



Attendance Policy

Version 10.1

City College of London



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This policy may be used in conjunction with the following policies and documents:

Policies	Other Documents
2.1 Recruitment and Admissions Policy	Absence Form
4.1 Teaching, Learning and Assessment Policy	Appeals Form
6.1 Equality and Welfare Policy	Attendance Register
8.1 Complaints and Appeals Policy	Complaints Form
	Final Warning Letter
	Mitigating Circumstances Form
	Termination Letter

Quality Code Reference



A1	A2	A3	A4	A5	A6	B1	B2	B3	B4	B5	B6	B7	B8	B9	B10	B11	C
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Overview

The Attendance Policy is intended to assist the academy in enabling learners to achieve their learning potential. We are aware of the enormous investment that learners make, in both time and money, in choosing to pursue a programme of Higher Education. As a responsible institution, we believe that the academy has a duty to follow-up promptly on matters of unauthorised absence so that learners can be supported and given every opportunity to succeed.

Where unauthorised non-attendance raises doubt as to the likelihood of successful outcomes and/or may disadvantage the educational progress of other learners; and/or it does not comply with government policy regarding overseas students, the Attendance Policy may be used to require a learner to interrupt their studies. In case of learners regarded as “visa nationals” by the Home Office (i.e. those who require a visa to engage in studies within the United Kingdom), the relevant immigration authorities and awarding bodies will be informed when requirement for interruption of studies takes place.

Attendance Requirements

Attendance at all classes, seminars and examinations is compulsory and learners are expected to attend unless they can demonstrate good cause to be absent. Learners are required to attend classes and to take responsibility for their own learning. Attendance by “visa nationals” must also comply with Immigration and Home Office regulations. Learning is a shared experience and students are expected to play a part in promoting collective understanding. Attendance is necessary to:

- Enhance educational development within the area of study
- Receive information about the programme
- Prepare for a assessments
- Undertake any practical work or group work

This Attendance Policy relates to a full-time Academy programmes with the exception of those programmes leading to professional awards where attendance requirements are specified by the relevant Professional Body and detailed in the validation documents and student handbooks for those programmes, as appropriate. In case of “visa nationals”, Immigration Office regulations must be applied. It is the academy’s expectation that all learners maintain a minimum 85% attendance.

Punctuality

Learners are expected to turn up to all timetabled sessions on time. If a learner is late, the tutor has the right to refuse entry in an effort to minimise disruption to the other learners. Late learners may be regarded as absent and appropriate actions will be taken accordingly.

Timetabled Commitments

The academy timetable may include classes in the morning or afternoon. The academy timetable is published in advance on the CRM and is available to view at academy notice boards. Learners should check their timetable as soon as it is available.

To prevent timetable clashes, students following courses where options are available are required to present those options to administration to ensure that we can arrange the timetable accordingly. Learners are not permitted to take options which clash and should notify their tutors if they become



aware of any timetable clashes. Learners should check notice boards and email communications regularly for information that may include important timetabling or room changes. Staff are asked to be mindful of learners with disabilities when notifying them of timetable changes and to use the appropriate agreed means of communication – e.g. not a small notice on the notice board when there is a visually impaired student in the class.

Non-commencement of Studies (No-Show)

If a learner enrolls for a course of study but does not turn up to begin those studies on the scheduled start date, the academy will contact the learner to ascertain:

- Why the student did not arrive
- To advise him/her of the action which has been taken

The academy operates a 10 contact policy for attendance, and where a learner fails to contact, or fails to respond to the academy's attempts to contact them within the first 10 contacts, the academy will withdraw their admission.

In the event of the learner being a "visa national" the Academy will contact the immigration authorities to find out if a visa had in fact been granted. If the authorities inform the academy that no visa for the learner was granted **and** the academy has not received any explanation or medical certificate from the learner, there will be no refund of the course fee to the student.

If the authorities inform the academy that a visa was in fact granted, the academy will inform the relevant department of the Home Office and/or Immigration and National Directorate that the learner had not arrived and has not upheld their legal obligation to report to the academy.

No refund of the prepaid fee will take place if non-arrival is due to student negligence or change in his/her plans. The fee is non-refundable in any event except refusal of visa.

Procedure of Recording Attendance

Recording Attendance in the class:

The academy records and monitors learners' attendance in each scheduled class using the class attendance record sheet, which is broken down into sessions. The relevant teacher takes attendance of all present learners in the class in each scheduled session. The teacher places in the box beside each student name one of the following options:

- P - Present
- U – Unauthorised absence
- T – Tardy (late present)
- A – Authorised absence
- L - Left Early

A warning letter will be issued to student if enter into the class after more than 15 minutes late for two consecutive class. Student will have to explain the reason about his/her lateness with his/her personal tutor. Failure to give a good reason for being late in the classroom may result in being considered as absenteeism for the class. Any student who enters more than 30 minutes late will be considered as absent for that particular class.

Recording Class Attendance in the Cumulative Sheet and/or Software:

The teacher conducting any class will collect the attendance record sheets after taking attendance and submit it to the administration department at the end of each class or day. Administrative officers will



than upload the data in the attendance software call Student Management System (SMS). However, an administrative officer will also verify this on a weekly basis to ensure that the data collected from the attendance sheet is uploaded correctly in the SMS and also generate a report to identify learners at risk of breaching the attendance requirement. Any learner with an attendance level less than 85% is regarded as being at risk and an appointment with the Administrative Manager will be made.

Procedure to handle consecutive absenteeism

A relevant Administrative Officer must inform/notify the Administrative Manager if any student has been absent for a period of three consecutive contacts (**NB. A contact means either morning or afternoon session of a day**).

The Administrative Manager will contact the learner by telephone to remind them of the requirement to attend classes. At the same time, an SMS through mobile and email will be sent to the learners to attend classes. A record of follow up telephone contacts and/or a copy of the notification email will be placed in the learner's file. Simultaneously the first warning letter, through registered post, would be sent to the learner.

In the event of the learner failing to respond to the academy's attempt to contact the learner, or in the event of them failing to demonstrate a justifiable explanation for absence, the learner(s) will then be sent the second warning letter on his/her 6th consecutive absence or on learner's cumulative attendance. For "visa nationals" the Home Office will be notified simultaneously through the Home Office SMS System.

If the learner(s) still do(es) not contact the academy and fail to show proper cause of his/her/their absence, final Termination Letter will be sent him/her/them after their 10 consecutive absences. For "visa nationals" the Home Office will then be notified of the termination through the SMS System.

Copies of all letters must be kept in the file of the relevant student(s). The academy will continually monitor the policy and the Home Office regulations in order to implement necessary actions.

Absence from Classes

Learners should notify administration of any absence from classes. Special consideration may be given in the case of illness, mitigating circumstances and where an absence coincides with a scheduled assessment. All other cases are considered unauthorised. In all cases an absence form should be completed.

Illness

All absences are to be reported to Administration Office. This is important to ensure your record of attendance is not affected. Absences are to be evidenced wherever this is feasible, including prescriptions, appointment letters etc. If you are ill the following documentation is required:

- If you miss less than seven consecutive days, self-certification is acceptable. Students should declare Self-certification of Illness on the absence form in these circumstances
- If you are absent for **seven consecutive days (NOT just contacts)** or more (including weekends), a note from an appropriate qualified medical practitioner is required.
- If you suffer from a chronic condition that may affect your academic performance, you are advised to inform the Administration Office or your Course Coordinator in writing at the time of enrolment.
- Where a learner consistently self-certifies the academy reserves the right to request the student to see a qualified medical practitioner





Pregnancy

A learner has the right to defer studies if she finds out that she is pregnant and that this will interrupt her ability to study. Visa national students are however bound by Home Office regulations that currently do not allow such deferrals, and guidance should be sought directly from the Home Office.

Non-visa nationals must state their intended recommencement date and the standard attendance and reporting policies apply. The academy will contact the learner one month prior to the agreed date to reconfirm the intent to recommence studies.

Mitigating circumstances and ‘Absence with good cause’

Similarly, if you are absent through personal difficulties, see your Course Coordinator. Help may be offered through student services wherever possible.

Reasons for absences that are not considered reasonable or ‘good cause’ include social events, picking people up etc. In the case of unforeseen circumstances of a personal nature, bereavement or similar, mitigating circumstances may apply, but as much evidence as possible should always be provided and a Mitigating Circumstances form completed.

Where absences are for religious observance, prior notification and approval is required. The academy keeps a list of all major faiths and festivities, and will try to ensure that any absences are minimised by sensitively scheduling its academic calendar.

Examinations and assessments

Where an absence coincides with an external assessment or examination, students may be regarded as having failed the assessment in question unless they can provide evidence justifying their absence as detailed above. Students may be provided with the opportunity for resubmission or examination re-sits. In all cases the policy of the awarding organisation super-cedes that of the academy in this respect.

Discontinuation of studies (Drop-out)

Where a learner opts to discontinue their studies, they should inform the Head of Academic Studies (HAS) in writing detailing why. For circumstances that are unavoidable or involve mitigation (e.g. pregnancy, bereavement) then the academy may consider a partial refund and/or the option to return to studies at a later date. Where the discontinuation of studies is due to disciplinary proceedings action will be taken in accordance with the decision of the complaints procedure.

Failure to provide just cause for discontinuing studies may result in the learner being ineligible for refund. In all cases the academy will support the learner in gaining recognition for any learning and assessment that has been undertaken, and will liaise with the awarding organisation in this respect.

In the event of discontinuation of studies a Termination Letter is sent to the learner(s), the academy keeps copies of all letters in the file of the relevant learner(s) and for “visa nationals” the Home Office is notified the termination through the SMS System.

Appeals

Should a student feel that a decision to interrupt their studies on the grounds of poor attendance has been made unfairly they have a right to appeal this decision. In this event they should refer to the Complaints and Appeals Policy