

Student Attendance and Engagement Framework

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Education Committee	September 2024	June 2025

Framework statement

This framework sets out the University's approach to regularly reviewing student attendance and engagement. It covers in-person and/or online attendance of all timetabled events and activities. It also covers students on Study Abroad or work placement.

Who needs to know about the framework

- PVC Deans of Faculty
- Heads of School
- Learning and Teaching Enhancement
- University and partner institution teaching staff
- Faculty Registrars
- Faculty and partner institution professional service teams
- Compliance team
- Registry Services
- Graduate College
- UKPAU and IPAD
- Finance
- Student Wellbeing Services
- Students' Union
- Students

Purpose of the framework

This framework provides detailed information and guidance on the expectations for management and monitoring of student attendance and engagement in line with the Conditions of Registration.

Contacts

The University's Registry Services are responsible for this framework.

The team can be contacted by emailing: engagement@canterbury.ac.uk

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Student Attendance and Engagement Framework

1. Introduction

- 1.1. The University encourages a student community with a sense of belonging by promoting active participation in all learning activities through regular attendance and engagement, in line with the University's Conditions of Student Registration. This enables the University and our partner organisations to meet their commitment to Condition B3 of the Office for Students Conditions of Registration which states "The provider must deliver positive outcomes for students on its higher education courses".
- 1.2. Research indicates a strong correlation between regular attendance and engagement and student retention, progression, wellbeing, and academic achievement. By regularly reviewing student attendance and engagement, the University and/or our partner organisations can offer additional support and guidance to the students who may need it.
- 1.3. Having an appropriate attendance monitoring approach will ensure not only that the University and our partner organisations supports student experience, engagement, and health and wellbeing but also that is able to meet its reporting obligations to external bodies and agencies on a prompt and timely basis.

2. Scope

- 2.1. This framework applies to all students studying at or registered with the University. This includes students at partner organisations and those sponsored by the University on a Student Route visa in the following categories:
 - 2.1.1. Applicants who have made a request for a Student Route visa in the UK using a CAS (Confirmation of Acceptance for Studies) assigned by the University and are still awaiting a decision.
 - 2.1.2. Students whose visa applications for the Student Route Visa made in the UK using a CAS number assigned by the University were refused and the student pursued an administrative review and is awaiting a decision.
 - 2.1.3. Students holding a Student Route or Tier 4 visa sponsored by the University
- 2.2. This framework covers in-person and/or online attendance of all timetabled events and activities. It also covers students on Study Abroad or work placement.

3. Definitions

- 3.1. **Attendance** refers to student presence at all mandatory events and timetabled sessions as outlined in the programme of study such as face-to-face lectures and seminars, practical labs, placements and elements of blended learning including all online sessions.
- 3.2. **Engagement** includes interaction with Virtual Learning Environments (VLE), participation in online activities, submission of assessments and use of the library resources.

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4. Attendance and Engagement Monitoring Principles

- 4.1. The University and our partner organisations expect all students, as part of the Conditions of Student Registration, to participate fully in the learning activities associated with each module they are required to undertake and submit all components of associated assessment. Attendance at timetabled sessions and engagement with all learning opportunities are fundamental parts of the student learning experience. By attending and engaging with all learning opportunities and activities students increase their chances of success.
- 4.2. Academic staff, professional services, the Graduate College and staff at partner organisations are required to take an active role in monitoring student attendance and engagement by facilitating and keeping up-to-date and accurate records. Coherent and complete attendance and engagement records should be kept and maintained on an on-going basis in the event of audit (i.e. from the OfS, The Home Office, SLC), to address queries, and to comply with UK immigration rules.
- 4.3. The University and its partner organisations utilise attendance monitoring systems and processes. Students studying taught courses are required to record their attendance for learning activities at the start of each timetabled session. Data must be captured in a format that can be monitored and reported electronically.
- 4.4. The use of attendance and engagement data allows identification of student non-attendance and engagement leading to effective and timely interventions by the University and partner organisations. Where students do not attend and engage with their studies this may lead to them being withdrawn from their course, and suspension of any funding eligibility such as by Student Finance England.
- 4.5. Engagement of Postgraduate Research (PGR) students with supervisions will be monitored regularly in accordance with relevant policies and processes managed by the Graduate College.
- 4.6. The University and our partner organisations recognise that not all students who are struggling either personally or academically will show a pattern of behaviour that includes reduced attendance. However, it is important for the University and its partner organisations to measure attendance (as a proxy for engagement) to identify and offer additional support to students who may have personal circumstances or health issues that are affecting their studies. Therefore, the primary response to non- or low attendance will be centred on student wellbeing.
- 4.7. In addition to attendance, a student's **engagement** will be recorded and monitored in terms of data from a range of sources, which may include, the Virtual Learning Environment (VLE), computer logins, participation in online activities, submission of assessments and use of the library.
- 4.8. The University and our partner organisations enable student engagement in learning by:
 - 4.8.1. engaging with students before they join their course to prepare them for higher education.
 - 4.8.2. providing a structured induction to facilitate the transition into higher education
 - 4.8.3. providing an outstanding learning and teaching experience
 - 4.8.4. providing first rate learning resources via its Library and VLEs

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- 4.8.5. providing a wide range of academic and wellbeing support.
- 4.9. Students are expected to:
 - 4.9.1. adhere to the [Conditions of Registration](#)
 - 4.9.2. take responsibility for managing their own attendance and engagement with learning
 - 4.9.3. seek support and advice as appropriate
 - 4.9.4. For students issued a CCCU Student ID card, adhere to the [terms and conditions of the Student ID card](#), which state that attempted use by anyone other than the cardholder constitutes fraud against the university.
- 4.10. Additional specific requirements for students studying on the basis of a sponsored Visa are covered in [Annexe 1: UKVI Sponsored Students Additional Requirements](#)

5. Minimum Attendance and Engagement Requirements (UG and PG Taught)

- 5.1. As outlined in the Conditions of Student Registration, students are required to register at the commencement of the course and to re-register at the commencement of each year or stage.
- 5.2. The deadline to register and re-register is 3 weeks after the start of teaching. Students that fail to register before this deadline may be subject to an automatic termination of registration or withdrawal.
- 5.3. Additionally, students are expected to attend their scheduled teaching and engage with their learning at the start of their course, but if they are identified to have no attendance at the point of the formal deadline to register (3 weeks after the start of teaching for the academic year/intake), then their registration may be automatically terminated, or they may be withdrawn. The only exception to this is if scheduled teaching for a student on a reassessment with attendance is not due to commence until semester/trimester 2 or trimester 3.
- 5.4. The University and its partner organisations expect 100% attendance. Attendance that falls below 100% may be subject to review by the university and/or its partner organisations. Students with attendance below 65% or with a pattern of non-attendance that has a negative impact on their studies may be at risk of withdrawal, except for where attendance and engagement requirements are associated with Professional, Statutory or Regulatory Body (PSRB) regulations or UKVI compliance. In these cases, PSRB or UKVI requirements will supersede the University threshold, if higher.
- 5.5. There may be instances where there are higher attendance and engagement requirements for students at specific partner organisations. Students should seek clarification from the partner organisation.
- 5.6. Students undertaking placements will typically be monitored for attendance and engagement with their placement, in line with the regulatory requirements for the course.

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- 5.7. This minimum threshold will be monitored via agreed attendance and engagement monitoring processes. Where a student's attendance has been identified as falling below the threshold of 65%, the student's other forms of engagement with learning will be considered when assessing what interventions or support may be required.
- 5.8. Students will be subject to an attendance and engagement referral process, if:
- 5.8.1. **attendance** falls consistently below the threshold.
 - 5.8.2. the student demonstrates consistent **non-engagement** with learning.
 - 5.8.3. the student consistently fails to **submit assessments** or attend examinations.
- 5.9. As outlined in [the Conditions of Student Registration](#), failure to demonstrate attendance and engagement with learning may result in students being withdrawn by the University and our partner organisations on the basis of 'assumed withdrawal'.

6. Consequences of repeated low or non-attendance (UG and PG Taught)

- 6.1. It is recommended that students who are identified as having attendance that falls below the minimum threshold, will be supported via the following three-stage process:
- 6.1. **Stage 1** Students whose attendance is lower than the minimum threshold for two weeks will receive an attendance reminder advising them of their insufficient attendance and providing details of relevant support services available.
 - 6.2. **Stage 2** If the student's attendance continues below the minimum threshold for a further two weeks, the student will receive a low attendance warning and be required to contact their course team to discuss their insufficient attendance and any support needs, which can be in the form of a meeting.
 - 6.3. **Stage 3** If, after this, the student's attendance continues below the minimum threshold for a further two weeks, students will receive a stage 3 warning, requiring them to provide a response so their case can be further managed by their course support team or, for UKVI Sponsored students, by the Compliance Team.
 - 6.4. **Case Management** Based on the responses provided in Stage 3, and the student's overall engagement in learning, the following outcomes may occur; student may be invited to a meeting and an action plan agreed, student case may be reviewed by a panel, student referred for withdrawal, or the case may be closed.
 - 6.5. If a student fails to engage with stage 3 and/or Case Management and/or continues with low attendance, they may be withdrawn and, if applicable, their visa sponsorship will be withdrawn.
 - 6.6. UKVI visa Sponsored Students facing withdrawal will be actioned as per UKVI Compliance Action section of [Annexe 1: UKVI Visa Sponsored Students Additional Requirements](#)
 - 6.7. Should a student disengage from their studies for 60 days or more, they will be referred for withdrawal, and where applicable their visa sponsorship will be withdrawn.

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- 6.8. Should a student wish to request a reconsideration of the withdrawal decision, they must do so using the [Student Complaints Procedure](#).

7. Authorised Absences and Temporary Leave from the UK

- 7.1. In the case of absence from scheduled timetabled events and activities, students are required to contact their course team for further information about the process for reporting an absence.
- 7.2. The course team may require the student to provide documentation where relevant or appropriate.
- 7.3. Absences authorised will not count negatively against the student's attendance rate and should be recorded as such in the Attendance Monitoring System.
- 7.4. Approved absences (i.e short-term illness) may not be a prompt for intervention unless they become persistent or unreasonable.
- 7.5. Specific Absence Requirements for UKVI Sponsored Students:**
- 7.5.1. Absences due to illness require the student to complete the University's UKVI Student Absence form. Absences for two weeks or longer require a doctor's letter.
- 7.5.2. Students holding a Student Route Visa and studying below degree level or at the undergraduate or postgraduate taught level cannot study online while abroad, whether during interruption or a short-term absence.
- 7.5.3. Students who need to return home during term-time need permission from their faculty and the Compliance Team to do so. Unless the absence is short-term, it will be considered an interruption of study.
- 7.5.4. Postgraduate Research students may attend fieldwork and research conferences outside of the UK required for their course.
- 7.5.5. Absences 60 days or longer require the Compliance Team to withdraw visa sponsorship. Students undertaking such prolonged absences should be referred to the Compliance Team.

8. Support for Students

- 8.1. The university and our partner organisations recognise that sometimes students will experience personal difficulties which affect their ability to engage with their studies fully. There are a range of support options available to students in this situation, depending on the nature of the issue, and students should always begin by discussing the situation with the Course Director, a Personal Academic Tutor, a Student Support Adviser or the appropriate person or service at their partner organisation to assess the most appropriate support needed.
- 8.2. In some circumstances, the University and/or our partner organisations may refer students to relevant and appropriate student support services.



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9. Data Sharing

- 9.1. Data relating to the attendance and engagement of students studying at partner institutions will be shared on a regular basis with the University, in accordance with GDPR requirements.
- 9.2. There is a separate [Student Privacy Notice](#) which should be read in conjunction with this framework
- 9.3.

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10. Annexe 1: UKVI Visa Sponsored Student Additional Requirements

1. UKVI Specific Requirements by Course Group

1.1. International Foundation Programme (IFP), Pre-sessional English, and General English (English as a foreign language) courses

- 1.2.1 Students studying are taught over a minimum of fifteen course hours per week on campus during the daytime (08:00 to 18:00, Monday to Friday) by the Faculty of Arts, Humanities and Education.
- 1.2.2 If a student's attendance rate falls below 85% for two weeks without authorisation, the student will be warned about their non-engagement by the Course Director. The student will also be invited to a face-to-face meeting to discuss any issues that stop them from attending, any support required, and to re-engage the student.
- 1.2.3 If a student has not reached the required attendance rate of 85% in a four-week period, then the Course Administrator and Course Director should record the reasons for the Student's absences and the steps taken to improve attendance.
- 1.2.4 If a student's attendance and engagement fall below 75% during a four-week period, the student will be issued a warning from the Head of School, and the student will be referred to the Compliance Team for follow up.
- 1.2.5 If a student's attendance and engagement does not improve following the formal warning from the Head of School, and the student does not attend and engage with their classes, then the student will be subject to withdrawal from their course and visa sponsorship withdrawal.
- 1.2.6 If a student's attendance per month falls below 70% for three consecutive months, the student's sponsorship will be withdrawn, and they will be withdrawn from their course.

1.2. Placements

- 1.2.7 Students undertaking placements need to be monitored for attendance and engagement for the entirety of their placement.
- 1.2.8 The details of the placement provider should be reported to the Compliance team by the Placement Unit Administrator before the student starts their placement.
- 1.2.9 The student should keep in contact with their Personal Academic Tutor, whilst they are undertaking their placements. Details of these contacts should be recorded and shared with the Compliance team. For placements shorter than 4 weeks in duration contact points should occur at the start of work placement, plus a mid-placement check-in. For placements of 4 weeks or longer a check-in must occur every 4 weeks.

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- 1.2.10 Placement providers need to report any instances of non-Attendance to their designated Placement Unit Administrator. Placement Unit Administrators should monitor attendance trends. Attendance below the threshold should be referred to the Compliance Team for action.
- 1.3.1 All Student Route Visa/Tier 4 postgraduate research students are required to attend monthly, in-person meetings with their supervisor on campus.
- 1.3.2 The monthly supervisor meetings are recorded on Research Space by both student and supervisor and a separate Student Route Report Form for Student Route Visa/Tier 4 students is sent to the Graduate College. The Graduate College checks and records the Student Route Report Form and shares the report with the Compliance Team, if the student is non-compliant or an issue is identified.
- 1.3.3 Only in exceptional circumstances is it permitted for a monthly meeting to be conducted virtually or over the phone and this should be recorded on the Student Route Report Form and reported to the Compliance Team.
- 1.3.4 Should other exceptional circumstances arise e.g., short-term sickness, serious illness, the supervisor will inform the Graduate College who will contact the Compliance team at the earliest opportunity.
- 1.3.5 If a student misses a supervisor meeting, the supervisor should report this to the Graduate College who will inform the Compliance Team.
- 1.3.6 PhD students are also required to attend the Researcher Development Programme (RDP). Attendance at RDP events must be booked via Research Space, enabling attendance records to be kept by the Graduate College.
- 1.3.7 Research students are entitled to a maximum of 8-weeks holiday (including Bank Holidays) per annum. Holiday requests must be agreed between the supervisor and the student. Periods of holiday must be recorded on Research Space and monitored to ensure they meet the prescribed allowance.
- 1.3.8 Students may apply for an absence from their course for a maximum of 59 days. The student must discuss the reasons for absence with their supervisor and the supervisor will inform the School Director of Research and the Compliance Team who will approve or reject the request. If approved by the Compliance Team, the request may be submitted to Research Space for Research Degrees Board approval. Should an interruption last 60 days or longer, the Compliance Team are required to withdraw the student's visa sponsorship, and the student would be required to exit the United Kingdom.

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2. Compliance Action

- 2.1 Students referred to the Compliance Team for non-attendance and non-engagement will be warned that failure to rectify their attendance and engagement may result in the withdrawal of their visa sponsorship and subsequent curtailment of their visa.
- 2.2 Students whose attendance fails to meet the requirements set out in this policy will have their visa sponsorship withdrawn from UK Visas and Immigration.
- 2.3 At the time of visa sponsorship withdrawal, the Compliance Team will contact the student to advise them of the withdrawal of their visa sponsorship and any further actions necessary, including exiting the UK. The Compliance Team will also notify Student Records and the faculty's administration to facilitate the formal withdrawal of the student from their course of study.
- 2.4 Students required to exit the UK will be asked for evidence of their exit, which can be in the form of boarding passes or exit stamps from UK Visas and Immigration.

3. Reassessments, Interruptions and Withdrawals

- 3.1 Students on taught courses required to undertake reassessments can undertake Reassessment with Attendance in-country if their current Student Route/Tier 4 Visa allows sufficient time. The Progression and Award Boards will confirm the nature of a student's reassessments. It is the responsibility of the Course Administrator to check that the student can complete their course, and receive their results, before their visa expires.
- 3.2 Students who need to undertake Reassessment with Attendance in-country, and postgraduate research students required to undertake corrections or resubmission, lacking sufficient time on their visa may be eligible to receive a new CAS to make a visa extension application in the UK.
- 3.3 Only students with adequate attendance and engagement, and who are eligible for a CAS as per current Home Office Student Route Visa immigration rules will be granted a subsequent CAS.
- 3.4 Students on taught courses undertaking Reassessments in-country and postgraduate research students undertaking corrections or resubmission holding Student Route/Tier 4 Visas are required to have at least one, formal on-campus contact point per 60-day period.
- 3.5 If, during the period of reassessment, a student is not required to engage with their studies for a 60-day period or longer, the student is required to exit the UK. For example, if a student must repeat certain modules that only run in Semester 2, they cannot stay in-country during Semester 1 while they await the commencement of Semester 2.
- 3.6 Postgraduate research students required to undertake corrections or resubmission can remain in-country if their current Student Route/Tier 4 Visa allows sufficient time. The Graduate College should confirm the student's visa expiry date.

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- 3.7 Students who take an interruption of 60 days or longer, or students who choose to withdraw from their course, will have their sponsorship withdrawn, and they will be required to exit the UK.
- 3.8 Students who need to exit the UK are required to send the Compliance Team proof of their exit from the UK in order to comply with UK immigration rules. Students who fail to do so will not be eligible for any further CAS from the University.
- 3.9 If an interrupting student wishes to return to the UK to continue their course, they may be granted a CAS for a further Student Route Visa depending on their circumstances.

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	Description of Document Information
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