



Teitl: Title:	HE Student Attendance Management Procedure
I bwy mae'r Polisi hwn yn berthnasol? Who does this procedure Relate to?	Myfyrwyr Students

Cydraddoldeb ac Amrywiaeth / Equality & Diversity

Dolen at Gam 1 Asesu'r Effaith ar Gydraddoldeb: / Equality Impact Assessment Stage 1 Link:	HE Attendance Management Procedure Stage 1 EIA
Dolen at Gam 2 Asesu'r Effaith ar Gydraddoldeb: / Equality Impact Assessment Stage 2 Link:	n/a
Cynllun Gwella Asesu'r Effaith ar Gydraddoldeb / Equality Impact Assessment Improvement Plan	n/a
<i>Effaith ar yr Iaith Gymraeg</i> <i>Mae asesiad effaith wedi'i gynnal ar y polisi hwn i ystyried ei effaith ar yr iaith Gymraeg yn unol â Safonau'r Gymraeg (94-104) a Mesur yr Iaith Gymraeg (Cymru) 2011.</i>	<i>Welsh Language Impact</i> An impact assessment has been carried out on this procedure to consider its effect on the Welsh Language in accordance with the Welsh Language Standards (94-104) and the Welsh Language (Wales) Measure 2011.

Adolygu a Chymeradwyo / Review and Approval

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Anfonwch y ddogfen wedi ei chymeradwyo i'w chyfieithu gan ddefnyddio'r [Ffurflen Cais Cyfieithu](#)
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1. Scope

- 1.1. This procedure provides information on HE student attendance management for all HE programmes.
- 1.2. Where there are policies available from our partner universities these will apply. Please see the table below for information. This procedure applies to all Pearson HE programmes at Coleg Cambria.
- 1.3. Please also refer to our Higher Education Learner Support Guide. The guide advises where students can get support from for a variety of issues, including those that affect attendance.

2. Attendance Management Policies & Procedures

2.1. Table

University	Student Charter Link	Attendance Management Policy / Procedure Link	Terms & Conditions Link
Aberystwyth University	https://www.aber.ac.uk/en/media/departmental/governance/studentsunion/student-charter-17.pdf	<p>Aberystwyth University Academic Regulations</p> <p>Aberystwyth Handbook Reference 2019 / 20</p>	<p>https://www.aber.ac.uk/en/terms-and-conditions/</p> <p>https://www.aber.ac.uk/en/undergrad/terms-conditions/</p>
BTEC / Pearson Programmes	Student Charter Coleg Cambria	This procedure applies.	https://www.cambria.ac.uk/about-us/policy-downloads/
Liverpool John Moores University	n/a *	<p>Please refer all queries to the Programme Leader (darren.pleavin@cambria.ac.uk) in the first instance.</p> <p>Awaiting Policy from LJMU.</p>	https://www.ljmu.ac.uk/students/supporting-your-study/student-policy-and-regulations
Swansea University	https://myuni.swansea.ac.uk/student-voice/student-charter/	<p>Swansea University Attendance Monitoring Policy</p> <p>Swansea Academic Handbook (please see page 13)</p> <p>Swansea Student Guide (English) 2019-20</p>	https://www.swansea.ac.uk/the-college/admissionandfees/conditions/
University of Chester	n/a *	<p>This Policy applies Staff should consult either the Director of Quality & HE or the HE Partnerships & Compliance Manager before using the 'Deemed Withdrawn Policy' Guidance from Chester below.</p> <p>22/01/20 Chester Deemed Withdrawn Policy Guidance</p> <p>This information below applies for students attending Chester courses and is supplied as guidance only.</p>	https://www1.chester.ac.uk/legal/student-enrolment-conditions-and-access-agreement

		Chester - Programme Handbook Content for Attendance Monitoring	
Wrexham Glyndwr University	https://www.wrexhamglyndwrsu.org.uk/main-menu/student-voice/student-charter	Please refer to the relevant Programme Leader in the first instance. Awaiting Policy from Glyndwr.	https://www.glyndwr.ac.uk/en/htwtoapply/Admissionspolicies/

* *Student Charters are only required for Welsh providers.*

3. Introduction

- 3.1. The procedure is set out to provide guidance to staff on how to manage HE Student attendance and to provide clear guidelines to students about the expectations upon them to attend their chosen HE Programme. It also helps to provide guidance to staff and students when attendance does not match expectations and the mechanisms in place to support students, along with any frameworks for dealing with attendance issues.
- 3.2. The college and its partners acknowledge that students sometimes need support to help them complete their studies and to achieve their potential. Our main focus is to support students to achieve whilst providing challenge and stretch as needed.
- 3.3. Expectations of HE Students are set out in;
 - 3.3.1. The Terms & Conditions accepted by the student when enrolling on their chosen HE Programme;
 - 3.3.2. These are set out on our HE website - <https://www.cambria.ac.uk/higher-education/>
 - 3.3.3. The Student Charter for their relevant institution - <https://www.cambria.ac.uk/higher-education/>
 - 3.3.4. The relevant Attendance Management Policies & Procedures (see section 2 - Attendance Management Policies & Procedures, above).

4. Induction & Programme Handbook

- 4.1. The support students receive from us is outlined in the policies noted above, are referenced during Induction and supported by the Programme Handbook students receive at the start of their course.

5. Link Between Attendance and Achievement

- 5.1. It is important that students attend regularly to get the best out of their programme and to achieve their potential. Information available to us shows that good attendance has a direct impact on achievement.
- 5.2. Staff should consult information available to them via the Data Reporting Portal and other sources regularly to monitor student attendance and progress for their programme.

6. Personal Tutors (PT) & Individual Learning Plan (ILP)

- 6.1. We encourage all students to take up the opportunity for regular discussions with their Personal Tutor (PT) as outlined in the 'Personal Tutorial Policy for Higher Education Students'. The sessions can help students deal with any issues they may have, discuss support options available and plan their workload effectively.
- 6.2. The facility is available for HE staff to log these via the OnTrack system. ILPs should be recorded to support students with their planning and to confirm the discussion outcomes, steps agreed.

7. Mentoring & Supervision

- 7.1. For some HE courses students have an Academic Mentor, Employment Mentor and Supervision in addition to their Personal Tutor e.g. FdSc / BSc Applied Business Management.
- 7.2. Mentors are often in place throughout the course, with Supervision during the final year of study acting as a support to students preparing final projects.
- 7.3. Students are encouraged to attend the sessions with their Mentor(s) and Supervisor in addition to those with their Personal Tutor.

8. Missing Classes

- 8.1. We have a wealth of information available to HE students across college and university IT platforms to support learning, which are easily accessible 24 hours a day. These can include;
 - 8.1.1. Programme Guides
 - 8.1.2. Module Handbooks
 - 8.1.3. Google Classroom
 - 8.1.4. Panopto recordings of classes
 - 8.1.5. Online texts and resources
- 8.2. Whilst we provide these to support students who may miss occasional classes due to illness or other reasons, and to provide access from home or work, we always encourage students to attend class regularly to support;
 - 8.2.1. Interaction with other students and tutors;
 - 8.2.2. Access to on the spot answers to queries;
 - 8.2.3. Interaction in group discussions and alternative points of view

9. Effect on Bursary and Student Finance Payments

- 9.1. It is important for students to attend class. If students are in receipt of Bursary and Student Finance payments, it is important to note that these are dependent on attendance which is checked prior to any payments being made.
 - 9.1.1. Attendance for Bursary payments needs to be at least 90%.
 - 9.1.2. For Student Finance Payments, students must have full attendance, unless supported by a doctor's / hospital note.

10. Challenge & Support

- 10.1. Depending on the relevant policy / procedure (please see above) there are varying steps of challenge and support in place to support students to attend regularly and achieve their potential.
- 10.2. If students experience any issues that affect their attendance, it is important to let the Personal Tutor / Programme Leader, or any member of staff know so they can put in place supportive steps.
- 10.3. These can include support from;
 - 10.3.1. Student Services;
 - 10.3.1.1. Support where there are Safeguarding issues;
 - 10.3.1.2. Counselling services;
 - 10.3.1.3. Existing policies e.g. Guidelines for Expectant Mothers, Counselling Services etc.
 - 10.3.1.4. Advice regarding student finance
 - 10.3.2. Library Services Team
 - 10.3.2.1. The team can provide sessions to support you with academic writing and study skills and have a range of flexible one to one appointments available.
 - 10.3.3. Additional Learning Needs (ALN)
 - 10.3.3.1. Initial screening (if this hasn't already taken place);
 - 10.3.3.2. Sessions to support students with specific needs;
 - 10.3.3.3. Support towards being awarded additional time for exams etc.
- 10.4. The college and universities have support and policies in place to cover a variety of issues students may experience. Staff should make themselves familiar with the support and policies available to them to support students effectively.
- 10.5. Sources of information and guidance for staff and students include;
 - 10.5.1. The HE Team - HE@cambria.ac.uk;
 - 10.5.2. 4Policies - staff hub to access college policies - [here](#);
 - 10.5.3. The HE @ Cambria Shared Drive;
 - 10.5.4. University colleagues and department (for University programmes);
 - 10.5.5. College departments, such as Student Services, Library Services, ALN etc.;
 - 10.5.6. Colleagues, Programme Leaders and Managers;

11. Extenuating / Mitigating Circumstances

- 11.1. From time to time students may unfortunately experience issues which may affect their attendance, their ability to submit work to schedule or their ability to complete work to their usual standard. These may include illness, caring for someone, or other personal circumstances that affect a student.
- 11.2. For both Pearson and university programmes there are regulations relating to what are known as 'extenuating' or 'mitigating' circumstances.
- 11.3. We encourage students to disclose to staff any situation that may affect their ability to complete their studies during their programme.
- 11.4. Staff will support students to complete and submit the required paperwork, which is normally required in advance of submission deadlines to ensure their circumstances are taken into account.
- 11.5. Application for extenuating / mitigating circumstances usually need to have supporting evidence, such as a doctor's note, but staff will be able to advise on the specifics for each programme.
- 11.6. The earlier staff are made aware of issues, the better we can support students.
- 11.7. Extenuating circumstances are not normally granted for periods of holiday which a student is taking during the time allowed to prepare or submit work.
- 11.8. Details of how to apply for extenuating / mitigating circumstances should be available to students via college or university handbooks.

12. Employed Students

- 12.1. Many students are sponsored by their employer to attend their course. Where this is the case, students normally need to obtain their employer's permission before missing the course.g. Pre-approved annual leave, or where the absence is sudden e.g. sickness, the normal systems for absence reporting to their employer will apply.
- 12.2. Student health & safety is our main concern so we would request that students report their absence to us as it arises using approved absence methods.
- 12.3. Where students are employed and sponsored by their employer the college / university shares attendance data with them.
- 12.4. Employers may wish to address non attendance via internal HR policies in addition to those available to the College / University.

13. Appendix 1 - Process / Checklist For Staff

Item	Notes	Completed by
Student attendance %		
Are there attendance issues? If so, what type? Intermittent, persistent non attendance, unusual absence?		
Is the student attending PT sessions?		
Does the student have an ILP?		
Are there any concerns noted?		
Are staff aware of any issues?		
Is the student engaging in communications / responding to calls / messages?		
Is any support already in place? E.g. Study Skills, ALN, Student Services, other?		
Have needs been identified but support not yet in place e.g. ALN, Library Services, Student Services?		
Is there a University / College policy / procedure available to cover attendance management or other support needs such as extenuating / mitigating circumstances?		
For Pearson Programmes, please see the 'Staff Handbook - Academic Regulations and Guidance for Pearson Higher National Programmes'		
What efforts have been made to contact the student to discuss attendance and the support we can offer? Calls / emails / letters etc		
If members of staff need support to support students, has this been discussed with the PL / Manager? What was the outcome?		
Has the employer been in touch		

<p>to check attendance, raise concerns or request support for their employee?</p>		
<p>What action has been agreed taken by staff / university?</p> <p>Call made / email sent / letter written / application of attendance management policy / procedure.</p>		
<p>Do you need to discuss continuation options with students e.g. Resubmission (and impact on grade achievable), deferral etc. dependent on circumstances and available options</p>		
<p>Do you need further support / training to be able to support the student?</p> <p>Please discuss with your line manager</p>		