online register system during the session.
- All students must be marked as either "present" or "absent" for each session, with any unauthorised absence clearly indicated.
- Attendance data is automatically synchronised with the student records system for accurate tracking and reporting.

8.2. Monitoring Engagement:

- Engagement is tracked through the completion of activities such as assignment submissions, interactions with learning materials (TEC CRM), participation in online forums, and attendance at personal tutorials.
- Student engagement is reviewed weekly by Student Services, with regular checks on student progress through assessments and interactions with online resources.

8.3. Recording Late Arrivals

Tutors record late arrivals in the attendance register during the session.

- **Time Stamping:** Late entries are categorised based on the extent of tardiness:
 - **Mild Lateness:** Less than 10 minutes late.
 - **Severe Lateness:** More than 10 minutes late.
- **Habitual Monitoring:** Persistent lateness (e.g., three instances in a month) triggers a deeper review.

8.4. Late Arrival Procedure

Late students are reminded of the importance of punctuality at the end of the session. If lateness is severe, the tutor may request a brief explanation during or after the session.

Weekly Reports

- **Student Services** runs weekly lateness reports from the attendance system to identify patterns.
- Students flagged for repeated or severe lateness are contacted via email or text message.

Supportive Interventions

- Students with valid reasons for tardiness (e.g., health issues, transportation challenges) are offered:
 - **Counseling or Support Meetings:** To understand and address barriers.
 - **Timetable Adjustments:** If feasible, to align with individual circumstances.

Escalation Process for Habitual Lateness

- Stage 1: Initial Warning
 - Students with three or more late arrivals in a month receive an initial warning letter.
 - This letter emphasises the importance of punctuality and offers resources for support.
- Stage 2: Formal Meeting
 - Persistent lateness leads to a formal meeting with Student Services or the tutor.
 - An action plan is developed to improve punctuality.
- Stage 3: Final Warning
 - Continued lateness results in a second warning letter highlighting consequences (e.g., disciplinary action or grade impact).
- Stage 4: Disciplinary Action
 - As a last resort, disciplinary measures, such as grade penalties or suspension, may be enforced.

Continuous Monitoring

- Students who improve punctuality are acknowledged and encouraged to maintain progress.
- Reports are updated monthly, and cases are reviewed for closure or further action.

8.5. Identifying and Addressing Non-Engagement

Attendance in every class is required for all students. The Tutor keeps a record of every student's attendance. A student may be eligible for authorised absence if they can demonstrate that they have valid extenuating circumstances. Refer to the sections on authorised absence and qualifying situations below for more details. If a student is persistently absent without being granted authorised leave due to extenuating circumstances, the subsequent actions will be taken:

Week Two

Student Support Officer sends the student a warning email or text message to remind them to attend classes if they miss two weeks in a row or four consecutive contact points without having authorised absence (see Appendices). The Student Support Officer calls the student to see what help the student may need and records the interactions. If the student subsequently attends but then fails to attend the following week, they will receive a first warning letter.

Week Three

If the student continues to miss classes for a third week or six consecutive contact points without authorisation due to extenuating circumstances, the Student Support Officer sends a second warning (see Appendices) to the student. The Programme Leader is notified. If the student subsequently attends but then fails to attend the following week, they will receive a third warning letter.

Week Four

If the student continues to miss classes for a fourth week or eight consecutive contact points without authorisation due to extenuating circumstances, the Student Support Officer sends a third and final warning (see Appendices) to the student. The Registry Officer and Head of Higher Education are notified. If the student subsequently attends but then fails to attend the following week, or ten consecutive contact points they will be reported the Head of Higher Education and considered for withdrawal.

Week Five

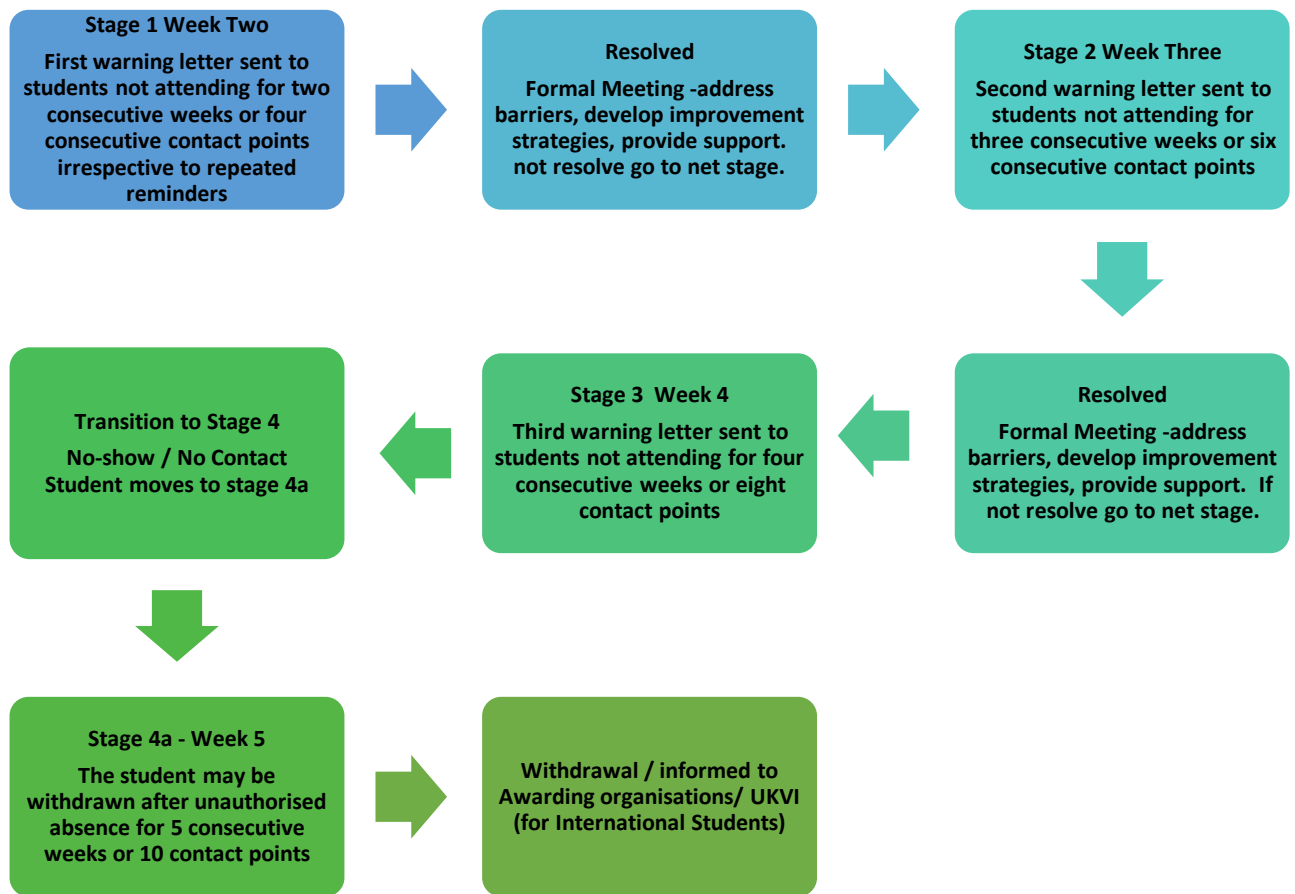
If the student continues to miss classes for 5 weeks or ten consecutive contact points, The Head of Higher Education instructs the Registry officer to begin the process of withdrawing the student.

Note: When deciding whether to withdraw a student, the following will be considered:

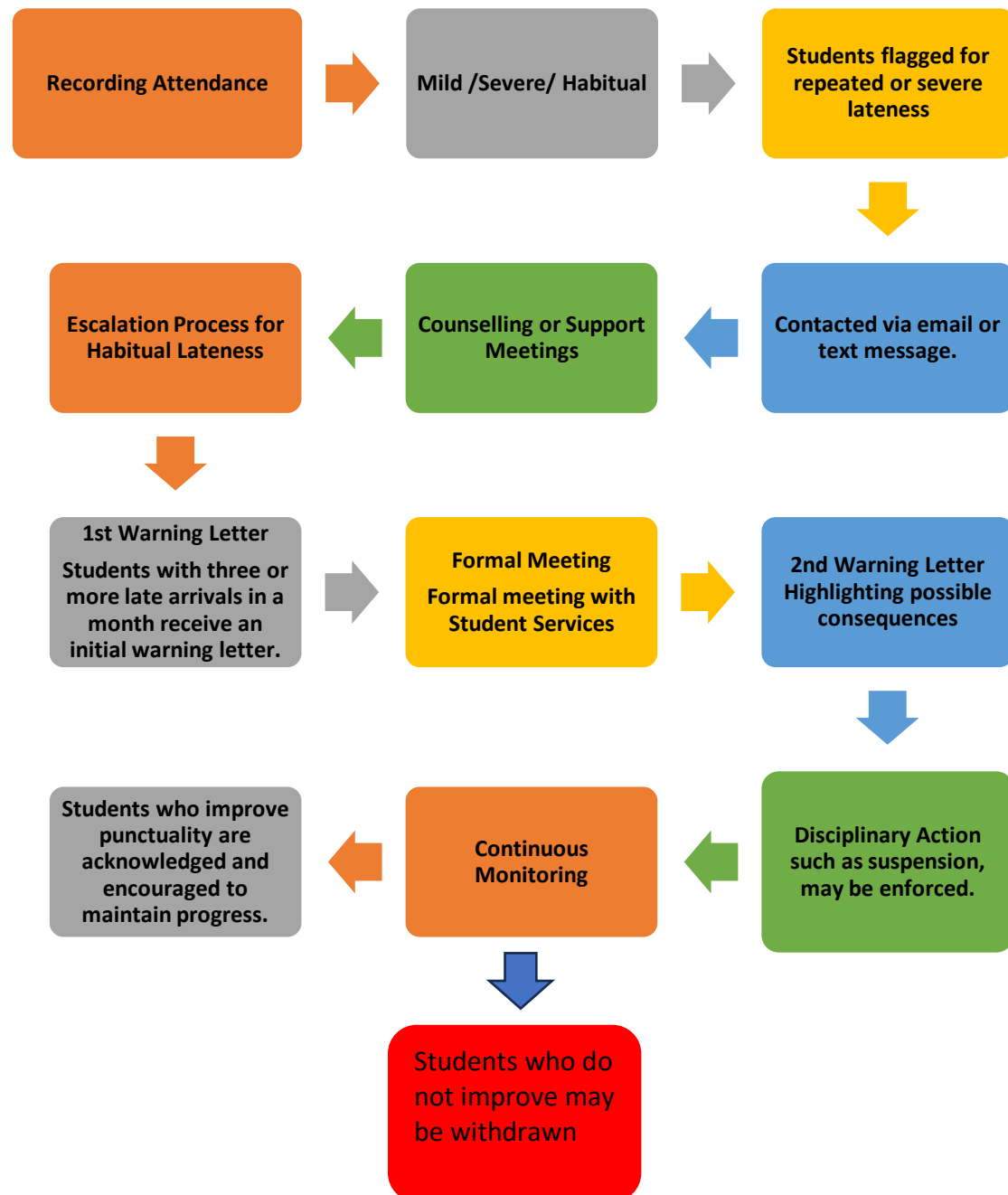
- The amount of student activity on the VLE
- The timely submissions of formative and summative assignments
- Attendance in any additional workshops or tutorials

9. Attendance and Engagement Monitoring Flow Chart

Process Flow



Late Arrival Procedure



10. Consequences of Non-Engagement

Non-engagement refers to forms of participation in academic studies other than attendance, which are required to succeed on a course. This includes submission of work to an adequate standard and quality, attendance at personal tutorials or other non-scheduled activities, and evidence of accessing resources on the College's virtual learning platform. Failure to meet engagement expectations can negatively impact students' academic progression and may be subject to the following interventions:

9.1 Progressive Warnings

When a student fails to meet the required engagement expectations, the following warning stages will be applied to encourage improvement:

Stage 1: Initial Warning

- Issued when a student shows a pattern of non-engagement (e.g., consistently failing to submit assignments).
- The student will receive an official written warning, explaining the concern, expected improvements, and the timeline for rectification.
- The student will be advised to meet with their tutor or programme leader to discuss any challenges they may be facing and to create an action plan for improving engagement. See Appendices.

Stage 2: Final Warning

- Issued if the student continues to show a lack of improvement after the initial warning, or if they miss more than four sessions within a six-week period.
- A formal meeting will be scheduled with the student to discuss the ongoing concerns, and further support will be offered to assist in overcoming any academic or personal challenges.
- A final warning letter will be issued, highlighting that failure to meet engagement expectations could result in more serious consequences. See Appendices.

Stage 3: Referral to the Academic Board

- Issued if the student fails to make any significant improvement after the final warning, or if they engage inadequately.
- The student will be referred to the Academic Board for further action, which may include suspension, termination of studies, or other academic sanctions, as determined by the Board. See Appendices.

11. Informing Awarding Organisations and UKVI (for international students)

For international students, the College is required to report non-attendance and non-engagement to the relevant authorities, including Awarding Organisations or UK Visas and Immigration (UKVI). If a student fails to meet attendance and engagement requirements, a report may be submitted to UKVI, which could affect their student visa status, including potential cancellation of their visa or refusal to issue a Confirmation of Acceptance for Studies (CAS) for future studies.

12. Consequences for Funded Students of Unauthorised Absence

Students are accountable for maintaining satisfactory attendance and engagement throughout their course. Attendance and engagement data are utilised to determine if students in receipt of Student Loan funding meet the attendance requirements stipulated by the Student Loans Company (SLC). Failure to attend or engage meaningfully with studies, including submitting assignments, may lead to withdrawal from the course. Refer to the **Interruption, Withdrawal & Study Break Policy** for further information. In cases where a student is not attending or engaging, they may face withdrawal, and this action will be reported to the SLC and this may result in the cessation of payments.

Upon withdrawal from the course, a student may become responsible for repaying any student loan they have received. This includes potential liabilities for maintenance payments and tuition fees paid to the TEC or partner organisation, irrespective of course completion or qualification attainment.

Tuition fees are typically paid in instalments to the TEC or partner organisation as follows:

- 25% of Tuition fee at the start of term one
- 25% of Tuition fee at the start of term two
- 50% of Tuition fee at the start of term three

The Student Loans Company (SLC) is legally obligated to recover any loan overpayments. In situations where a student has been withdrawn, loan overpayments may be retrieved from future student funding without adhering to standard repayment terms and conditions.

13. Support for Students

Students experiencing difficulties that impact their attendance or engagement are encouraged to reach out to their Tutor or Student Services for support.

- Support is available through:
 - Student Advisers for academic advice and guidance.
 - Access to the Extenuating Circumstances procedure for students facing personal challenges.
 - Mental health support and other pastoral services.

Students can arrange an appointment with a student Advisor by contacting Trent Education Centre Administration via email at attendance@trenteducation.co.uk. This support framework is designed to ensure students have access to the necessary resources and assistance to overcome challenges and succeed in their studies.

14. Extenuating Circumstances

Situations that hinder a student's capacity to participate and engage in TEC materials, attend classes, or submit assignments on time are referred to as extenuating circumstances. Staff and students can use the list below as a guide to what qualifies as an extenuating circumstance and can be used to excuse a student from class. This list is not exhaustive.

- Medical appointments that could not be made outside TEC hours.
- Attendance at a funeral
- Wedding of a close family member (but only for one day and students must not schedule their own wedding during term time)
- Driving test
- A meeting with a solicitor
- Genuine family emergencies
- Religious holidays
- Illness (evidenced by a medical certificate)

The following will normally be considered unacceptable as reasons for authorising absence:

- Holidays during term time
- Work-related activities
- Leisure activities
- Birthdays or family celebrations
- Babysitting
- Driving lessons

The list is not exhaustive and each request for authorised absence will be considered on its own merits by one or more of the following depending upon the circumstances:

- Head of Community Learning
- Head of Higher Education
- Programme Leader

15. Appeals Process

15.1. Grounds for Appeal

Students have the right to appeal a decision made by Trent Education Centre to withdraw them due to non-attendance and/or failure to respond to communication about attendance concerns. Appeals can be made on the following grounds:

- There has been a materially significant administrative error, or a procedural irregularity that has affected the assessment process or the consideration of any mitigating circumstances, preventing these from being handled in accordance with the approved regulations.

11.2 Right to Appeal

Students will be informed of their right to appeal and are directed to the Academic Appeal process, which is outlined on Trent Education Centre website at.

<https://trenteducation.co.uk/wp-content/uploads/2024/08/Academic-Appeals-Policy.pdf>

This appeals procedure ensures that students have a fair opportunity to contest decisions and seek clarification or resolution where appropriate.

16. Compliance

Where required, cases of non-engagement and/or non-attendance will be reported to the appropriate bodies in compliance with relevant regulations and policies.

16.1. Non-Engagement Without Notification

If a student is identified as not engaging and has not notified their absence, the procedure outlined in the Code of Practice for contacting disengaged students must be followed to address the issue promptly.

16.2. Non-Attendance or Engagement with Notification

If a student is identified as not attending or engaging but has provided prior notification of, staff will.

- Discuss the duration, reason, and potential impact of the absence on the student's ability to meet the requirements of their programme.
- Explore the option of a voluntary interruption of studies with the student, ensuring they are fully informed about their choices.

16.3. Withdrawal

In cases where a student is not attending or engaging, and no valid notification or resolution has been achieved, the withdrawal procedure should be initiated in line with Trent Education Centre's withdrawal policy. Please note that this be overriding by any relevant policy by another organisation that TEC is in partnership with.

17. Appendices

17.1. First warning letter

Date

Student ID number:

Dear X

Attendance

Re: First Follow-up Attendance

I am writing to inform you that you have been absent from your classes.

When you join your class late or do not attend, you miss essential instructions and teaching given at the beginning of the lesson and during the lesson. This can significantly reduce achievement, regardless of academic ability. Absences can add up quickly and this in turn may affect your student finance payments or study visa.

At Trent Education Centre, we want to provide you with the best academic support that we can. If you require any ongoing support and assistance, please let me know and our student support team can contact you. If you would like to discuss your attendance and your classes, please do not hesitate to contact me.

Please email attendance@trenteducation.co.uk

Yours sincerely,
Student Support Officer
Trent Education Centre

17.2. Second Warning Letter

Date

Student ID number:

Dear X,

URGENT

RE: Second Warning

This is the second written warning about your attendance, and this means that your attendance is Trent Education Centre now a serious matter. You have not been attending classes at the TEC since XXX. It has now been at least three weeks since you last attended your classes, and you do not have authorised absence.

I wrote to you regarding your attendance on XXX asking you to contact me so that we could give you the support you need. However, you have not contacted me or returned any of my phone calls or emails.

Please be warned that failure to contact the TEC and missing your classes may affect your academic progress and your student finance/ study visa.

If you need any support, we are here to help. We urge you to contact us so that our student support team can assist you as soon as possible.

Please contact me using the email or phone number below as soon as possible to discuss your absence. Please note that at we provide student support should you need it.

Email: attendance@trenteducation.co.uk

Phone:

17.3. Third Warning Letter

Student ID number:

Student Name:

Address:

Postcode:

Date:

Dear Student Name,

Attendance

RE: Third & Final Warning Letter

This is the third and final warning letter. It follows the second warning letter regarding your lack of engagement with the TEC. It is regrettable that you have not taken the opportunity to attend your classes or communicate with the attendance team to discuss any problems related to your attendance. **There may be serious consequences for your student finance or visa status if you do not respond to me by the deadline written below.**

This letter serves as notice that we will withdraw you from your course, and you will no longer be a registered student at Trent Education Centre if you do not respond to this letter by **Date and Time**. As you have been informed in previous warning letters, it is vital for your success on the course that you attend your classes regularly.

It is unfortunate that you have not been able to attend your classes and that we are now forced to withdraw you from the course. Please do not hesitate to contact me using the details below if you wish to discuss your time at Trent Education Centre, or the possibility of returning to study with us in the future. If I do not hear from you, I wish you all the best for the future.

Please note that we shall not attempt to contact you again about your attendance and if you do not contact us, we will automatically withdraw you from the course.

Yours truly,

Email: attendance@trenteducation.co.uk

17.4. Progressive Engagement Warning Letter

17.5. Stage 1: Initial Warning Letter

[Student Name]

Date:

[Student ID]

[Course Name]

[Address]

Dear [Student Name],

Subject: Initial Warning for Non-Engagement

This letter serves as a formal notification regarding concerns about your attendance and engagement in the [Course Name] at Trent Education Centre. Specifically, we have observed that you have demonstrated insufficient engagement in your academic activities over the past [four weeks or relevant period].

As part of TEC's *Attendance and Engagement Policy*, regular active participation in all scheduled learning activities is essential for your academic progress. At this point, we are giving you the opportunity to improve your engagement.

This letter constitutes an initial warning. You are expected to take immediate steps to address these concerns and improve your engagement. We strongly recommend that you schedule a meeting with your programme lead or course tutor to discuss any challenges you may be experiencing and to devise an action plan for improvement.

Please be aware that failure to demonstrate improvement in your engagement may lead to further academic consequences, as outlined in the TEC policy.

We are committed to supporting you in your academic journey and encourage you to make use of the available resources to help resolve this matter. Kindly confirm a suitable time to meet with your tutor or programme lead by [date].

Thank you for your attention to this important matter. We look forward to seeing your progress.

Sincerely,

17.6. Stage 2: Final Warning Letter

[Student Name]

Date:

[Student ID]

[Course Name]

[Address]

Dear [Student Name],

Subject: Final Warning for Continued Non-Engagement

Following our initial warning issued on [Date of Initial Warning], I regret to inform you that your engagement in the [Course Name] have not improved. We have noted that you have missed [X] sessions and/or failed to engage in academic activities as expected.

This letter serves as your final warning under Trent Education Centre's *Attendance and Engagement Policy*. It is crucial that you take immediate action to rectify your engagement, or you may face further academic consequences, including a referral to the Academic Board.

We strongly encourage you to arrange a meeting with your programme lead or course tutor to discuss any underlying issues you may be facing and to create a clear plan for improving your academic participation. Please ensure that this meeting is scheduled by [specific date].

Failure to improve your engagement could result in more serious action, including suspension or termination of your studies at TEC.

We are here to support you, and we want to help you succeed. Please take the necessary steps to resolve this situation promptly.

Sincerely,

17.7. Stage 3: Referral to Academic Board Letter

[Student Name]

Date:

[Student ID]

[Course Name]

[Address]

Dear [Student Name],

Subject: Referral to the Academic Board for Non-Engagement

Despite the previous warnings issued on [Date of Initial Warning] and [Date of Final Warning], I regret to inform you that your engagement in the [Course Name] at Trent Education Centre remains below the required standard. You have not participated sufficiently in the academic activities expected of you.

As a result, we are now required to refer your case to the Academic Board for further review. This referral may lead to a range of academic sanctions, including suspension or termination of your studies at TEC.

We recommend that you meet with [Programme lead/Tutor] immediately to discuss your situation before the matter is escalated to the Academic Board. This meeting will allow us to consider any additional information you wish to provide and ensure we fully understand your circumstances.

Please arrange this meeting by [specific date]. If you fail to attend or make arrangements, the Academic Board will proceed with reviewing your case.

This is a serious matter, and we encourage you to take immediate action to resolve it. If you require any support, please contact us without delay.

Sincerely,