

OnCampus Attendance Monitoring Policy

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Version No.	Date	Summary of Amendment	Author
3	September 2023	Clarification of wording in most areas	C Hooper
4	September 2024	Focus on student wellbeing	C Whitmore

Document Reviewers

Name	Role	Policy Responsibility
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Relevant Documents

Policies and Procedures
<p>Related CEG team member policies can be found at the CEG Help Centre including:</p> <ul style="list-style-type: none"> • Health and Safety Policy and Procedures 2015 • CEG Disciplinary Policy • CEG Equality & Diversity Policy • CEG Dignity at Work Policy • CEG Prevent Duty Policy • CEG Privacy Policy (https://www.cambridgeeducationgroup.com/privacy-policy.htm)
Legislation and Government Guidance

Approved by:	Signature	Date
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Contents

1. OnCampus Commitment
2. Attendance Monitoring Process
- 3 Communication Touch Points
4. Authorised/Unauthorised Absence Requests
5. Punctuality
6. Registers
7. Storing Sensitive Student Documentation
8. Communication
9. Appeals
10. Appendix

1. OnCampus Commitment

Student attendance and engagement is vital to student success and to provide a positive learning experience and to maximise the potential for academic success through engagement with the programme of study. OnCampus expects all students to engage with their programme of study on a regular basis and for missed learning to be at minimal levels throughout the duration of sponsorship.

OnCampus fosters a supportive environment for all students, and the monitoring of attendance is an integral part of this commitment to students and their wellbeing. OnCampus recognises that absence or reduced attendance can sometimes be rooted in mental health or wellbeing issues. The regular review of attendance information provides an insight into the needs of individuals and informs support plans.

OnCampus understands that students want to enjoy the full range of academic and social experiences while they are studying with us. However, OnCampus expects all students to prioritise attendance and engagement with their programme ahead of all other activities – e.g. social activities or work which should be organised outside of scheduled learning. OnCampus reserves the right to take action at any time, including but not limited to, withdrawing students from programmes of study if acceptable levels of attendance are not maintained.

OnCampus will ensure that appropriate policies and procedures are in place to ensure the safety, wellbeing and protection of all students it sponsors. The attendance thresholds set by OnCampus apply in all territories because attendance in lessons plays a crucial role in the monitoring of student wellbeing and achievement.

OnCampus will comply with all aspects of UKVI Immigration Rules and sponsor guidance, and is committed to fulfilling our sponsor duties to ensure that the system is not abused.

For the avoidance of doubt, for centres outside the UK if local immigration policy dictates a higher level of attendance than stipulated in this policy, local requirements take precedence. In all other circumstances, this policy will be applied.

2. Attendance Monitoring Process

Students who study with OnCampus (including those sponsored via a partner University on an iCAS programme) will be subject to this attendance monitoring policy. These are minimum expectations.

Where a student's attendance falls below **70% for three consecutive months**, the student will be withdrawn from their programme of study and sponsorship will be removed unless there is exceptional and evidenced reasons for the non-attendance (e.g., illness).

Where a student has not reached **85% attendance of their classroom-based study in a month**, the centre must review the reason for the student's absence and put enhanced monitoring and support in place. The student's record will be annotated with the reason for the non-attendance.

Students who miss 5 consecutive days of class will be contacted to establish the reason for absence and to check on their wellbeing. Where contact is not established with the student within 48 hrs of the fifth day of absence, the case must be escalated to the Centre Director who

will inform the central Director of Student Experience and Safeguarding. Students under the age of 18 who miss a class without prior approval will be contacted on the same day to discuss their reasons for non-attendance in line with OnCampus policy on protecting under 18 year olds (see appendix).

It is expected that centres will be monitoring and acting on emerging attendance concerns as soon as delivery begins and should not wait until the first formal attendance review to provide support or raise concerns with students.

Centres are required to provide data on student attendance on a monthly basis. This must include reports on students who have not achieved 85% attendance on the programme in the previous period. Where students are sponsored through a university partner integrated CAS (ICAS) model, this data is also made available to the university.

In order to withdraw a student from a programme of studies, centres must put forward a withdrawal request providing all relevant evidence. Withdrawal requests will be reviewed by the Attendance Panel. Information on extenuating circumstances should be provided at this stage.

Each panel will consist of a minimum of 2 managers from central support functions in OnCampus and will be chaired by one of the following:

- Director of Global Study Centres
- Deputy Director of Global Study Centres
- Director of Student Experience and Safeguarding
- Head of UKVI Compliance

There may also be representation from the University partner for students enrolled through ICAS.

All communication with students related to attendance management will be recorded on the learner's record. Reasons for poor attendance must be recorded on the learner's record.

Where there are concerns over a student's attendance the centre will engage the student on an attendance improvement plan. Where attendance does not improve students are at risk of withdrawal from study. When such withdrawal is to be considered, students will be referred to the central Attendance Panel to request notice of withdrawal and, finally, confirmation of withdrawal.

- Attendance below 85% in any given month = note of concern
- Below 70% in any given month = written warning and action plan
- Below 70% in two given months = final written warning and action plan
- Below 70% in three given months = referral to Attendance Panel for notice of withdrawal

NOTE: Any UK student who has attendance below 70% for 3 consecutive months will be in breach of UKVI guidance and will have their sponsorship terminated. Outside the UK, relevant national rules will apply.

NOTE: Any student who has attendance below 85% in any given month must be issued with a note of concern. Reasons for absence must be recorded on the student record. This process must be repeated in every month that attendance falls below 85%.

Centres may put forward recommendations for withdrawal, supported by evidence such as multiple notes of concern, in cases of poor engagement.

3. Communication Touch Points

Registers of attendance for taught sessions are the primary method of monitoring attendance and engagement. However, other engagement may be considered in some circumstances, including but not limited to:

- Attending scheduled sessions with their Personal Tutor
- Attendance at examinations
- Submission of assessments and attending examinations
- Engagement with the VLE

4. Authorised/Unauthorised Absence Requests

Students may request short term authorised absence requests. All absence requests will be considered on an individual basis and evidence will be required to ensure a consistent and fair approach.

A student can submit a short term absence request **for no more than 5 days**. All absence requests should be submitted a minimum of 10 days in advance of the absence, to be considered. The nominated person within the centre should consider the grounds on which the request is made, the length of time requested and the impact of the absence on the student's academic studies.

Authorised absence definitions: in all cases evidence for the absence is required

- i. Illness e.g., medical certificate, doctors' note. Student self-certification of illness may be considered in countries where the NHS service is not available.
- ii. Attendance at appointments/commitments considered inflexible e.g., hospital appointments, religious requirements, court attendance.
- iii. Mitigating circumstances e.g., bereavements, serious illness of a close family member, childcare, technical issues related to online study.

If the absence request does not meet the grounds for approval and is rejected, the student must be informed within 48 hours of submitting the request and the reason for the rejection will be provided.

5. Punctuality

Students are expected to arrive on time to facilitate a punctual start. If a student arrives late for class they will be marked as late. If a student arrives after 50% of their lesson has been delivered, they will be marked absent unless they can provide evidence of an exceptional reason that fits within the authorised absence definitions. Persistent lateness will be followed up by a notice of concern and actions taken in accordance with the student

conduct/disciplinary policy. These should be recorded on the student record. In the most severe cases, persistent lateness could lead to withdrawal.

6. Registers

Tutors will mark the register at the start of the class. Each centre will conduct regular checks to ensure registers are completed accurately and in accordance with policy. The Centre Director and other relevant staff will be alerted if registers are not completed accurately and on time.

7. Storing Sensitive Student Documentation

All student documents i.e., medical certificates, death certificates, medical appointments must be uploaded against the learner record on Ontrack. Student documents should NOT be stored elsewhere.

8. Communication

In order to ensure that students are fully supported and that OnCampus provides a high level of service and engagement with stakeholders, clear and timely communication with relevant organisations is crucial, subject to appropriate data protection legislation and agreements. These organisations include, but are not limited to:

- Parents
- Guardianship service providers
- Financial sponsors
- Partner universities
- Educational agents
- Internal stakeholders such as student recruitment team

9. Appeals

An appeal process is available to students at Notice of Withdrawal stage.

Appendix

Monitoring under 18 years and adults at risk

Students under the age of 18 or identified as a vulnerable adult who do not arrive for class, must be reported to the Attendance Officer 15 minutes after the class start time.

There is a requirement for students under the age of 18 to check-in with the centre on a daily basis. Local protocol will be communicated to students as to how to do this.

If the student has not checked in and/or is not in class within the first 15 minutes of the class start time, the Attendance Officer/team member will attempt to contact the student by all

means to confirm their whereabouts, understand their reasons for missing class and to ensure they are safe and well.

If the centre is unable to contact the student before the close of the same day the case must be escalated to the Centre Director who will update relevant staff. He/she will determine at what point to contact the parents/guardians and if a Police report needs to be filed; this will usually be following a period of several hours, whereby all reasonable avenues to make contact with the student have been explored. When contact has been made with the student, the Centre Director will provide a further update to relevant staff and parent(s)/guardian(s) to de-escalate the case. OnCampus has a responsibility towards all its students and this is also applicable to any student deemed to be vulnerable.