

Policy on Recording and Monitoring Student Attendance and Engagement

1. Introduction

- 1.1 The University is committed to supporting students to successfully complete their programmes of study and to achieve the best possible results. In order for this to happen, it is vital that students' engagement with all parts of their programme is encouraged, supported and monitored and that any issues with attendance or engagement can be quickly identified and relevant support put in place.
- 1.2 The University is dedicated to providing a positive student experience and, as part of this, is committed to ensuring that appropriate and timely processes are in place when there are concerns about a student's attendance or engagement. Provision of relevant support, referral or advice will be put in place wherever possible to aid students' continued attendance and engagement with their studies, in cases where concerns have been flagged.

2. Purpose and Scope

- 2.1 This policy aims to provide clarity in relation to the University's expectations of recording and monitoring student attendance and engagement, to ensure that the University proactively monitors student wellbeing, supports academic performance and meets any relevant external body requirements with regards to Undergraduate, Taught Postgraduate and Postgraduate Research students.
- 2.2 It should be read in conjunction with [Regulation XX: Monitoring Attendance and Wellbeing of Students](#). In relation to section 2 of Regulation XX, each School will determine the attendance and engagement requirements for Student Visa Holders in accordance with section 4 of this policy.

3. The Policy

Recording Attendance and Engagement

- 3.1 Students are expected to attend all scheduled teaching and learning sessions in every year of study, unless alternative arrangements or flexibility in attendance has been agreed for individual students, if unavoidable circumstances such as illness prevents them from attending or if absence has been authorised. This includes both on-campus teaching as well as online/blended, distance or remote learning modes of delivery.
- 3.2 Schools should determine points of contact within a programme of study, along with other indicators that will enable them to monitor a student's attendance or engagement with their programme (see further details in the [Guidelines for monitoring student attendance and engagement](#)).
- 3.3 School procedures for recording and monitoring attendance and the procedures for following up absences must be published in Programme Handbooks and/or online. This information must also include the consequences of non-attendance or engagement and details of sources of advice and support for students who may be struggling. The University has an obligation to report non-attendance or engagement

of some students to an external body for professional, funding or visa requirements. Where this is the case, Programme Handbooks and equivalent webpages must include details of when this will happen and the implications for the student concerned.

- 3.4 Schools will record and monitor the attendance of all taught students, with attendance points being recorded weekly, throughout each semester. The specific attendance points to be monitored will be defined by Schools and can include Academic Adviser meetings, tutorials, lectures, submission of coursework, engagement with virtual learning environment discussion or other online teaching and learning activities, etc. which form part of the students' programme of study.
- 3.5 The new [engagement monitoring project](#) and resulting monitoring tool has enabled a digital system to record and report on taught student attendance. The online 'Student Attendance' system (accessed through My Manchester and rolled out across the University from September 2021) allows students to record and view their own attendance at timetabled activities. Relevant staff can see and edit student check-ins in real time, and access attendance reports.
- 3.6 Schools must have procedures in place that identify trigger points when students' non-attendance or engagement has become a concern or where a pattern of absence begins to raise concerns regarding a student's wellbeing. The new [Student Attendance system](#) enables reports to be generated regarding students' attendance and allows Schools to flag up trigger points and areas of concern.
- 3.7 Attendance points for Postgraduate Research students (PGRs) will be recorded monthly via the University's online progression system (<https://app.manchester.ac.uk/eprog>). It is the main supervisor's (or appropriate member of the supervisory team's) responsibility to ensure that attendance and engagement forms are completed in a timely manner for each of their PGRs. The online progression system identifies trigger points which indicate that non-attendance on two consecutive months has occurred. Reports are provided by PowerBI and should be used to indicate patterns of PGR non-attendance which are a cause for concern.

Monitoring Attendance and Engagement

- 3.8 Where a School records a pattern of non-attendance or engagement that meets the trigger points or raises concern about an individual student, the School must contact the student and request that they attend a meeting with their Programme Director (or nominee), or PGR Director (as relevant).
- 3.9 If the student fails to respond to this request to meet, within 5 working days, and/or is absent on one further occasion, or attends the meeting but fails to provide a satisfactory explanation for not complying with the expanded attendance and engagement requirements, the School must issue a formal warning.
- 3.10 The warning must indicate the steps to be taken to affect the necessary improvement in attendance, including the consequences of further poor attendance. This letter will be kept on the student's file or in the eProg personal document store for Postgraduate Research students.

- 3.11 If the student fails to comply with the steps to be taken to improve attendance as outlined in above, the Examination Board/PGR progress committee may refuse the student permission to proceed on their programme, with the consequences that s/he may be excluded from the programme of study. Examination Boards can also refuse referred assessment if there are concerns about students' attendance or engagement.
- 3.12 A student who is refused permission to take any form of assessment or progress on the grounds of unsatisfactory attendance or engagement may submit an appeal against that decision within ten working days of the notification of the decision, in accordance with the provisions of [Regulation XIX \(Academic Appeals\)](#). In order to allow sufficient time for the completion of an appeal, the latest date upon which a refusal may be issued for taught students is the last teaching day of the second semester.
- 3.13 In cases where the School is satisfied that circumstances exist which show good cause for the student's failure to comply with the attendance or engagement requirements, alternative action may be taken. This should include referral to relevant support services where appropriate.

Concerns for Students' Wellbeing

- 3.14 If a student's lack of attendance or engagement raises concerns about their wellbeing, Schools should try to contact the student as soon as possible and arrange a meeting, either face-to-face, on the phone or online.
- 3.15 If the contact attempts are unsuccessful, Schools should have a process in place to try to locate the student/flag up concerns with relevant parties.

4. Recording and monitoring attendance for Student/Tier 4 Visa Holders on taught programmes

- 4.1 As the holder of a licence to sponsor international students for a Student Route (formerly known as Tier 4) visa, the University of Manchester must comply with a range of legal requirements that include the recording and monitoring of the physical attendance of Student/Tier 4 visa holders.
- 4.2 The University will ensure that it has systems, processes, and procedures to record the physical attendance of students on its programmes and has in place timely and effective methods of escalation where a student fails to engage. Contact points for recording physical attendance must include:
- Two physical academic contact points a week with the student during teaching weeks, unless absence has been authorised by the School (e.g. for illness or wellbeing issues).
 - A monthly contact point during the summer period where a student is required to complete academic work.
 - A formal contact point with the student every 60 days where they are undertaking a resit and not required to participate in their programme of study.
- 4.3 If a student does not meet the physical attendance requirements set out in 4.2, the School must proceed with the escalation process set out in the *Attendance and Engagement Monitoring Procedure for Student Visa Holders*. The primary functions of

this process are to ensure suitable wellbeing support is in place, and to appropriately notify the Student Immigration Team, within the Division of Student and Academic Services.

- 4.4 Continued failure to meet the physical attendance requirements will result in a warning to the student that the University will be required to withdraw the student from the programme and withdraw sponsorship if the Student, without exceptional reason, does not engage appropriately within a 30 working day period.
- 4.5 If the student fails to engage appropriately within 30 working days of a warning, and there is no exceptional reason for non-engagement, the student will be notified that a decision has been made to withdraw them from the programme and to withdraw visa sponsorship, and the reasons for that decision.
- 4.6 A student will have five working days to submit an appeal against the decision, which will be reviewed by the Head of Student Admissions and Administration, in the Division of Student and Academic Services, If the student does not appeal the decision, or the student appeals but the Head of Student Admissions and Administration determines that there are no exceptional reasons why the decision should be overturned, the University will withdraw the student from the programme and withdraw sponsorship in accordance with section 8 (Termination of this Agreement) of the Student Terms and Conditions.
- 4.7 This process should be read in conjunction with section 3, to ensure that attendance or engagement patterns which might raise concerns regarding an individual student, such as wellbeing concerns, are appropriately identified and escalated to relevant support services.

5. Further information and Support

- 5.1 Student Recruitment and International Development Division have produced Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad, to cover students whilst away from the University on international placements:
 - [Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad](#)
- 5.2 Possible referral points for Schools to consider providing to students include:
 - [Counselling and Mental Health Service](#)
 - [Disability Advisory and Support Service](#)
 - [Student Support mental health support resources](#)
 - [University wellbeing resources](#)
- 5.3 If staff members have a significant concern about a student, they are advised to contact the Counselling and Mental Health Services.
 - [Helping someone in distress](#)
- 5.4 Further information about the University's Engagement Monitoring project and the Student Attendance digital system can be found at:
 - [Engagement monitoring](#)
- 5.5 Further advice and guidance on visa compliance can be provided from colleagues in the [Student Immigration Team](#).

5.6 Further information about the University's Engagement Monitoring project and the Student Attendance digital system can be found at:

- StaffNet: [Engagement monitoring](#)
- Information for students: [Welcome to Manchester – My Attendance](#)

Policy on Recording and Monitoring Student Attendance and Engagement		
Version	Date	Reason for change
1.0	2004	Creation and approval by Senate
1.1	June 2014	Reviewed to tie in with the new <i>Regulation XX</i>
"	April & July 2016	Added links to the <i>Guidelines on monitoring student attendance</i> , and the <i>Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad</i>
"	January 2018	Added date of next review and updated TLSO website links
1.2	November 2021	Reviewed and updated to accompany the updated <i>Regulation XX: Monitoring Attendance, Engagement and Wellbeing of Students</i> , taking into account the new Student Attendance system/engagement monitoring tool
1.3	May 2023	Reviewed to ensure compliance with external requirements, inserting section 4, to specifically address obligations in relation to visa holders.

Document control box	
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Next review date:	January 2024
Related Statutes, Ordinances, General Regulations	Schedule of General Regulations Regulation XX: Monitoring Attendance, Engagement and Wellbeing of Students
Related Policies:	N/A
Related Procedures and Guidance:	Guidelines for Monitoring Student Attendance Guidance on Monitoring the Attendance and Wellbeing of Undergraduate Students Abroad
Policy owner:	Director of the Division of Student and Academic Services (SAS)
Lead contact:	Teaching and Learning Manager (Policy), Division of SAS <i>For any queries or questions relating to this document, please direct your email to teaching-policy@manchester.ac.uk</i>