



## Attendance and Engagement Policy

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Version Control			
Previous Version	New Version	Date	Update/Notes
V2  (19/02/25)	V3	26-08-25	<p>Reformatted and added version control table.</p> <p>Changed 'Mitigating Circumstances' to 'Mitigating Circumstances' to align with the Assessment Policy and linked it to Authorised Absence.</p> <p>Not Administrative Staff but Student Support Officers interview students about their attendance.</p>

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## **1. Introduction**

At Trent Education Centre (TEC), student attendance and engagement with their studies is monitored because students who attend and engage actively are more likely to succeed. See the definitions of attendance and engagement below. TEC provides comprehensive support to students who are committed to making the most of their education. A sudden drop in attendance and engagement or consistently low levels of participation may indicate that a student is experiencing difficulties, and TEC strives to offer support in such cases.

## **2. Policy and Scope**

### **2.1. Policy**

This policy sets out TEC's approach to managing attendance and engagement, addressing both TEC's pastoral responsibilities and regulatory obligations. The Policy is devised to support student wellbeing (attendance and engagement being a key indicator), which supports retention and success, as well as enabling TEC to meet the expectations of regulatory bodies, including when the time comes 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 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 online, in person, full-time and part-time students, and students on apprenticeships if relevant.

All TEC study Centres, and TEC students must comply with the Attendance and Engagement Policy. Additional requirements are in place for a time when students may be sponsored under UK Visas and Immigration (UKVI) but this is not currently the case. This policy applies to the entire student body.

### 3. Aims and objectives

The policy aims to ensure consistency in the treatment of attendance and engagement matters across all provision and the effectiveness of attendance monitoring. It provides clear guidance on the steps to follow when a student's attendance falls below the expected criteria. The aims are achieved through the following objectives:

- 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 for the purposes of this policy, 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 of 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

Students are made aware of attendance and engagement expectations during the application and interview process, through the **Student Handbook**. These expectations are reinforced during induction, where the Head of Programme ensures students understand the requirements.

Throughout the course, Tutors and Student Support Officers play a key role in highlighting the importance of consistent attendance and active engagement. They are also tasked with monitoring each student's attendance, punctuality, and engagement as part of the wider support system.

Tutors should clearly communicate that poor attendance can negatively affect academic performance and may result in failing assessments or exams.

## 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

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 health or special needs reasons should contact the Student Wellbeing Officer and request an extension for assignment submissions. Follow the guidelines in the **Assessment Policy** for extensions and mitigating circumstances.

Students may choose to interrupt their studies or defer their studies if they are facing personal or medical challenges. TEC's **Terms and Conditions** provide details on how to navigate these options. Admissions staff will provide students who are considering interruption of studies with all the information they need to make a choice.

Failure to attend, engage, or submit assessments may lead to TEC withdrawing students from their course. This action could also affect their eligibility for student loan funding if they are receiving funding. If TEC has international students in future, TEC would be required to notify UKVI of any unsatisfactory progress leading to prospective withdrawal. See the section below on [Unauthorised Absence](#) for more information.

## **7. Responsibilities**

Staff with the following roles are responsible for ensuring this procedure is implemented effectively:

### **7.1. Student Support Officers**

Student Support Officers (SSOs) monitor students' attendance and engagement using the Attendance Monitoring System (AMS) in place at TEC. SSOs contact students who are not attending or engaging and implement the warning process in this policy. SSOs maintain accurate records of student contact and ensure timely communications with relevant stakeholders.

### **7.2. Tutors**

Tutors accurately record students' attendance and engagement in sessions using the provided registers and AMS. Tutors communicate with students whose attendance is below expectations to address concerns and refer students with persistent attendance issues to TEC Student Support Officers. Tutors provide the Programme Leader with records of student attendance and engagement when requested.

### **7.3. Students**

Students must attend all scheduled sessions and engage in guided independent study. Students must notify their tutor and student support officers if they are unable to attend a session due to valid reasons, such as a medical appointment, and provide supporting evidence where applicable.

## 8. Monitoring & Support Process

### 8.1. Recording Attendance

Attendance for each session (e.g., lectures, seminars, workshops) is recorded by tutors through the online AMS during the session. All students must be marked as either 'P' for Present or 'A' for absent for each session, with 'AA' for unauthorised absence'. Tutors should also record 'L' for Lateness. Students who are marked as AA and/or L will receive warning letters and offers of support from the Student Support Officers. If they ignore these warnings and offer of help, they may be withdrawn from the course.

### 8.2. Monitoring Engagement

Engagement is tracked through activities such as assignment submissions, interactions with learning materials on the CRM or VLE, participation in online forums, and attendance in personal tutorials. Student engagement is reviewed weekly by the Student Support Manager, with regular checks on student progress through assessments and interactions with online resources.

#### Weekly Reports

Student Support Officers run weekly lateness reports from the attendance system to identify patterns and meet the Programme Leader to discuss the status of individual students. Students flagged for repeated absence and lateness are contacted via email or text message.

## 9. Attendance Warnings

Attendance in every class is required for all students. The Tutor keeps a record of every student's attendance in an Attendance Monitoring System (AMS). A student may be eligible for authorised absence (AA) if they can demonstrate that they have valid mitigating circumstances. Refer to the sections on **Mitigating Circumstance, Authorised Absence** and **qualifying situations** below for more details. Action will be taken if a student is regularly absent without good reason.

#### Week Two

If a student misses two weeks of classes in a row or four consecutive contact points and they do not have authorised absence with mitigating circumstances, the Student Support Officer (SSO) sends the first warning letter to the student (See Appendix 1 **Letter One**). The SSO also sends a message to the student via email, text or phone call to see if they need support. The SSO keeps a record of all communications with the student.

**Week Three**

If the student continues to miss classes for a third week or six consecutive contact points without authorisation due to mitigating circumstances, the SSO sends the student the next warning letter (Appendix 2 **Letter Two**) and the Programme Leader is notified. If the student subsequently attends but then fails to attend the following week, they will still receive the final warning letter below.

**Week Four**

If the student continues to miss classes for a fourth week or eight consecutive contact points without authorisation due to mitigating circumstances, a final (third) warning letter is sent by the SSO to the student (Appendix 3: **Letter Three**). At the same time, the Head of Higher Education and the Head of Operations are notified. If the student subsequently attends but then fails to attend the following week, or ten consecutive contact points, they will be 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 and Head of Operations begin the process of withdrawing the student.

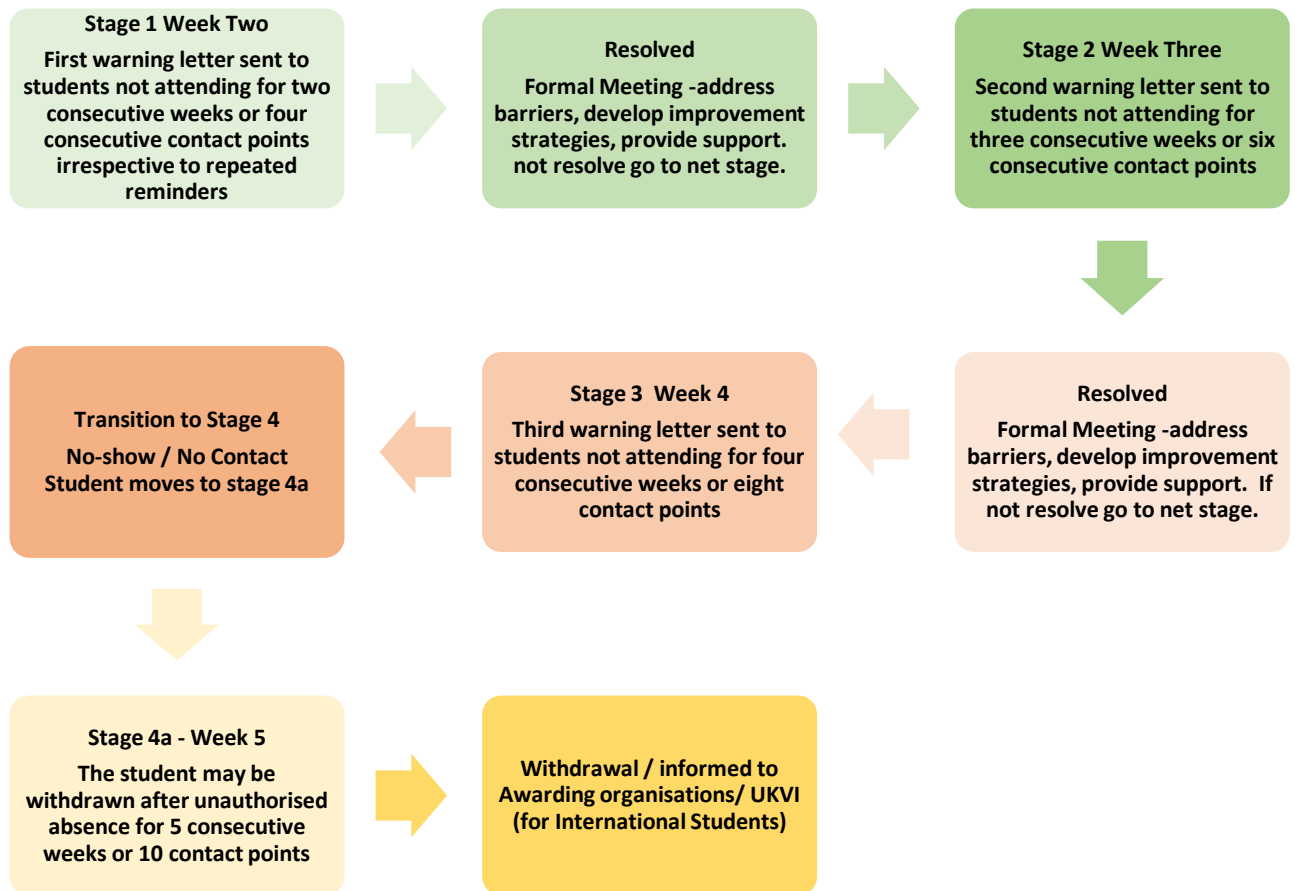
Note: When deciding whether to withdraw a student, the following will be considered:

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



## 10. Attendance and Engagement Monitoring Flow Chart

### Process Flow



## **11. Late Arrival Warnings**

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.

### **11.1. 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:

- Counselling 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).

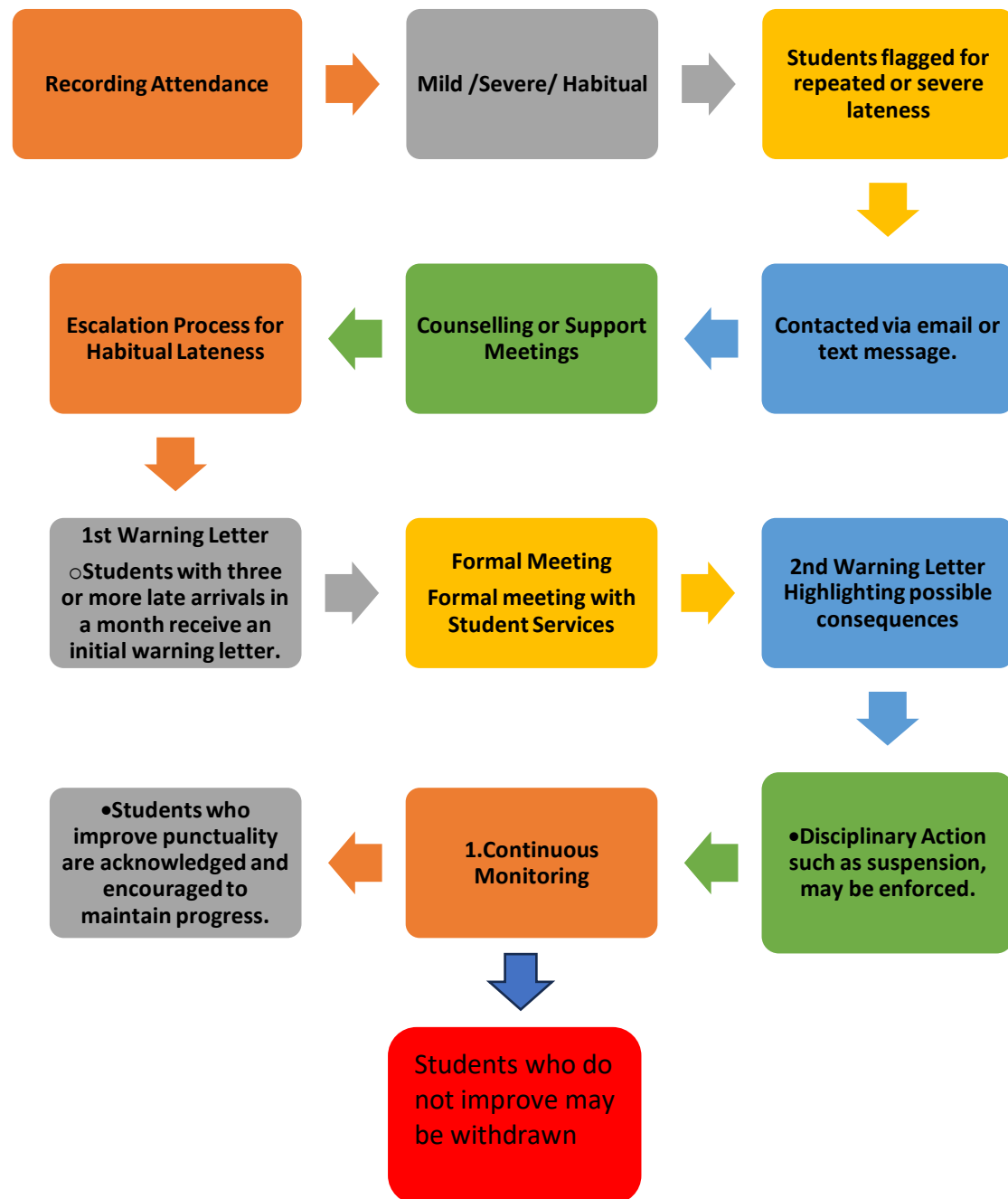
### **Stage 4: Disciplinary Action**

- 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.

## Late Arrival Procedure



## **12. 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 TEC'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.

### 13. Informing Awarding Organisations and UKVI (for international students)

If TEC has international students, it will be 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.

### 14. Unauthorised Absence

All students are expected to attend all their scheduled classes. Students who are in receipt of Student Loan funding must 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. TEC will report to the Student Loan Company if a student is not attended 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 TEC or partner organisation, irrespective of course completion or qualification attainment.

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

#### **Tuition Fee Payments**

- 25% paid in the first term
- 25% paid in the second term
- 50% paid in the third term

The Student Loans Company (SLC) is legally obligated to recover any loan overpayments. If a student is withdrawn, SLC may seek to recover loan payments that have been made in advance.

## 15. 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 Mitigating 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](mailto: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.

## 16. Mitigating 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 mitigating circumstances. Staff and students can use the list below as a guide to what qualifies as a mitigating circumstance and can be used to excuse a student from class. This list is not exhaustive.

- Illness, provided it is supported by a medical certificate
- Medical appointments that cannot be scheduled outside TEC hours
- Attendance at a funeral
- Religious holidays or observances
- Genuine family emergencies
- Wedding of a close family member (limited to one day; students must not plan their own wedding during term time)
- Driving test
- Legal appointments, such as a meeting with a solicitor

The list below are examples of reasons that will not be accepted as mitigating circumstances.

- Holidays taken during term time
- Work commitments or employment-related activities
- Leisure pursuits or recreational outings
- Birthdays and family celebrations
- Babysitting responsibilities

-

The examples above are not a full list of accepted mitigating circumstances. All requests will need to be approved by one of the following staff:

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

## **17. Appeals Process**

### **17.1. 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.

## **18. 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.

### **18.1. 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.



### **18.2. 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.
- 

### **18.3. Withdrawal**

If a student has not engaged or attended for some time and there has been no valid notification given or resolution achieved, the withdrawal procedure should be initiated in line with TEC's withdrawal policy. This may be overridden by another organisation that TEC is in partnership with.

### Appendix 1: First warning letter

Trent Education Centre

Student ID number:

Date.....

Dear .....

**Re: Attendance Warning Letter One**

This is your first letter warning you about your attendance.

Arriving late or missing lessons means you miss important instructions and teaching delivered at the start and throughout the session. This can have a significant impact on your progress, regardless of your academic ability. Frequent absences may also affect your student finance payments or study visa status if you are an international student.

At Trent Education Centre, we are committed to providing you with the highest level of academic support. If you need any ongoing assistance, please let me know and our student support team will be happy to reach out. If you would like to discuss your attendance or any concerns about your classes, feel free to contact me directly.

Regards

.....

## Appendix 2: Second Warning Letter

Trent Education Centre

Student ID number:

Date.....

Dear .....

**Re: Attendance Warning Letter Two**

This is your second written warning regarding attendance, and your continued absence from Trent Education Centre (TEC) is now a serious concern. You have not attended any classes since [XXX], and it has been at least three weeks without having authorised absence.

I previously contacted you on [XXX] to offer support and asked you to get in touch. However, you have not responded to my emails or phone calls.

Please be aware that failing to contact TEC and missing further classes may negatively impact your academic progress, as well as your student finance or study visa if you are an international student.

We are here to support you, and I strongly encourage you to reach out so our student support team who can assist you as soon as possible.

You can contact me directly using the email or phone number below to discuss your absence. Please remember that student support is available should you need it.

Regards

.....

### Appendix 3: Third Warning Letter

Trent Education Centre

Student ID number:

Date.....

Dear .....

**Re: Final Attendance Warning Letter Three**

This is your third and final warning regarding your attendance. It follows previous letters about your lack of attendance and engagement with Trent Education Centre (TEC). Unfortunately, you have not taken the opportunity to attend your classes or contact the attendance team to discuss any issues affecting your attendance. If you do not respond by the deadline stated below, there may be serious consequences for your course including your student finance if you are receiving a student loan, or your visa status if you are an international student.

This letter serves as formal notice that you will be withdrawn from your course and will no longer be a registered student at Trent Education Centre if we do not hear from you by [Date and Time]. As outlined in earlier warnings, regular attendance is essential for your success on the course.

It is regrettable that your continued absence has led to this point. However, if you wish to discuss your time at Trent Education Centre or explore the possibility of returning in the future, please feel free to contact me using the details below. Should I not hear from you, I wish you all the best moving forward.

Please note that this is our final attempt to reach you regarding your attendance. If you do not respond, your withdrawal from the course will proceed automatically.

Regards

.....

## Appendix 4: Progressive Engagement Warning Letter

### 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 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,

## Stage 2: Final Warning Letter

[Student Name]  
[Student ID]  
[Course Name]  
[Address]

Date:

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,

### 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,