



# Taught Student Attendance and Engagement Policy

**Scope:**

All taught programmes leading to an award of City, University of London. Specific arrangements for validated provision are set out in the Validation and Institutional Partnerships Handbook.

**Senate Regulations:**

N/A

**Summary:**

This Policy sets out what City expects from its students, and what students can expect from City when it comes to attendance and engagement.

**Date approved/re-approved:**

July 2018, July 2019 (revised), September 2020 (revised), September 2021 (revised), May 2022 (revised)

**Date for review:**

2025

**Effective from:**

2022/23

**To be read in conjunction with:**

Programme Handbook

[Terms & Conditions for Study at City](#)

[1-1 Student Support Policy](#)

[Academic Engagement for International Students policy](#)

[Student Charter](#)

[Personal Tutoring Policy](#)

**Equality and Diversity Statement**

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

## Taught Student Attendance and Engagement Policy

### Purpose Statement

1. City is committed to supporting you to succeed during your time with us and in your future aspirations. We want to help you to thrive by getting the most from your studies. City's [Student Charter](#) sets out our commitments to you and your commitments to the University, including an expectation that students take responsibility for their academic progress. You will set yourself up for success by prioritising your academic work, attending regularly, engaging with study materials, and actively participating in all available teaching and learning opportunities.
2. Attendance means your physical or virtual presence at in-person or online teaching and learning activities. Engagement means actively participating in teaching and learning opportunities including in lectures, seminars, tutorials, assessments, research and similar activities. It also includes self-directed study such as regularly accessing and utilising learning resources in the Virtual Learning Environment.
3. To check that you are on track with your studies, we regularly monitor and review attendance and engagement. If we identify that your attendance and engagement are lower than we consider reasonable, we will get in touch to offer support. Specific information about the requirements for your programme of study is available in your Programme Handbook.
4. For some programmes, we are required by Professional, Statutory and Regulatory Bodies (PSRBs) to monitor your attendance and engagement with your programme of study. Where there are concerns about your attendance and engagement, it may sometimes be necessary to manage these through the [Fitness to Study](#) or [Fitness to Practise](#) procedures.
5. For students that require a Student Visa to study at City, we have a legal responsibility to record attendance and engagement and report this to the Home Office (see [Academic Engagement Policy](#) for Students requiring a Visa).
6. This Policy sets out what we expect from you, and what you can expect from us when it comes to your attendance and engagement.

### Your attendance and engagement

7. All scheduled teaching and learning sessions, whether on campus or online, have been designed to best support your learning. You are expected to attend and engage in these sessions, as well as non-timetabled activities such as scheduled personal and group tutorials. This includes lectures, tutorials,

webinars, workshops and lab sessions, group activities and personal tutorials. It also incorporates the submission of coursework and sitting of formative and summative assessments.

8. A successful study strategy goes beyond attendance and includes engagement with every element of your programme. To achieve academic success, most students need to attend and engage fully with timetabled teaching sessions both on campus and online and with the course-related learning resources and support materials that are held within the Virtual Learning Environment. Teaching and learning sessions provide opportunities to develop skills and knowledge necessary to help you successfully achieve your degree. You will know how you study best, but if you need advice on this, the [Learning Support team](#) can help.
9. You are encouraged to proactively make use of the range of academic and specialist support services on offer and to participate in the extra-curricular opportunities available to you. These help enrich your experience; enable you to develop a support network, prepare for life beyond City and help maintain a healthy study-life-work balance. [You can find further information about the help and support on offer on the Student Hub. You can also access a range of opportunities through your Students' Union.](#)
10. Please see the [Study Guides](#) to familiarise yourself with the resources available to you. These are intended to support you in managing your time with us, which we recognise will be personal to you, as it depends on your preferences, personal circumstances, and strengths. Learning is a two-way process, and we will continually develop these resources in response to research on what works and what you tell us is most important and helpful to you.

### **Your responsibilities as a City Student**

11. Here are the things you should keep in mind about prioritising your attendance and planning how you will engage with your studies:
  - a) You are responsible for your participation and engagement with the learning and teaching on your programme.
  - b) You will benefit most by attending on time and engaging regularly, taking advantage of the learning, teaching, academic support and other resources and activities available at City, both on campus and online.

- c) Good attendance is an important way for you to model professional behaviour during your time with us and will be crucial in preparing you for your future career.
- d) Being part of a learning community of staff and students (both in-person and online) is an important component of your university education and is created and maintained through your attendance and engagement.
- e) Poor attendance and engagement doesn't just affect you. It also has a negative impact on the learning experiences of others, for example in group projects or other types of peer-learning where other students rely on you.
- f) You should proactively keep in touch with your Personal Tutor and ask for help if you are finding it difficult to attend or engage with your programme. More information about how your Personal Tutor can support you is provided in the [Personal Tutoring Policy](#) and [1-1 Student Support Policy](#).
- g) Communicating with the programme team in your School is also important. They can advise on attendance queries and help to direct you to appropriate support. The [1-1 Student Support Policy](#) sets out where you can find more specialist support if you need it. You can also contact your [Students' Union Advice Service](#) for impartial, confidential advice.
- h) If you know in advance that you won't be able to attend for one day, several days or over a period of weeks, you must notify your programme team. Further information on the process for self-reported absences is available in your Programme Handbook. (See also paragraph 19 below).
- i) You are responsible for making up lost learning when you cannot attend. If you know that you have missed content and need to catch up, you should contact your module leader or tutor for support.

### **Your Programme requirements**

12. You will find all the information you need in your Programme Handbook. If you are on placement or an outgoing Study Abroad student there will be appropriate alternatives agreed with your Programme Director and programme team. If you are a part-time student, or are engaged in distance learning, then the expectations and monitoring systems will be a little different.

### **External Requirements**

13. Regular attendance is a requirement of several external bodies. For some programmes this may include mandatory attendance requirements set by PSRBs or other regulatory bodies. Where this is the case, attendance will count towards the successful completion of a Module or Programme Stage. These

requirements will normally lead to a pass or fail and will not normally contribute to your overall Award classification.

14. Certain funders also have requirements (e.g., the U.S. Department of Education who administer Federal Direct Loans). Regular academic engagement is a requirement of the UK Visas and Immigration department of the Home Office for sponsored students. Clinical placements have separate attendance requirements which are not covered by this policy. Details of these requirements, if applicable, are available in relevant Programme Handbooks.
15. Your Programme Handbook sets out the attendance requirements specific to your programme, which operate in addition to this policy.

### **International Students requiring a Student Visa to study**

16. If you are an International student on a Student Visa, the steps we take, and the support offered if your engagement becomes a concern are the same as for all students. Equally, any action we take in response to non-engagement will be the same as for other students. However, there are additional Home Office engagement requirements. If you do not meet your academic engagement commitments, this could lead to the withdrawal of your student visa or funding and/or you having to return to your home country. Please refer to the [Academic Engagement Policy](#).

### **Your attendance and engagement record**

17. You are responsible for ensuring that you register your attendance at all sessions as they appear in your personalised timetable. You must use the recording system that is available to you. If you have any queries about your attendance and engagement record, please contact your Programme Team. You can find further information in your Programme Handbook.
18. Misrepresenting this information, such as stating you or another student were in attendance when you were not, makes it harder for us to identify that you may need help and could be considered misconduct, which may be formally investigated as a disciplinary matter. You can find further information in [Senate Regulation 13: Student Disciplinary](#) .

### **Authorised Absences**

19. Sometimes, due to extenuating circumstances, you may know you are going to be away for a period of time. We may be able to take this into account if you provide appropriate evidence. The maximum period of absence which can be granted without suspending studies is 20 consecutive working days, subject to approval from your School and, where appropriate, Visa Compliance. On rare occasions, where applicable evidence has been provided, City may consider

authorising an absence up to maximum of 60 calendar days. If you need [to take a longer absence there is a process to do this](#).

20. Students who receive an authorised absence will not usually receive a refund of tuition fees and your completion date will usually stay the same.
21. If an absence is expected to prevent you from progressing on your programme, your School must decide the best course of action with you.
22. There may be some programmes which are delivered flexibly where an authorised absence would not be applicable. Further specific information about how authorised absences may apply to your programme is available in your Programme Handbook.

### **How City will use the attendance recording to support you on your programme**

Our attendance and engagement recording systems are designed to ensure that we identify and offer support to students with low attendance and engagement at the earliest possible opportunity. You can find further information about these systems and what you need to do in your Programme Handbook.

### **Poor patterns of attendance – First stage contact**

23. We are developing systems that help us to identify where your patterns of attendance and engagement make you less likely to succeed. If these systems flag you as showing poor levels of attendance and engagement, we will contact you by email to establish the cause. Depending on your response we will:
  - a) Raise an attendance and engagement concern (see below)
  - b) Confirm with you that we have no concerns at this time
  - c) Contact you for further information on your personal circumstances. Based on this further information we will then move to (a) or (b) above.

### **Attendance and Engagement concerns – Second stage (escalation) contact**

24. When we continue to be concerned about your attendance and engagement, we will contact you to find out what is happening. This may be by email or phone. Depending on what you tell us we might refer you for additional support. This may include a meeting with your Personal Tutor or with student engagement staff in your School. Whatever action is taken, your Personal Tutor will be informed of the outcome of the contact with you, so that they are up to date with how you are getting on.
25. It is your responsibility to engage with an offer of support. If you do not, your programme team will be informed so that further action can be taken to ensure that you are well. We will then take steps to establish why you are not engaging

with your studies or with the support available to help you. We will take all reasonable steps to establish contact with you and help you get back on track.

26. It is important that you tell us what is happening so that we can help. If you continue to repeatedly miss scheduled teaching and learning sessions and are not engaging with your programme, there is a risk that you could be withdrawn from your programme of study. If there are particular concerns about your wellbeing or behaviour that are related to your attendance and engagement then these may be referred to the [Fitness to Study](#) or [Fitness to Practise](#) procedures.

### **Welfare concerns**

27. If we are worried about your welfare, your Personal Tutor or a member of staff who knows you may contact the Student Welfare Officer in your School. Depending on the nature of the concern, the Student Welfare Officer will try and contact you to offer support. If we have not been able to reach you and there are concerns for your welfare, the Safeguarding Lead in your School may alert the City Safeguarding Team or Student Counselling and Mental Health team. Our concerns about your low attendance and engagement will then be reviewed together with any other evidence, and we will decide the next steps that should be taken.

### **City's Responsibilities:**

28. We will ensure that:

- a. Attendance and engagement requirements are made clear to you as part of your programme briefings in Welcome Week or Term 1, and requirements are clearly specified in your Programme Handbook.
- b. Your Programme Handbook indicates who is responsible for providing the support mechanisms laid out within this Policy.
- c. All students, but particularly new students who are transitioning into life at City, are made aware of the support available to them and encouraged to access it.
- d. We determine method(s) of recording attendance and engagement on campus and online, make these easy to use and make you aware of this provision.
- e. We provide information on how students report an absence from compulsory teaching.
- f. We regularly review attendance and engagement reports to ensure that where there is concern for a student an appropriate plan is put in place.
- g. Where low patterns of attendance or engagement are identified, we will establish with students whether they are cause for concern.

- h. When required, actively signpost you to the services offered by City and by external agencies to support you if you are experiencing issues that are impacting on your studies.
- i. Support staff are meeting their responsibilities outlined both in this policy and our 1-1 Student Support and Personal Tutoring Policy.
- j. If timetabled teaching and learning sessions need to be rescheduled or the format of delivery changed, we will make every effort to notify you in advance.

### **School and institutional support for this Policy**

29. It is the responsibility of the Deans of Schools (or their nominee) to ensure that everything is in place in their Schools to make this policy work. This includes the regular review of reports on attendance and referrals through the support stages. City's Professional Services support colleagues in Schools with this work including the provision of relevant guidance, advice, training and support to Personal Tutors, Module Leaders and programme teams.

### **Use of Student Data**

30. City is committed to handling data with care and ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) which set out the legislative framework for managing personal data. We collect data for the purposes of supporting your attendance and engagement with teaching and learning opportunities and for monitoring trends. This includes activity in teaching and learning systems and registering attendance at teaching venues. If you are not actively engaging with your studies, City may contact you to offer support and signpost you to services to help you succeed. All data is held in accordance with the Data Protection Act 2018 and UK GDPR. Anonymised data may be used for analytical purposes in order to generate reports related to student attendance and engagement.

31. Attendance and Engagement monitoring data will be retained for a limited period, as stipulated in City's [Data Protection Policy](#), in accordance with the DPA 2018 and UK GDPR, and shall not be used or shared for any other purposes. For more information about your personal data that we collect and how we use this, please see the [Student Privacy Notice](#).



<b>Policy Title</b>	
Taught Student Attendance and Engagement Policy	
<b>Policy Enabling Owner and Department</b>	<b>Responsible for Implementation and Department</b>
Academic Services	Student Inclusion and Engagement
<b>Approving Body</b>	<b>Date of Approval</b>
Senate	July 2018
<b>Last Reviewed &amp; Version</b>	<b>Review Due Date</b>
July 2022	2025
<b>Publication of Policy</b> ( <i>tick as appropriate</i> )	
<b>For public access online (internet)?</b> <input checked="" type="checkbox"/>	<b>For staff access only (intranet)?</b> <input checked="" type="checkbox"/>
<b>Website Link:</b> <a href="https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations#accordion573807-header573830">https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations#accordion573807-header573830</a>	<b>Intranet Link:</b> <a href="https://staffhub.city.ac.uk/academic-services/policies-and-guidance/quality-manual/student-support">https://staffhub.city.ac.uk/academic-services/policies-and-guidance/quality-manual/student-support</a>
<b>Storage of Policy</b> ( <i>Previous versions of the policy must be stored in the drive by the author</i> )	
Drive Address: reg-dev\QUAD\Quality Manual	
<b>Queries about this policy should be referred to</b>	
<a href="mailto:ace@city.ac.uk">ace@city.ac.uk</a>	