Document

Document Name	Attendance and Engagement Monitoring Policy
Responsible Owner	Navitas UPE Compliance
Issue Date	February 2025
Brief Description/purpose of the Policy	This document outlines the procedures and expectations of monitoring student attendance and engagement at Navitas UPE. It defines the roles and responsibilities of the students and the college services team in recording and addressing attendance requirements. It aims at ensuring compliance with the college's attendance monitoring duties whilst providing support to students.

Version Control

Date	Version	Summary of changes	Approver
Mar. 2020	2020/3	• Changes incorporated in responses to the new Student Visa Route • Changes to Navitas terminology • Changes to improve clarity and understanding	Head of Compliance
May. 2020	2020/01	• Covid-19 Addendum	Head of Compliance
Aug. 2020	2020/02	• Covid-19 Addendum	Head of Compliance
Feb. 2021	2021-01	• Changes incorporated in responses to the new Student Visa Route • Changes to Navitas terminology Changes to improve clarity and understanding	Head of Compliance
Jun. 2021	2021/1/EU		Head of Compliance
Sept. 2022	22_01 (UK)	• Removed reference to online learning	Head of Compliance
Jan. 2025	25_01	• Contact points redefined by attendance band. • Added classification of Band 1 and Band 2 • Added clarification of applicable band for programmes at more than one level of study • Provided examples of Authorised absences.	Head of Compliance

Key Related Documents

Name	Location
Student Monitoring and Engagement Process (version 25_01)	Compliance SharePoint
NPR/CPR QS12 Fitness to Study Policy	College website
NPR/CPR QS07 Support	College website
CPR M3 Attendance and Monitoring Policy	College Website

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Introduction

The college believes that students need to attend classes and participate in the learning process to obtain value for money and gain the education that will enable them to achieve the degree qualification awarded by their host University. Monitoring of attendance and student engagement by the college is an important aspect of this philosophy, particularly its ability to help retain and minimise students' risk of academic failure or withdrawal.

The practice of attendance and engagement monitoring is conducted to help establish important learning routines, general time management skills and guarantee that students have the opportunity to absorb and assimilate the information essential to understanding and comprehending a subject/module.

Furthermore, this policy helps to outline our approach in identifying students who may require additional support.

College Attendance Requirements

Our Expectations

To ensure consistency and adherence with the regulatory bodies, the Navitas Academic Registry defines an engagement point (one that creates a positive attendance mark) to be:

"Any formal 'scheduled engagement' of which a student is required to attend, as timetabled on the student management system".

Students are expected to maintain a minimum of an overall **85%** attendance record in any given month, failing which they will be contacted and encouraged to re-engage with their studies. Those who fail to re-engage with their studies and continue to fall below this threshold will be monitored through the Compass Programme guided by CPR QS07 (or other relevant CPR).

For the College to comply with regulatory requirements (outlined in the Regulatory and Professional Body Responsibilities section), as well as to ensure the best student outcomes, the College will monitor its students in accordance with the latest Monitoring and Engagement Process and in conjunction with policies such as NPR QS07 Support (Compass Programme), NPR QS12 Fitness to Study etc. Relevant University Partner polices and/or College policies (CPRs) may be followed, as applicable. Colleges are required to follow the relevant attendance band while monitoring a student's attendance and engagement. Within the UPE Division, depending on the programme stages being offered, a college might need to follow one or more attendance bands as indicated below:

Band 1 attendance monitoring

Band 1 attendance monitoring is to be followed by UK colleges for all programmes/course stages below Undergraduate Degree Year 1. This will be applicable to all Foundation (Year 0) programmes and Pre-sessional English courses which are not considered Year 1 Undergraduate Degree or Pre-Master's level of study.

Each student is this band must be required to attend a minimum of 15 hours of daytime classroom-based study per week.

A contact point is defined as classroom-based study that occurs during the designated daytime hours (8:00 am to 6:00 pm, Monday to Friday). This includes:

- Scheduled Classes: Lectures, tutorials, workshops, or practical sessions that require physical attendance.
- Assessments or examinations: Participation in formal assessments or examinations requiring the student's presence.
- Other verifiable academic activities: Timetabled academic activities such as group projects, supervised research provided they are classroom based and formally scheduled and logged.

Where the student has not reached 85% attendance of their classroom-based study in any given month (4 consecutive weeks), the college must review the reason for the student's absence. The student's record must then be annotated with the reason for the non-attendance and the steps being taken to improve the student's attendance.

Colleges are expected to record any authorised absences, and/or self-certification and to ensure that the student can complete their course within the permitted visa duration.

Where a student's attendance falls below 70% for three consecutive months, the college must withdraw the student's sponsorship due to lack of academic engagement unless there are exceptional and evidenced reasons for the non-attendance (e.g. illness). In instances of prolonged absence due to illness, the Fitness to Study policy is to be referenced to determine if a pause/break in studies due to changes in circumstances would be applicable and appropriate steps taken in line with Home Office requirements.

Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

Note: Under exceptional circumstances, if a student is permitted to repeat modules or semesters, they must still meet the 15hrs per week timetabled requirement.

Attendance	Risk level	Teaching week 1 (start of attendance monitoring)	Teaching week 4 (1st monitoring month end)	Teaching week 8 (2nd monitoring month end)	Teaching week 12 (3rd monitoring month end)
85% and above	Level 0	No Action Plan i.e. Positive email to students above 85% Those at 85% should receive a soft touch/slight concern email.			
71-84%	Level 1	Alert and Explore email.	Personalised action plan to improve attendance with record annotated.	Personalised action plan to improve attendance with record annotated. Acknowledgement of improvement (those at stage warnings at previous intervention weeks) - invited to discuss further support or potential reasons for likely drop in attendance.	
0-70%	Level 2		Stage 1 Warning Letter with action plan.	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at stage 1 Warning) Warning Letter with a recorded action plan.	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at stage 1 warning) Warning Letter with a recorded action plan. Stage 3 Intent to Exclude (ITE) for those previously at Stage 2 warning. Students in this category can appeal within 5 working days.

Variations to Band 1 attendance monitoring:

Variation to Band 1 monitoring will apply to colleges with course stages below Year 1 of Undergraduate Degree which are shorter than a semester (12 weeks), for example colleges with 10-week Pre-sessional English programme leading to foundation or year 1 of an Undergraduate Degree. A different intervention arrangement must be followed, where a student's attendance is less than 70% for two consecutive weeks instead of three consecutive weeks.

The college will send a warning email to students if their attendance drops below 70% for two consecutive weeks. The student will be invited to a Stage 1 hearing with a two-week attendance plan.

If there are no signs of improvement i.e. the student remains in the same attendance bracket for the next two consecutive weeks (teaching Week 4), the student will be invited to a Stage 2 hearing allowing them two more weeks to improve their overall attendance.

Should there be no signs of improvement by teaching Week 6, the student will receive a Stage 3 warning providing them with a final opportunity to improve their attendance.

If the attendance requirement is not met by Week 7, the student will receive Notification of Termination/Exclusion with 5 working days to appeal.

The student will lose their visa sponsorship by Week 8 if there is no improvement in their attendance or if there is demonstrable pattern of non-attendance. This means that the college will withdraw the student's sponsorship and notify the Home Office through the University Partner.

Attendance	Risk level	Teaching week 1 (start of attendance monitoring)	Teaching week 2	Teaching week 4	Teaching week 7
85% and above	Level 0	No Action Plan i.e positive email to students Those at 85% should receive a soft touch/slight concern email.			
71-84%	Level 1	Alert and Explore email	Personalised action plan to improve attendance with record annotated.	Personalised action plan to improve attendance with record annotated. Acknowledgement of improvement (those at stage warnings at previous intervention weeks) - invited to discuss further support or potential reasons for likely drop in attendance.	
0-70%	Level 2		Stage 1 Warning Letter with action plan	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at stage 1 Warning) Warning Letter with a recorded action plan.	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at stage 1 warning) Warning Letter with a recorded action plan Stage 3 Intent to Exclude (ITE) for those previously at Stage 2 warning. Students in this category can appeal within 5 working days.

Band 2 attendance monitoring:

Band 2 attendance monitoring will apply to all colleges within the UK for all course stages at Undergraduate Degree Year 1 or above, including Pre-Master's programmes.

A Contact Point under Band 2 is defined as a scheduled engagement. **Scheduled engagement** includes any interaction or event where attendance is deemed to be mandatory. These include events such as:

Orientation, class sessions, lectures, tutorials, workshops, supervised lab work, field trips, appraisal points, meetings or interviews, assessments and so forth.

All meetings, appraisal points and/or interviews that a student is informed (included in the timetable) as 'required to attend' by the College are classified as scheduled engagement points and must be attended.

Students are expected to maintain an overall attendance of 85% in all modules, failing which they will be placed on the Compass Programme. Students might also be placed on the Compass Programme or referred to the relevant Fitness to Study Policy if they have a higher number of consecutive absences, for example 10 consecutive absences and might be at risk of not completing their studies within their student visa duration.

The following are examples of expected attendance contact points:

- registration with the College or University;
- a lesson, lecture, tutorial or seminar;
- a test, examination or assessment board;
- an appointment with a welfare adviser or student service adviser;
- submitting coursework;
- an interim dissertation, coursework or report; etc

Student Responsibilities

Students are expected to meet the attendance threshold and actively engage with their course. Students will be accountable for their participation with the expectation to arrive on time at the start of every scheduled engagement/timetabled class and remain for the duration of the scheduled engagement/timetabled class. As such, it is expected that all students will live within a sensible commutable distance from the college to enable them to attend their face-to-face classes.

Further to this requirement, students studying on a UK Student visa issued by the UKVI (Home Office), must attend their studies in line with their visa conditions and the relevant Attendance Band (Band 1 or Band 2), depending on the course level.

The lecturer and/or College reserves the right to refuse entry to any student who arrives for class more than 10 minutes late or does not return from any designated break in a timely manner.

Where a student is knowingly unable to attend, the Academic and Student/College Support team must be informed prior to the scheduled engagement.

Absence is defined as: A student does not attend a scheduled engagement/timetabled class,

- A student does not have their intended absence approved.

Colleges can approve a student's absence. In such cases, this will be considered as 'Authorised absence'. Authorised absences will only be granted under exceptional circumstances, and the college reserves the right to request relevant evidence in support of an authorised absence. Absences can be authorised by senior members of staff for example the College Director and Principal, Director of Academic Services or College/Student Services Managers.

Examples of authorised absence could include:
- A medical/hospital appointment (with the **relevant** evidence)
- Illness (accompanied by a sick note where appropriate)
- Personal injury from an accident
- Family emergency where the family member/s are gravely ill
- Compassionate leave e.g. bereavement
- Religious holiday (college may use their discretion)

It is important that students attend scheduled sessions promptly and at the relevant times to maintain good attendance. If a student has unauthorised absence, the attendance code for that scheduled engagement will be 'none' (not present). This will affect their overall attendance percentage. The overall attendance percentage will also be affected where a student is marked as late or has missed half of their timetabled class/ scheduled engagement.

Students are expected to:
- attend scheduled enrolment and orientation weeks and ensure they attend timetabled classes from the first day of teaching.
- ensure that their attendance does not drop below the required levels.
- ensure that they attend all meetings/ support initiatives organised by the College as failure to do so, could be detrimental to their immigration status.
- notify the college of their absence (in advance where possible, unless exceptional circumstances prevail e.g. being involved in an accident). The scenario given in the table below are not exhaustive but serve as a guide.

If a student is unwell.	Call or email College Services **before** their scheduled class. They may be required to provide a letter from their doctor if they are unwell for an extended period. **Band 2**: self-certification may be accepted by the college. It is recommended that further checks/evidence is requested in situations involving prolonged illness.

If a student has an important appointment (such as a at the embassy).	Call or email College Services **before** their scheduled class to ask for permission. They will be asked to provide evidence of the appointment.
If a student has a serious personal problem (such as a very unwell family member or will be attending a funeral).	Call or email College Services **before** their scheduled class to ask for permission.
Any other serious reason that will results in a student being unable to attend class.	Call or email College Services to discuss their situation as soon as possible.

Note:
- Notifications provided after the scheduled class/engagement will be considered on a case-by-case basis (at the discretion of the college).
- If a student is studying at Foundation level or below i.e programme stage below Year 1 of an Undergraduate Degree or Pre-Master's level, they might be required to complete an Absence Form.

Student Timetable, Academic Registers and Assessments

In most instances scheduled engagement is determined by the academic requirements set out for each subject/programme as outlined by the Academic Registry and the awarding body's minimum requirements. In some circumstances, regulatory requirements determine a minimum requirement that will be factored into the student's timetable.

The exception to the above may occur where a student is repeating a module/s to complete a course/stage of study or where they are required to take up an approved core requisite module/s.

The College Academic team is responsible for timetable management and will help oversee attendance monitoring along with the Student/College Services support team.

Attendance is recorded systematically by module and by scheduled engagement points in the student management system and through the College student portal. The attendance report system also identifies non-attendance due to extenuating circumstances or approved leave of absence.

Attendance registers will be taken at each scheduled engagement point via direct entry to the student management system.

Entrance to class will be at the discretion of the lecturer and/or the College. If a student has arrived more than 10 minutes late to a scheduled engagement/class, and is permitted to enter, they are normally recorded as a late. Students will also receive a half absence if they have attended half of the session or leave the class before the formal end of the session.

It is recommended that absences are authorised by senior members of staff for example the College Director and Principal, Director of Academic Services or College/Student Services Managers.

Students who regularly demonstrate this behaviour will also be placed on the Compass Programme.

Attendance records are monitored over a period of weeks, in accordance with the Monitoring and Engagement Process. Feedback from academic teaching staff, along with on-going reviews of individual student assessment performance, will be added to a student record to give a complete overview of attendance and engagement. Student engagement will be discussed at College Management Team meetings, college academic board and any other relevant college meetings on a regular basis.

Where there is a scheduled assessment during the semester, attendance will be mandatory. Only in approved extenuating circumstances may a student not be present at such an event. Non-attendance at a scheduled assessment event (approved or not) will be reported and assessed at the College Module Panel and Progression Board. Where a student has been approved as having met mitigating/extenuating circumstances, an approved absence will be noted and recorded on the student management system.

Student Monitoring and Intervention

Any student who fits into the following categories may be placed, as per procedure, on the Compass Programme for closer monitoring:
- A student whose attendance does not meet the expected 85% requirement and/or presents an inconsistent pattern of attendance across a set of modules.
- A student requiring additional academic support as highlighted either by the student or the academic/support staff.
- A student is a minor or has personal or welfare circumstances/concerns which may impede his/her performance.

Should there be a fall below the expected attendance threshold, the student will be formally contacted through the student management system by the Student/College Services staff. This initial contact will explain the importance of good attendance, the positive effects it can have on studies and highlight the consequences of continuing to breach the attendance requirement.

Where a student does not meet the expected 85% overall attendance requirement and has no approved extenuating circumstance, or approved leave of absence, they will be placed on the College Compass Programme. At this point the students will be issued a warning letter/e-mail outlining their attendance requirements and consequences of any breaches in regulatory requirements (e.g., sponsorship requirements as a student studying on Student Visa).

Where permissible, and deemed necessary, (if consent has been given at enrolment, or prior to this through the admissions process), parents and/or agents may be contacted (informed of the situation) to encourage student re-engagement or participation.

Any student who has no approved extenuating circumstance, or approved leave of absence, and who habitually fails to respond to communication from the College and is deemed to have actively disengaged with their studies, will be formally issued with an Intention to Exclude (ITE).

Where a student has been issued with an ITE they will have a period of appeal of 5 working days, to justify their reasons for continuation on their course. If a student fails to respond, or their appeal is unsuccessful, the College will formally issue a 'Notification of Termination/Exclusion'. The student will then be withdrawn/terminated/excluded from the course and the the University Partner will be notified. At this point, the student will no longer be eligible to study at the college.

For those students under Student visa sponsorship, the University Partner will notify the Home Office within a designated timeframe confirming sponsorship has been withdrawn. For the student this will cancel the student visa and will give a short window to leave the UK or find an alternative sponsor.

Variation of Programmes

The college has a number of programmes and learning platforms that may require deviation from some of the principles outlined in this policy. Whilst the minimum threshold of attendance and our expectations do not change, there are variations to consider as set out for each academic capacity, as indicated below.

Pre-Sessional and Foundation Programmes: As with all programmes the pre-sessional course requires maximum attendance to give the best possible chance of progression onto the main course of study.

Students are expected to:
- Maintain attendance above 85% over each rolling 4-week period (month)
- Maintain attendance above 70% over each 12-week period (three consecutive months)

Where a student fails to meet these thresholds, and there is no mitigation given, the student will be formally issued with an Intention to Exclude (ITE).

Integrated Students: Where a course of study has an integrated element (part-taught by the University Partner) the University Partner will monitor attendance of the integrated element (class, module, etc). Students undertaking integrated elements will be subject to the monitoring requirements set out by the University. These requirements may differ from the scheduled engagement required by the College but must be adhered to in order to progress with the course. The College will request regular access to the University Partner's

attendance data to identify if a student requires further support. The data may also be used to supplement attendance recorded by the College.

Student Records

The college has an obligation to ensure that it has accurate records for all students. This is critical to the management of the student experience, as well as regulatory requirements. The student management system will record student attendance and highlight student absence. Attendance warnings will be populated through the system, the frequency of which is determined in the Monitoring and Engagement Process. The system will also hold details of actions and activities taken to re-engage a student, records of meetings held, and any engagement plans put forward where non-engagement is apparent.

Regulatory and Professional Body Responsibilities

Some of our programmes carry a professional accreditation and/or are regulated by a national body. This can bring with it specific minimum attendance requirements which differ from the level set out in this policy or from other courses provided by the College. Where such a requirement exists, students will be made aware of this via the appropriate course or unit handbook and will be expected to adhere to this localised requirement.
For students sponsored under the Student Visa Route, the College and University have an obligation to the Home Office to report on, as required, changes of status in an individual student's study pattern. Changes to a student's study pattern may affect the terms of the visa and/or leave granted to the student.

The College will comply and follow all reporting requirements of the associated regulatory or accrediting body, and the University's stated policies and processes.

Regulatory and Reporting Requirements for Student Visa Sponsored Students

As a licenced sponsor, under the Student Immigration Route, the University Partner and College have an obligation by law to monitor and report on sponsored students.
Under current Sponsor Guidance, the UKVI requires sponsor licence holders to report students on a programme of study who:
- Stop engaging – those that do not consistently partake in formal scheduled engagement as outlined in this document),
- Are no longer under the sponsorship of the institution – including withdrawals, terminations, and deferral of studies (this includes students who transfer institutions),
- Indicate a significant change in circumstances – including a change in course of study, work placement change, completing a course earlier than expected,
- Are suspected of not being genuine.

Where the college has exhausted and evidenced all re-engagement opportunities, and withdrawal conditions are implemented (Notification of Termination/Exclusion), the college must:

- Make the University Partner aware that sponsorship is to be withdrawn; and,
- Evidence a student has actively dis-engaged with their studies; and,
- Cite all methods of re-engagement activity undertaken; and,
- Report to the Home Office within 10 working days of the College/Sponsor confirming withdrawal.