Student Monitoring and Engagement Process

Version 2025_01 (UPE)

The following document will be used to monitor student engagement in any given week throughout an academic semester and actively respond to those students who have not met our engagement expectations. The process guide does not apply to periods during the semester break (publicised vacation/holiday periods), pre-orientation, and after course completion/progression points.

Those supporting student engagement and monitoring should also read other policies such as **NPR M3 Attendance and Engagement**, **NPR QS07 Support (Compass Programme),** and **NPR QS12 Fitness to Study** etc. These documents outline the regulatory requirements for academic engagement, Navitas' expectation of engagement, and our standard service level agreement with our Partner Universities.

Our approach remains that all students are expected to attend all classes. There are no references to specific countries in this process guide and all UPE Colleges must align their monitoring and engagement practices accordingly. Unless a college has requested and subsequently received approval of an alternative version of engagement monitoring, this process applies to all Colleges.

Navigate, Navitas student record system is the primary source for inputting and extracting attendance data while PowerBI is considered a "source of truth" for data reporting.

Summary of Changes since the previous version

- The monitoring process was reworded to provide details of the pre-requisites and VLE.
- Attendance thresholds are separated by attendance bands (attendance Band 1, attendance Band 2) with definitions, intervention points, and engagement processes set out for each band.
- Appendices reviewed and replaced by appendices and glossaries.

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Regulatory, Immigration Sponsorship and Accreditation

National regulation, immigration, and accreditation obligations dictate that varying requirements of attendance monitoring and engagement take place within our Navitas Colleges throughout Europe. Furthermore, students subject to immigration control (require a visa to study) have conditions placed on their sponsorship to attend their course of study.

Our attendance and monitoring framework highlighted throughout this process guide, and the College Intervention Plans, take into account our regulatory responsibilities. None of the conditions outlined must be breached, without College Management awareness and approval.

The Monitoring Process

Pre-requisites

Student attendance must be tracked at intervals each week during the semester. Colleges are to run the Attendance Report (see Glossary B) to follow the progress of every student's engagement during this period.

The following practices are required to enhance the monitoring process within Navigate:

- Accurate completion of registers: It is recommended that registers are completed at the start of each class or between a set time agreed with the teaching staff e.g. The first 15 minutes of a lecture. Same-day recording should be mandatory (where possible). College/Student Services staff need to check that attendance is recorded before the end of the lecture/before the end of the day as appropriate. All attendance reporting must be entered in Navigate before the end of the week.
- All teaching staff need to be properly trained or should be provided with refresher training on recording attendance at each session.
- Colleges must have uniform templates that communicate the expectations, and consequences of poor attendance as well as stage warnings or stage hearings. These must be clear and auditable. Communications to students must be sent in a timely manner via Navigate, or communication saved in the student's file/records.
- It is recommended that at crucial intervention weeks, the relevant member of staff has time blocked in their diary (in advance) to ensure their availability to conduct stage 1 and stage 2 hearings.
- Evaluation of Virtual Learning Environment (VLE) logs; and,
- Comprehensive records of the activities that influence and impact engagement decisions.

To support the monitoring process teachers will additionally be asked to identify and escalate instances of student non-engagement, where intervention should then be made.

Virtual Learning Environment (VLE)

Within Navigate, it is currently possible to determine a student's access to the VLE by the security logs in the 'Records' tab of a student's record. Whilst these logs do not directly

identify that attendance took place, they may be viewed, upon College management's discretion, as a form of engagement.

With the ongoing development of data from our VLEs and other collaborative environments, future VLE engagement reports will be available to influence/consolidate engagement data.

Attendance Thresholds

Attendance thresholds differ depending on the attendance monitored according to the course stage/course level of study.

The processes below are for guidance and colleges are welcome to include additional interventions/communication points which should be documented in their policy (CPR).

Attendance Band 1

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.

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.

Important definitions

Contact Point: A contact point is defined as classroom-based study or other required academic engagement that occurs during the designated daytime hours (8:00 am to 6:00 pm, Monday to Friday).
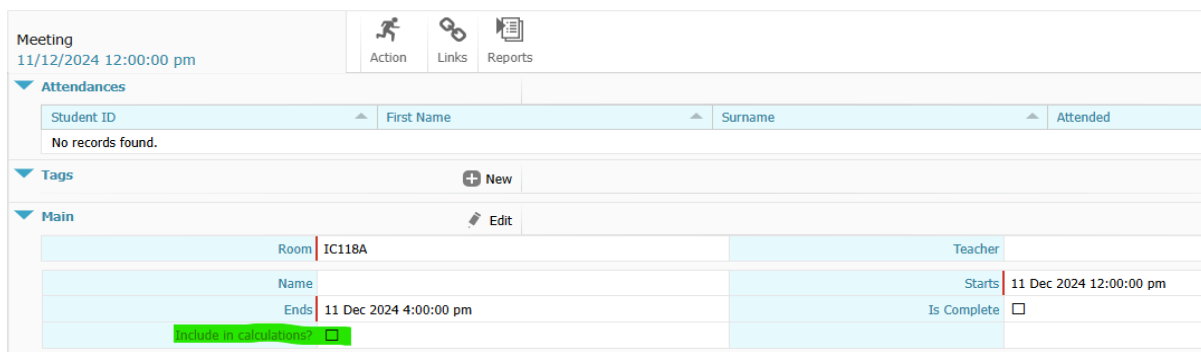
Examples of contact points include:
- Scheduled Classes: Lectures, tutorials, workshops, or practical sessions that require physical attendance.
- Assessments or examinations: Participation in formal assessments or examinations requiring the student's presence.
- Other verifiable academic activities: Timetabled academic activities such as group projects, supervised research, or fieldwork, provided they are formally scheduled and logged.

Colleges can invite students to attend sessions that are not mandatory. Such sessions must be excluded from the definition of contact points. Examples of sessions that are excluded from contact points include:

- Drop-in sessions,
- Workshops
- Orientation/introduction sessions
- Sessions marked as Café
- Transition sessions etc.

These must be indicated in the system by unticking the 'include in calculations box' i.e. as viewed in the image below.

Daytime: Daytime is defined as between the hours of 8:00 to 18:00, Monday to Friday.

Required levels of attendance: Under this band, the required levels of attendance can be summarised as minimum 85% in a month (four consecutive weeks). Student attendance is reviewed on a weekly and monthly basis.

Absence: Absences, whether pre-notified or post-notified should be recorded in the student's file.

All absences should be reviewed to ensure compliance with attendance requirements. Patterns of non-attendance must be monitored, and appropriate actions should be taken to re-engage students.

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)

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.

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.

Annotated Monitoring/ Record of Actions**:** Engagement activity that requires action (non-automated through Navigate) must be recorded on or through the student record in Navigate. This may include phone calls, face-to-face meetings, engagement plans, ITEs, etc. Engagement activity can be recorded in the notes tab of the student record and should include comprehensive details of the actions and outcomes of re-engagement. Such detail may be used as practical evidence during an audit or inspection by a regulatory body. Any forms, action plans, or emails that are not in Navigate will need to be recorded in the student's file.

Intervention Points
Intervention weeks within Band 1 are set at teaching week 4, week 8, week 12, etc. The following (summarised) interventions would be applicable depending on the student's attendance level.

- Monthly Review: On the last working day of the month (intervention week), college/student services must review student attendance data.

- Documenting Attendance Below 85%: Record instances of attendance below 85% and actions taken to improve attendance and the reason for any absences. Encourage re-engagement.

- Attendance Below 70%: If attendance drops below 70%, contact the student to encourage re-engagement and explain its impact on academic performance and visa risks. Students must be placed on a formal action plan (stage warnings). Document all communications and actions taken.

- Consecutive Low Attendance: If attendance remains below 70% the following month, take further measures to re-engage the student and document risks i.e. further stage warnings. For two consecutive months below 70%, assess attendance mid-month in the third month. Escalate to CDP and/or University Partner Compliance if attendance is still below 70% to consider sponsorship withdrawal unless valid and exceptional reasons are documented. It is recommended that the college shares this information with the University Partner for a complete risk assessment.

- Withdrawal Decision: If the college decides the student should be withdrawn or interrupted from their studies, the student should be provided with an ITE email/letter with an opportunity to appeal within 5 working days. Should the student appeal, a decision must be taken within 10 working days, and the student notified within that timeframe. If the appeal is unsuccessful, this must be followed by a letter confirming the date of their withdrawal/termination of studies.

The table below outlines the basic thresholds for expected attendance and intervention levels for Band 1 monitoring and engagement.

Attendance %		
Level	Threshold	Intervention
0	≥ 85 >	Those at 85% should receive a soft touch/slight concern email.
1	71 > < 84 in any given month (4 consecutive weeks)	Personalised warning email. Record annotated with reasons for absence and action plan.
2	< 70 each month	Stage 1 Warning Letter. Arranged face-to-face Meeting. Record annotated with reasons for absence and action plan.
2	< 70 for three consecutive months	Intention to Exclude Email

The expected actions at each threshold/intervention points are summarised in the table below:

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.

The Engagement Process

The ability to provide support for students who fail to engage in their studies is one of the several areas that is believed to be a highlighted value that is added to the student experience at a Navitas College. The framework in this process guide is specifically designed

to supplement a student's pastoral, welfare and academic needs, whilst identifying local resourcing requirements and prioritisation of those that require the support the most. Early intervention is key to re-engagement and intervention begins when a student falls below the minimum 85% attendance requirement.

The enrolment and orientation weeks are considered as the week/s before teaching commencement. These are considered transitional weeks whereby students are registering for their programme, adapting to life outside of their home country, or for returning students, progressing onto new modules. During this period there will be reduced intervention with engagement limited to a mix of generic template emails or, where resourcing allows, personalised email responses. At this point, it is to be made explicitly clear our engagement expectations, the regulatory requirements, and the consequences of poor attendance. This sets the tone for the remaining semester.

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.

The table below provides details of the expected actions each week to support the implementation of Band 1 monitoring and engagement. This is applicable to all new and returning students.

Week	Narrative	Required action
Orientation and enrolment weeks	This period is for enrolment and orientation. It is also the time to nurture expectations around attendance monitoring.	These set the tone for the remaining semester. Students should receive information about the attendance monitoring process (including the use of the *'Absence Form'*), attendance obligations, and the consequences of poor attendance.
Teaching week 1	Attendance <u>monitoring will commence this week</u>. Colleges are expected to run attendance reports and communicate the weekly attendance to students <u>in each category</u> via bulk emails.	**Above 85%:** In addition to the attendance summary, those in this category should receive a positive email commending them for their compliance with the requirements. They should be encouraged to continue attending. **Those at 85%:** In addition to the attendance summary, those in this category should receive an email informing them that they are within the required attendance threshold, and that they are welcome to discuss any concerns they have which might hinder improvement of their attendance. They

		should be encouraged to improve their attendance thorough positive messages e.g. Did you know, students that attend their classes are more likely to be successful on their course.
		<u>**Below 84%:**</u> In addition to the attendance summary, those in this category should receive an email alerting them that their attendance is below the required level and should be invited to an in-person/online meeting to discuss the reasons for their absence. These meetings can take place with a College/Student Services Officer and details should be recorded in the relevant student's file/record.
Teaching week 2 and 3	Nurture, support and monitor	<u>All students:</u> receive weekly updates about their attendance performance by email.
Teaching week 4	This week marks the end of the first monitoring month. Further actions are required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e. orientation week/s	<u>All students:</u> receive monthly summary report of their attendance performance by email. <u>**Above 85%:**</u> Those in this category should also receive a positive email commending them for their compliance with the requirements. They should be encouraged to continue attending. <u>**At 85%:**</u> In addition to the attendance summary, those in this category should receive an email informing them that they are within the required attendance threshold, and that they are welcome to discuss any concerns they have which might hinder improvement of their attendance. They should be encouraged to improve their attendance thorough positive messages e.g. Did you know, students that attend their classes are more likely to be successful on their course? <u>**71-84%:**</u> Those in this category should also receive an email alerting them that their

| | | attendance is below the required level, and they should be invited to an in-person/online meeting to discuss the reasons for their absence. These meetings can take place with a College/Student Services Officer and details should be recorded in the relevant student's file/record.

Below 71%: Those in this category should receive a **Stage 1 warning letter** inviting them to discuss their attendance in person/on-line. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course.

A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. |
|---|---|---|
| **Week 5 - week 7** | Nurture, support and monitor | All students: receive weekly updates about their attendance performance by email.

Those on action plans continue to be monitored closely |
| **Teaching week 8** | This week marks the end of the second monitoring month.

Further actions required depending on attendance level.

Staff are reminded to look at PowerBI for previous attendance trends i.e. weeks prior to week 8 | All students: receive monthly summary report of their attendance performance by email.

Above 85%: Those in this category should also receive a positive email commending them for their compliance with the requirements. They should be encouraged to continue attending.

At 85%: In addition to the attendance summary, those in this category should receive an email informing them that they are within the required attendance threshold, and that they are welcome to discuss any concerns they have which might hinder improvement of their attendance. They should be encouraged to improve their attendance thorough positive messages e.g. |

		Did you know, students that attend their classes are more likely to be successful on their course?
		71-84% *(previously at 85% or above)*: Those in this category should also receive an email alerting them that their attendance is below the required level, and they should be invited to an in-person/online meeting to discuss the reasons for their absence. These meetings can take place with a College/Student Services Officer and details should be recorded in the relevant student's file/record.
		71-84% *(previously at 70% or below)*: Where students have shown signs of improvement i.e. they were previously at a stage warning and have now improved, they should receive an email acknowledging their efforts and should have the option to discuss further support if required.
		0-70% *(first-time offenders i.e those that have dropped to this attendance level for the first-time)*: Those in this category should receive a **Stage 1 warning letter** inviting them to discuss their attendance in person/on-line. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file.
		0-70% *(repeat/second time offenders i.e those that have been at this attendance level before and have a stage 1 warning)*: these should receive a **Stage 2 Final warning**

		letter alerting them that their attendance is below the required level, and should be invited to an in-person/online meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance.
		Reasons for absence and non-compliance with the previously agreed action plan need to be discussed and recorded.
		A final action plan needs to be agreed upon. The meeting at this stage should be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS).
Week 9 – week 11	Nurture, support and monitor	All students: receive weekly updates about their attendance performance by email.
		Those on action plans continue to be monitored closely.
Teaching week 12	This week marks the end of the third monitoring month.	All students: receive monthly summary report of their attendance performance by email.
		Above 85%: Those in this category should also receive a positive email commending them for their compliance with the requirements. They should be encouraged to continue attending.
		At 85%: In addition to the attendance summary, those in this category should receive an email informing them that they are within the required attendance threshold, and that they are welcome to discuss any concerns they have which might hinder improvement of their attendance. They should be encouraged to improve their attendance thorough positive messages e.g. Did you know, students that attend their classes are more likely to be successful on their course?

		71-84% _(previously with good attendance at 85% or above):_ Those in this category should also receive an email alerting them that their attendance is below the required level, and they are invited to an in-person/online meeting to discuss the reasons for their absence.
		These meetings can take place with a College/Student Services Officer and details should be recorded in the relevant student's file/record.
		71-84% _(previously at 70% and below)_: Where students have shown signs of improvement i.e., they were previously at a stage warning and have now improved, they should receive an email acknowledging their efforts and should have the option to discuss further support if required.
		0-70% _(first-time offenders i.e those at 71% or above):_ Those in this category should receive a **Stage 1 warning letter** inviting them to discuss their attendance in person/on-line. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course.
		A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file.
		0-70% _(second time offenders i.e those with a stage 1 warning):_ these should receive a **Stage 2 Final warning letter** alerting them that their attendance is below the required level, and should be invited to an in-person/online meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance.

		Reasons for absence and non-compliance with the previously agreed action plan need to be discussed and recorded.
		A final action plan needs to be agreed upon. The meeting at this stage should be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS).
		0-70% *(**Third time offenders i.e those with a stage 2 warning**):* these should receive a **Stage 3 Intention To Exclude (ITE) letter.** This letter should let them know that they have had below 70% attendance for three consecutive months (i.e. teaching weeks 4, 8 and 12) and that the college must now withdraw sponsorship. This must be reported to the Home Office through the University Partner. Any appeals/ exceptional reasons for non-attendance must be made known to the College within 5-10 days from the date of issue of the letter/email.
		Should the student appeal, a decision must be taken within 10 working days, and the student notified within that timeframe. If unsuccessful, this must follow with immediate withdrawal/termination of sponsorship. This must be reported to the Home Office through the University Partner.

Note: Attendance monitoring continues to the next semester (post exams where applicable) and is not reset during the academic year.

Through interventions, staff will aim to establish:

- The reason for non-engagement
- If there is a welfare concern
- If the student requires additional support to re-engage
- If the student is likely to re-engage

After sending out the appropriate warning and considering the student's response (including no response) staff will need to determine if the student's absence:

- can be justified and therefore approved (e.g. illness/medical grounds), or

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- can be justified but not approved (absent without good reason, technical IT issues), or requires referral (welfare or academic support required), or
- needs an appropriate warning.

Based on the outcome of the communication, if further action is deemed necessary then intervention activity will be scheduled and implemented.

Attendance Band 2

Band 2 attendance applies to all UK Colleges for all course stages at Undergraduate Degree Year 1 or above, including Pre-master's programmes.

The college must have a single academic engagement policy in place that applies consistently to international students across their institution. This can be the same policy that applies to home students, although there is no requirement or expectation that home students are to be included. This can also be the same policy that applies to all European (non-UK) colleges within Navitas partnerships.

- Academic engagement in Band 2 is indicated by activities such as:
  - Attending required lectures, seminars, or tutorials
  - Undertaking required laboratory work, research, or fieldwork
  - Submitting essays, assignments and attending examinations
- The maximum period of non-engagement before intervention takes place is 60 days, excluding post-graduate research and doctoral students. 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.

Important Definitions

Contact Point: 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.

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

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

Required levels of attendance: Under this band, students are expected to maintain an overall attendance of 85% in a month (4 consecutive weeks) in all modules, failing which they will be placed on the Compass Programme. Student attendance is reviewed on a weekly basis.

Absence: Absences, whether pre-notified or post-notified should be recorded in the student's file.

All absences should be reviewed to ensure compliance with attendance requirements. Patterns of non-attendance must be monitored, and appropriate actions should be taken to re-engage students.

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)

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.

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.

Students (including those that are repeating) should not be permitted more than a total of 60 consecutive days' absence in an academic year. During an 'authorised absence,' the student should not be placed on an interruption, and they must be able to complete their programme within their existing period of leave/student visa

In all instances, the College must remain in contact with the student during the period of authorised absence and be able to continue to meet its sponsor's duties.

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.

Consecutive Absence: The monitoring of consecutive absence remains a valid engagement tool as it helps to identify students who have been absent from scheduled engagement for an unsatisfactory length of time. Absence for the stated reporting periods below will help the College identify students who may require urgent welfare or pastoral support. It may also define whether a student is unprepared to take their studies seriously or may have gone Absent Without Official Leave (AWOL). Colleges must follow the process outlined at each absence point. Where mitigating circumstances have been identified and absence has been approved, a mark on their attendance record should be made so consecutive absence is reset.

Level	Consecutive Absence	Engagement Activity
0	0 – 9	No action required
1	10 – 14	Request and hold a face-to-face meeting, engagement plan initiated, and student has 5 days to respond and engage.
2	15 and above	No response from meeting request/ response from meeting request but no improvement up to the 15th day: Assess the risk of programme non-completion within the permitted visa duration and refer to relevant policies to determine the course of action.

Annotated Monitoring/ Record of Actions: Engagement activity that requires action (non-automated through Navigate) must be recorded on or through the student record in Navigate. This may include phone calls, face-to-face meetings, engagement plans, ITEs, etc. Engagement activity can be recorded in the notes tab of the student record and should include comprehensive details of the actions and outcomes of re-engagement. Such detail may be used as practical evidence during an audit or inspection by a regulatory body. Any forms, action plans, or emails that are processed out of Navigate will need to be recorded in the student's record/file.

Intervention Points
Intervention weeks within Band 2 are set at week 5, week 7, week 9, week 11 etc. The following (summarised) interventions would be applicable depending on the student's attendance level.

At or above 85%: A student is deemed to have met the attendance requirement if their attendance is above 85%. This is considered as level 0 where no intervention is required.

Attendance between 70% and 84%: This is the first intervention point as the student's engagement has fallen below the required percentage. A bulk warning email is sent to students in this category as they are at a Level 1 Attendance Risk.

Attendance between 50% and 70%: This is the second intervention point where a student receives a personalised warning email as they are considered as a Level 2 Attendance Risk.

Attendance between 30% and 50%: This is the third intervention point where a student is invited to a face-to-face meeting as they are considered as a Level 3 Attendance Risk.

Attendance below 30%: If a student's attendance level is below 30%, they are at risk of losing their student visa sponsorship. If the college decides the student should be withdrawn or interrupted from their studies, the student should be provided with an ITE email/letter with an opportunity to appeal within 5 working days. Should the student appeal, a decision must be taken within 10 working days and the student notified within that timeframe. If unsuccessful, this must be followed by a letter confirming the date of their withdrawal/termination of studies.

The table below outlines the basic thresholds for expected attendance and intervention levels at Band 2 monitoring and engagement.

Attendance %		
Level	Threshold	Intervention
0	≥85 >	None
1	70 > < 85	Bulk warning email
2	50 > < 70	Personalised warning email
3	30 > < 50	Arrange face-to-face Meeting
4	< 30	ITE
Consecutive Absence		
0	0 > < 10	None
1	10 > < 15	Arrange face-to-face Meeting
2	15 >	Assess the risk of programme non-completion within the permitted visa duration and refer to relevant policies to determine the course of action.

Monitoring Timescales
Each college is expected to align with the following weekly monitoring process.

Semester Period	Action Points	Activity	Additional Activity
Week 1	Bulk email	Navigate registers/bookings and communications	Engagement Expectations (new students)

			Attendance summary and expectations (returning students) Engagement plan (returning students)
Week 2	Bulk warning email	Navigate registers/bookings and communications	
Week 3	Bulk warning email	Navigate registers/bookings and communications	
Week 4	Bulk warning email	Navigate registers/bookings and communications	
Week 5	1st Intervention Point	Summaries and scheduling	4 weekly attendance summary (weeks 1 – 4)
Week 6	Intervention Activity	Meetings, Engagement Plans	Withdrawal and Termination Process
Week 7	2nd Intervention Point	Summaries and scheduling	4 weekly attendance summary (weeks 3 - 6)
Week 8	Intervention Activity	Meetings, Engagement Plans	Withdrawal and Termination Process
Week 9	3rd Intervention Point	Summaries and scheduling	4 weekly attendance summary (weeks 5 - 8)
Week 10	Intervention Activity	Meetings, Engagement Plans	Withdrawal and Termination Process
Week 11	4th Intervention Point	Summaries, scheduling Meetings, Engagement Activity	4 weekly attendance summary (weeks 7 - 10)
Week 12			Exams / Assessments

The Engagement Process

The ability to provide support for students who fail to engage in their studies is one of several areas that is believed to be a highlighted value that is added to the student experience at a Navitas College. The framework in this process guide is specifically designed to supplement a student's pastoral, welfare and academic needs whilst identifying local resourcing requirements and prioritisation of those that require the support the most. Early intervention is key to re-engagement and intervention begins when a student falls below the minimum 85% attendance requirement.

A reminder of our expectations of what engagement is valued to be:

Engaged	Non-Engaged
• Attendance at a scheduled 'session' • Class, seminar, tutorial • Meeting (one-to-one/group) as recorded by a lecture/tutor/member of administration staff • Browsing data, taken from Moodle/other VLE	• No clear evidence of a student attending a scheduled session

The table below provides details of the expected actions each week to support the implementation of Band 2 monitoring and engagement. This is applicable to all new and returning students.

Week	Narrative	Action Plan
Weeks 1 - Semester Orientation	The first 4 weeks of the term are considered transitional weeks whereby students are registering for their programme, adapting to life outside of their home country, or for returning students, progressing on to new modules. During this period there will be reduced intervention with engagement limited to a mix of email templates or, where resourcing allows, personalised email responses. At this point, it is to be made explicitly clear our engagement expectations and the requirement for good attendance and the consequences of poor engagement. This sets the tone for the remaining semester.	**New students:** A generic attendance email will be sent to all new students, via Navigate, outlining our engagement expectations for the course. This will include the consequences of poor attendance and the regulatory requirements. **Returning students:** Level 0, 1 and 2 - During week 1 of a new semester an attendance summary for the previous semester is to be sent to each student in these levels. The email, automated through Navigate, will also outline our engagement expectations and communications for the semester and highlight the consequences of poor attendance. Level 3 and 4 – During week 1 of a new semester a face-to-face meeting is to take place to agree on a personalised engagement plan. The meeting will also reinforce our engagement expectations and communications for the semester.
Week 2-4		For those students falling below the 85% threshold a warning letter, for the appropriate attendance level, will be sent via Navigate each week.

		Those on an action plan will be monitored closely.

Week 5 - 11	The first '4 weekly' attendance summary will be available to view on the Student Engagement Report. This will help determine the appropriate level a student currently falls within and categorise the required intervention.	Level	Attendance %	Intervention
		0	85 >	Bulk monthly summary of attendance email
		1	70 > < 85	Bulk warning and monthly summary of attendance email
		2	50 > < 70	Personalised warning email/phone call
		3	30 > < 50	Face-to-face Meeting, engagement plan
		4	< 30	Engagement plan, ITE

Weeks 6, 8, 10	Nurture, support, and monitor	All students: receive weekly updates about their attendance plan. These weeks should provide the college with the opportunity to meet with a student and design/discuss their engagement plan. Equally, it may be a period of appeal if the student is subject to an ITE and a meeting is held to determine if a withdrawal will proceed.
Week 11	Intervention week	Week 11 remains an intervention point, and students are to be categorised based on their current threshold level and the appropriate intervention activity scheduled or acted upon accordingly – with the likelihood of no action taking place during week 12. Focus should fall on those already on an engagement plan, requiring an

		engagement plan, requiring an ITE, or, in the stages of an appeal to an ITE.
Weeks 11 and 12 – Examinations / Assessments	Monitoring end	With the approach of the end of the semester week 11 monitoring and engagement practices are reduced to account for the examination/assessment period. Week 12 is classified as a week in which no engagement activities take place that are not directly related to examinations or assessments.

Through interventions, staff will aim to establish:

- The reason for non-engagement
- If there is a welfare concern
- If the student requires additional support to re-engage
- If the student is likely to re-engage

After sending out the appropriate warning and considering the student's response (including no response) staff will need to determine if the student's absence:

- can be justified and therefore approved (illness/medical grounds) or
- can be justified but not approved (absent without good reason, technical IT issues), or requires referral (welfare or academic support required), or
- needs an appropriate warning

Based on the outcome of the communication if further action is deemed necessary then intervention activity will be scheduled and implemented.

Appendices

Appendix A – Absence Form

Absences, whether pre-notified or post-notified should be recorded in the student's file. It is expected that the Absence Form contains the following information:

For student to fill

Student ID number:

Student Name:

Programme:

Date of absence: From (DD/MM/YY)   To (DD/MM/YY)

Absence reason:

For staff to fill

Previous absences:
(the details of the absences i.e number of previous authorised absences, unauthorised absences)

Concerns:
(Indicate if other concerns like welfare, health and wellbeing, academic etc are present)

For CDP, DAS, CSM to fill

Absence decision: Authorised/Unauthorised

Absence commentary:

CDP, DAS, CSM initials: Signature   Date
(initials/signature of the Authorising official)

Navigate offers a range of attendance codes that can be applied to a student's attendance, or non-attendance, to a scheduled engagement. A list of the attendance codes, in the following table, is available to update a register or individual student attendance booking.

Within each register, there is the opportunity to mark all students within a class. The options available are **Mark all Attended** and **Mark all Absent**. If all students are present or absent this feature can be used.

Note: Occasionally a class will be timetabled that contains no student records. To mark these classes as complete the 'Is Complete' tick box will need to be selected by editing the 'Main' tab of the attendance booking. These classes will not affect a student's percentage attendance.

Attendance Code	Attendance Meaning
Attendance in Person (AP)	Student is present in class in person (up to 10 minutes late)
Attendance Online (AO)	To be used under exceptional circumstances when classes are conducted online.
Late in Person	Student is considered late for class (Student attends 75% of the class i.e is delayed by up to 25% of timetabled session)
Half in Person (HP)	Student attends class in person but he/she is late and attends 50% of the class
Approved	Student's absence is approved (e.g. sickness)
Medical	Student provides medical notes for sickness
Late Registration	Student has registered late to the current term
Bereavement	Student has a close family bereavement (with supporting evidence)
Compliance	Student has an immigration-related appointment.
Sponsor	Student is due to meet with their sponsor (University Partner). Students are attending classes with the sponsor for example integrated programmes or modules that require delivery by University Partner.
Attendance not required	Used when a student within a group class is not required to attend
Family	**Do not use this code.**

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Half Online (HO)	Do not use this code.

Appendix C – Attendance Report/ Reliability

The Attendance Report provides a full overview of a student's weekly attendance percentage and consecutive absence summary for a selected semester. The report is a live data set hosted by Microsoft PowerBI. Relevant staff that manage attendance will have access to the report to be able to address engagement as outlined in this process guide.

The report will identify a student's attendance percentage (%) and the attendance threshold level they currently maintain at a given week. After 4 weeks, a '4 weekly' rolling average will be available highlighting the average attendance for all scheduled classes/engagements during the previous 4-week period. Furthermore, data will be available that shows the average semester attendance and threshold level as well as a previous semester attendance average and threshold level.

Reliability

Evidenced on the PowerBI Attendance Report will be a reliability scoring metric aimed at determining if the data you are viewing for each student is an accurate reflection of their current attendance and threshold level. The levels are as follows:

Reliability %	Meaning
100%	Attendance bookings have mostly been completed, and the attendance data has a high probability of accuracy
< 100%	Some attendance bookings are missing, and the attendance data has a medium to low probability of accuracy.

Where the reliability is below 100% there are likely to be incomplete bookings (registers and attendance marks) in a student record. To update incomplete bookings and enhance the accuracy of the attendance data the process in Glossary C is to be followed.

Appendix D – Searching for Missing Attendance

It is recommended that missing attendance is followed up routinely throughout each week of the semester.

This activity must be run in Navigate through either the **Teacher's** work area or **Bookings** work area before attendance monitoring actions are taken to ensure that attendance records are complete. Failing to do this will result in incorrect attendance calculations for students and a low-reliability score.

Where attendance is missing, the college should follow up with the Teacher to ensure that this is completed promptly. Where individual student attendance has not been completed, College Services may need to complete this themselves if they know the correct information to input.

Teachers Work Area

1. Select your relevant business unit.

2. Select the '**Teachers'** work area found below the **Academic Supporting Data** work area.

3. Next, select '**Advanced'**, this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.

4. Click '**Attendance'** from the category list - this will generate a list of sub-categories that you can drag and drop into the search filter. Drag '**Incomplete Attendance'** into the search field (see diagram below). Enter a **Start** and **End** date period covering the time since you last ran the report or select a full study period from the study period field (this will auto-populate the full-term period for a particular cohort).
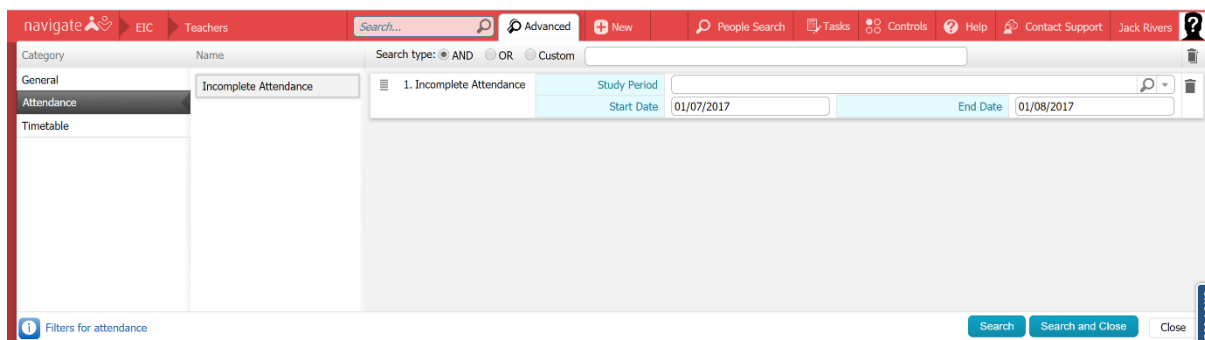
5. Select '**Search and Close'.**

6. This will present you with all the teachers who have any attendance missing from this period.

7. Select the Controls button ⬚ and Actions ⚔ Actions from the drop-down menu.

8. This selection will take you to a new screen.
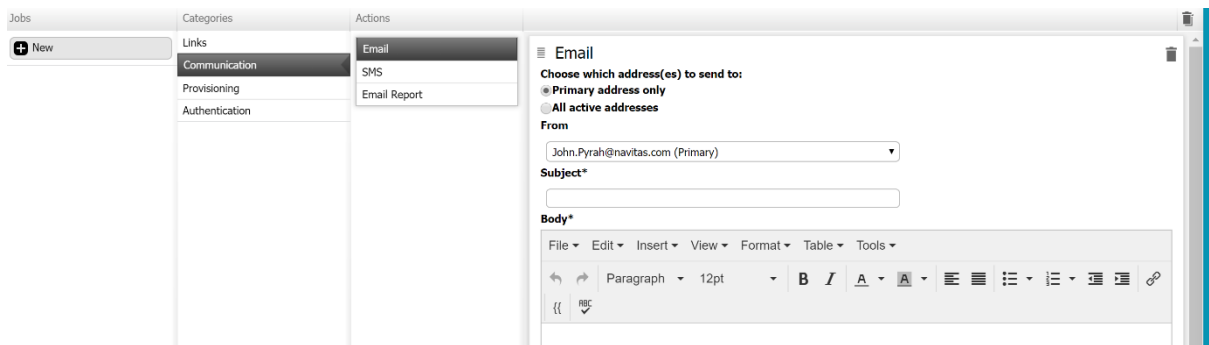
9. Select '**Communication'** from the Category's menu.

10. Next, select '**Email'** from the Actions menu and drag and drop it into the Actions area.

11. Choose to send your email to either the teacher's primary email or any email addresses on record for that/those teachers.

12. Enter an appropriate subject line and text for the body of the email.

13. When you are ready, you can then select to preview the email, and once happy with the content, Queue the emails to send.

Bookings Work Area
1. Select your relevant business unit.
2. And enter the '**Bookings'** work area under the **Timetable** work area list.
3. Select '**Advanced'**, this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.
4. Select the '**Attendance'** category - this will generate a list of sub-categories that you can drag and drop into the search filter. Drag '**Attendance Complete'** to find bookings where attendance '**Is not Complete'** (select).
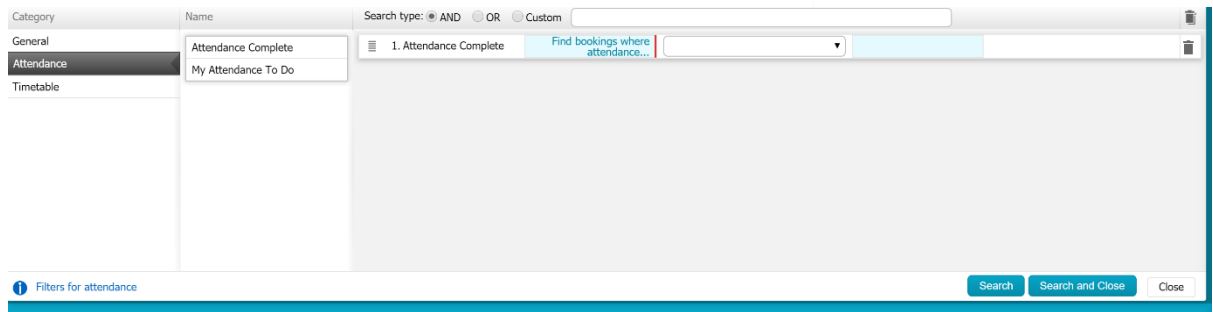
5. From the '**General'** category drag '**Field'** into the search area. Enter the Field '**Ends'**, Operator '**On or before date'** and Search Term using today's date or the last day of the week (e.g, running the list on a Friday).

6. 6. From '**General'** drag '**Field'** into the search area again. Enter the Field '**Starts'**, Operator '**On or After'** and '**Search Term'** adding the last date that this process was carried out (eg, a week ago or start of current term).
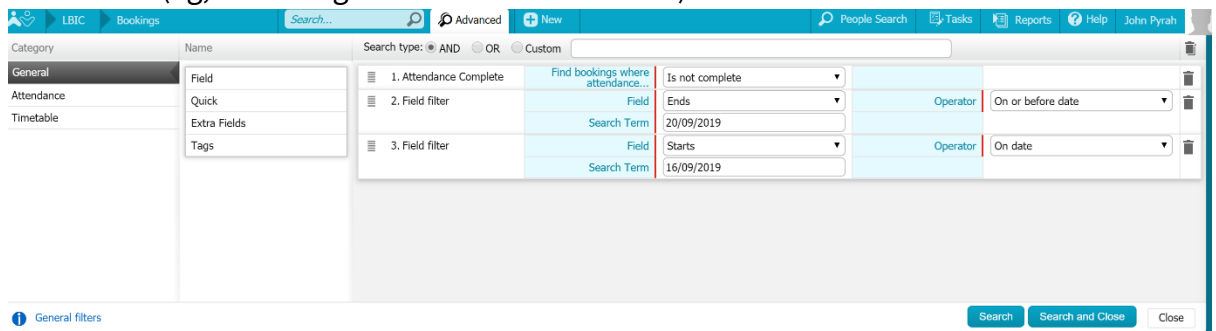
7. Select **'Search and Close'**

8. This will then present you with any classes where attendance has not been fully completed.
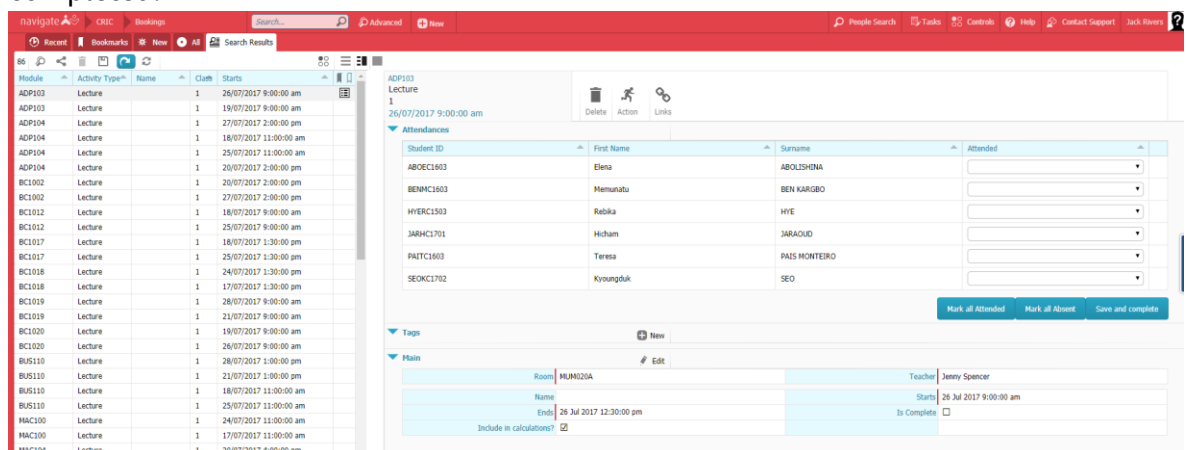
9. Where attendance is missing, the college should follow up with the Teacher to ensure that this is completed promptly. Where individual student attendance has not been completed, Student/Academic Services may need to complete this themselves if they know the correct input.

Re-engagement is a pivotal aspect of maintaining the student experience and expectations whilst adhering to our operational relationship with our University Partner, and Immigration duties as prescribed in the latest Attendance and Engagement Policy.

Upon identifying a student has breached an attendance threshold (identified in the Attendance Threshold table), the relevant action prescribed in the engagement process is carried out.

Reminder: It is a regulatory requirement that detailed notes of the actions and outcomes of the monitoring and engagement activity are captured in Navigate.

Percentage Attendance Monitoring & Warnings

1. Select your relevant business unit.
2. And the '**Enrolments'** work area.
3. Select **'Advanced'**, this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.
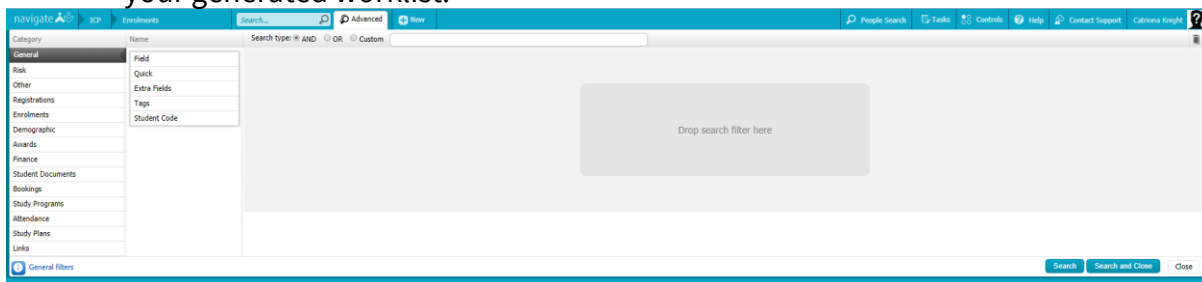
4. Select the category **'Registrations'** – this will generate a list of sub-categories that you can drag and drop into the search filter.
5. From the list of subcategories, select '**Registered in Study Period**' by dragging and dropping it into the search filter.
6. Select your relevant study period (in this example the current study period is already pre-selected) from the drop-down menu and select **'Confirmed'** from the status drop-down menu.
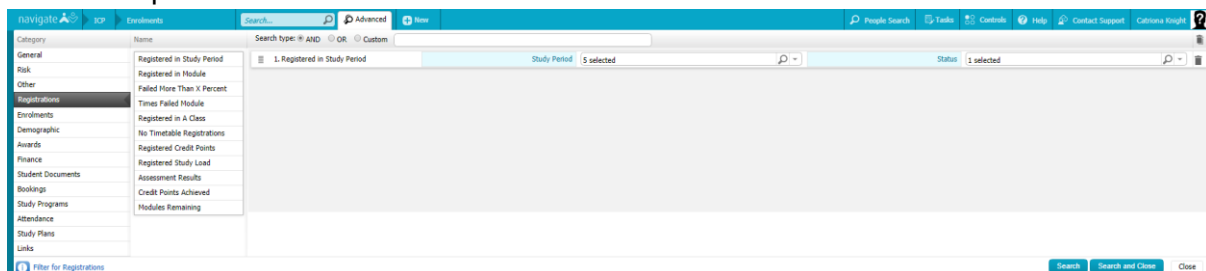
7. To refine your search, select '**Attendance'** from the category menu. You will be presented with the following filter options to drag and drop into your search area. Drag and drop **'Attendance To Date'**.

8. Once you have dragged and dropped your '**Attendance to Date'** filter into your search area, you will need to populate some of the cells with information.

9. You can leave '**Cohort'** and '**Module'** as ALL unless you want to further refine your search.

10. The Study Period should be populated with the period in which you are searching (e.g., 202203, PM2203).

11. The **'Percentage'** will automatically populate with 85% - but we're going to start with the more severe Stage 2 Warning, and enter 50%

12. The operator can be altered according to your search parameters. In this example **'Less Than or Equal To'** is used.

13. Once you have generated your worklist, you can close the search function allowing your worklist to be seen full screen.

14. Select the controls button [] and Actions *Actions* from the drop-down menu.

15. This selection will take you to a new screen.
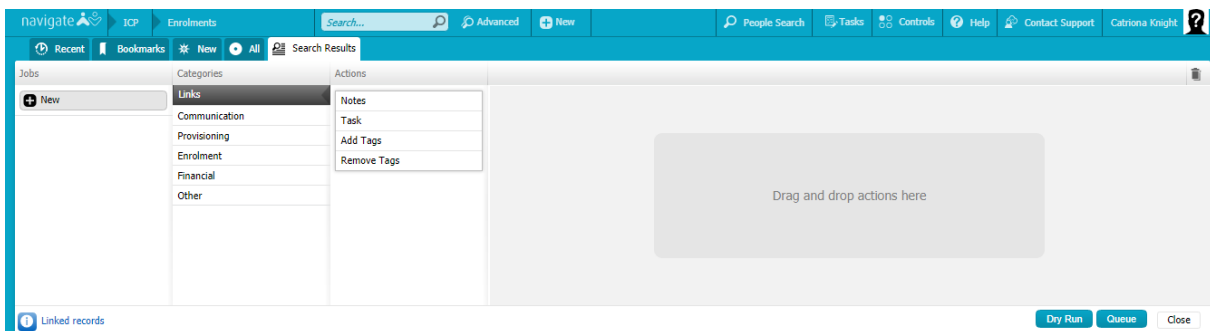
16. Select '**Communication'** from the category's menu.

17. Next, select '**Email report'** from the Actions menu and drag and drop it into the actions area.

18. Once your email report has generated, scroll down to the bottom where the report attachment drop-down is located and select your chosen report to send to the student – in this example, **Attendance Warning Letter.**

To review the content of the attachment (attendance letter) before sending it, press

Preview

Note that even though these are created on bulk, they are still personalised to the student!
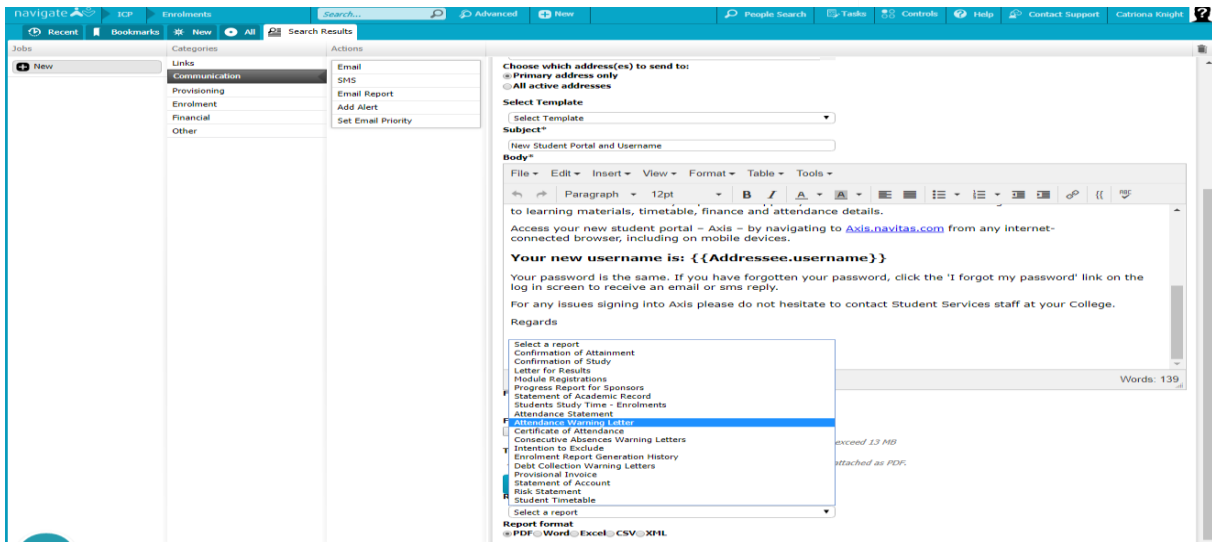
19. For the text body of the email, either select a template from the dropdown menu, or edit a blank template.

20. Once you are happy with the email content you must ensure that the appropriate recipient group is selected, e.g., **student** (found at the top of the email report) and that you are sending to the primary address or all addresses available for the student(s).

You will need to change the subject title of the email at this point so that it is relevant for the action you are carrying out.

21. To test your email and report attachment select **Dry Run** this function allows you to queue, process and reports back as if it were performing the live action.

22. Once you are satisfied with the content of your message and attachment click **Queue** This will automatically take you back to your worklist, and a message in a black box will appear at the top of your screen informing you that your job has been successfully queued. Once the job is complete (sent to the recipient) you will receive a confirmation message in the inbox of the address entered in the '**from email'** cell.

23. Once you are back in the section listing all the students in the % search criteria (e.g., below 50%) you can save the search criteria thus creating a **Worklist.** The worklist can then be edited in subsequent weeks and the data either overridden or saved under a different name (creating a new Worklist). You can do this by clicking the 'Save' icon and naming the worklist as you choose (e.g., Below 50% Attendance Week 1).
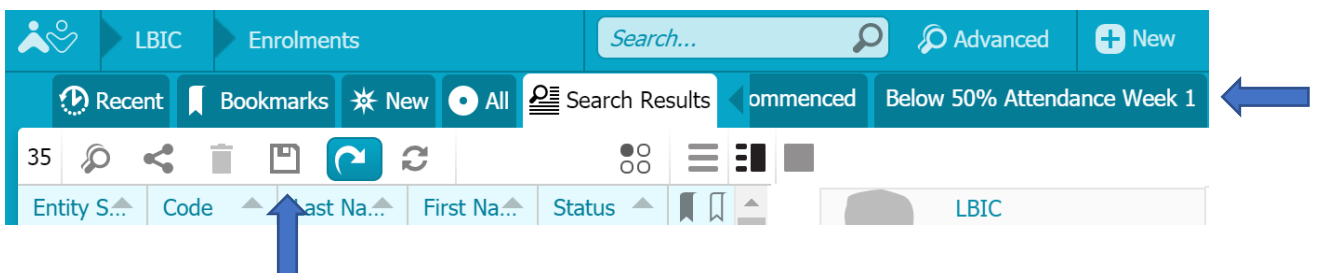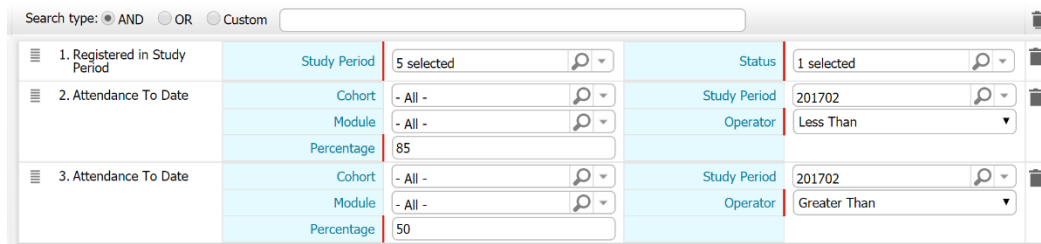
24. You are also able to track the progress of your action via the links tab Links

Stage 1 Warnings.

25. You should then return to point 1 to create a new worklist for the Stage 1 Warnings.

26. This time, we are looking for students with Attendance to Date that is greater than 50%, but less than 85%.
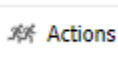

Don't forget to save your search as a **Worklist** as this will make it easier to simply edit your search criteria in subsequent weeks! See point 19 above.

Consecutive Absence Monitoring & Warnings

1. Select your relevant business unit.
2. And the '**Enrolments'** work area.
3. Select **'Advanced'**, this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.
4. To select the relevant students for the first attendance warning, select the '**Attendance'** category then choose Consecutive Absences from the search filter. Drag this into the search field twice.
5. The boundaries for the warnings are 3, 5 and 7.
6. For both searches, enter the **Study Period** as the current (e.g., 202203, PM2203), select '**Greater Than or Equal To'** as the Operator, the Consecutive Absences as '**3'** in the first search and '**4'** in the second (changing the Operator to '**Less Than or Equal To**'), a Calculation Basis as '**Days'**, Type as '**Current'**, and leave the **Date From** and **Date To** as they are (as these are generated from the **Study Period**).
7. Then drag the '**Field**' parameter from the **General** category into the search panel, choose '**Status'** under the Field drop-down**,** and select '**Current'** within the 'Search Term' field.
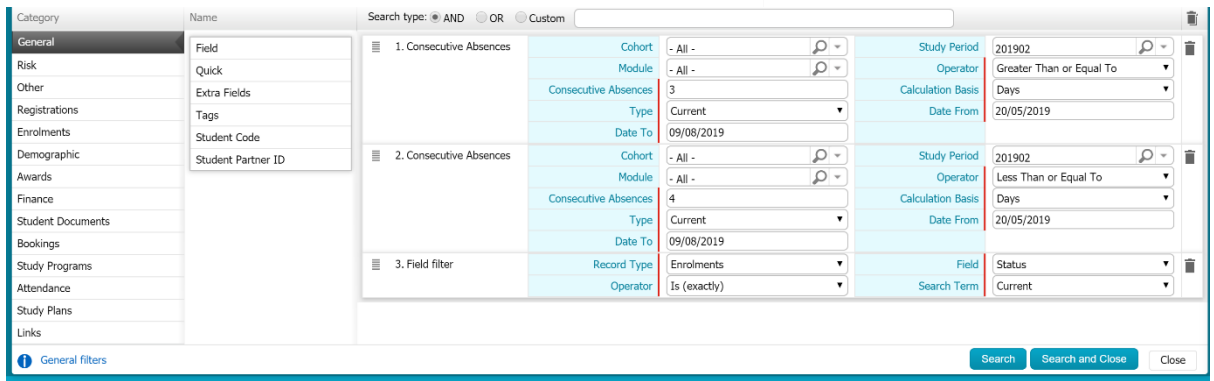
8. Select **Search and Close.**

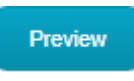9. Select the controls button [icon] and Actions [Actions icon] from the drop-down menu.

10. This selection will take you to a new screen.
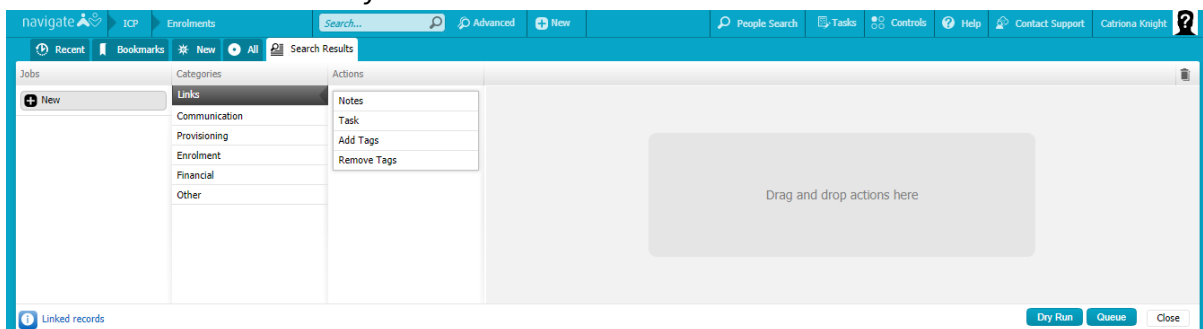
11. Select '**Communication'** from the category's menu.

12. Next, select email report from the actions menu and drag and drop it into the actions area.

13. Once you email report has generated, scroll down to the bottom where the report attachment drop-down is located and select your chosen report to send to the student – in this example, **Consecutive Absences Warning Letters.** To review the content of the letter before sending, press [Preview]
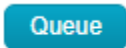
14. For the text body of the email, either select a template from the dropdown menu, or edit a blank template.

15. Once you are happy with the email content you must ensure that the appropriate recipient group is selected, e.g., **student** (found at the top of the email report) and that you are sending to the primary address or all addresses available for the student(s).
    You will need to change the subject title of the email at this point so that it is relevant for the action you are carrying out.

    To test your email and report attachment select [Dry Run] this function allows you to queue, process and reports back as if it were performing the live action.

16. Once you are satisfied with the content of your message and attachment click **Queue** This will automatically take you back to your worklist, and a message in a black box will appear at the top of your screen informing you that your job has been successfully queued. Once the job is complete (sent to the recipient) you will receive a confirmation message in the inbox of the address entered in the '**from email'** cell.

17. Once you are back in the section listing all the students in the consecutive absence search criteria (e.g., 3 – 4 consecutive absences) you can save the search criteria creating a **Worklist.** The worklist can then be edited in subsequent weeks and the data either overridden or saved under a different name (creating a new Worklist). You can do this by clicking the 'Save' icon and naming the worklist as you choose (e.g., 3 – 4 Consec Absence Week 1).
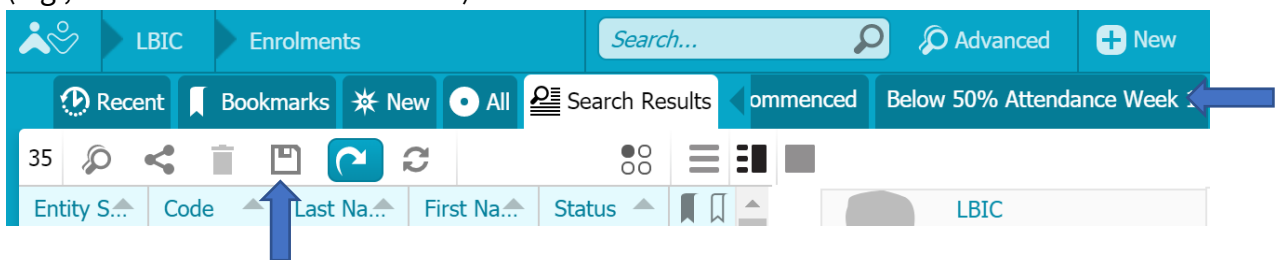
18. You are also able to track the progress of your action via the links tab Links
19. Then repeat this for 5 to 6 absences, 7 to 9 absences, and 10 or above absences.
20. This then needs to be repeated for each study period that you have active (e.g., 202203, PM2203)
21. Should a student have 10 consecutive points of absence they are to be referred to the College Management Team (CMT) for further action. If they are sponsored under Student Route, an Exclusion Notification Letter will need to be sent to the student after approval from the CMT. You may wish to use a personalised letter created outside of Navigate which can then be sent from inside Navigate, or you can use the generic Exclusion Notification within Navigate.
22. To do this, go to the student's record within the **Enrolments** work area.
23. Go to **Action -> Communication->Email Report.**
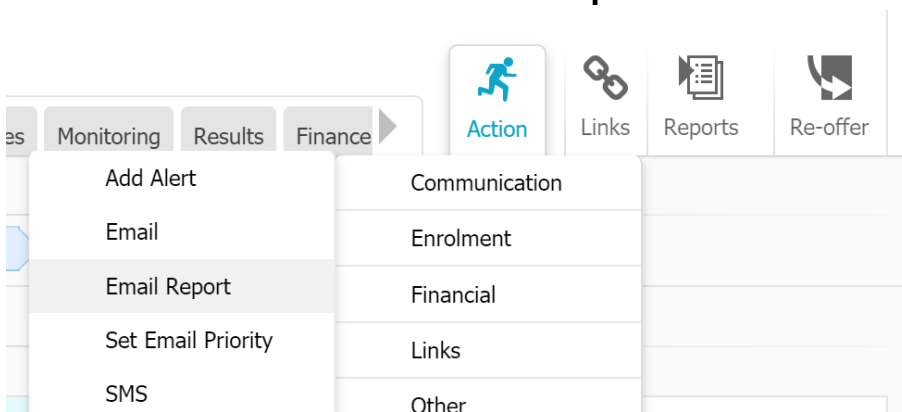
24. Choose which emails to send the letter to and select a template (if you do not have a relevant template, select the blank template and personalise this, including a relevant subject. As the exclusion letter is a generic exclusion as opposed to being attendance specific, it is important that full rationale and provided within the email body.

25. In the '**Report Attachment'** dropdown, select the **Intention to Exclude** report, and choose to send it as a **PDF**.

26. A new field, '**Letter Type**' will appear, and here you should select '**Notification Letter'.**

27. Preview the letter to confirm that you are happy with its contents, and then select '**Run'.**