

Student Attendance Policy

INTRODUCTION

1. There is clear evidence to show that to achieve academic success, the majority of students need to attend and engage with timetabled teaching sessions, and also with the programme-related learning experiences and support activities available. In addition, students must meet the assessment requirements for their programme.
2. This policy sets out how the College supports students to engage fully with their studies, what the College expects of students in relation to engagement with their programmes, how it will monitor that engagement, and what it will do where students are not engaging.
3. This policy also sets out the additional obligations of international students, who are studying at the College on a Tier 4 licence.
4. Students are expected to work independently and be responsible for their own decisions and actions. However, the College has a responsibility to its students and to external bodies to ensure that students are attending and studying, so as to comply with the relevant regulatory requirements, and the College's and the degree-awarding bodies' requirements.
5. This policy governs all undergraduate degree programmes taught or delivered by NCH and the constituent elements of the NCH Diploma.
6. This policy should be read in conjunction with NCH's [Terms and Conditions](#), the [Support to Study Policy](#) and the [Undergraduate Extenuating Circumstances Policy](#) and the [NCH Diploma Extenuating Circumstances Policy](#).

STUDENT ATTENDANCE

7. Timetabled teaching sessions are an essential part of the student learning experience on all programmes. Much of the curriculum content is conveyed through timetabled teaching sessions. Such sessions also give students opportunities to interact with faculty and other students about a variety of subjects and topics.
8. The College expects students to attend all timetabled teaching sessions. The College expects students to engage fully with any attendance registration or monitoring methods that are put in place.
9. All students must attend:

- 9.1. All scheduled teaching events, including but not limited to lectures, seminars, group tutorials, one-to-one tutorials, dissertation supervisions, revision sessions, mock examinations, core course lectures, and LAUNCH.
- 9.2. All compulsory College events, including but not limited to Matriculation (for matriculands) and Prize-giving.
- 9.3. All summative assessment examinations in the student's degree subject, in the core courses (dependent on the student's year of study), and in LAUNCH.
10. Students are required to be punctual. Lateness is disruptive and discourteous to the lecturer and to fellow students.
11. The College has a responsibility to make clear to students that attendance is in their own professional and academic interest. This is done in, for example, induction sessions and initial Personal Tutor meetings for Freshers, at the 'Welcome Back' sessions for continuing students at the beginning of each academic year, at Collections at the end of the Michaelmas and Hilary terms for all students, and in emails to individual students who are absent from compulsory events.

SUPPORTING ENGAGEMENT

12. The College supports engagement in a number of ways:
 - 12.1. Through pre-entry and induction information, activities and processes that are designed to ensure that students are familiar with the requirements of their programme and know how to access facilities, services and support.
 - 12.2. Through high quality teaching and learning experiences.
 - 12.3. Through programme related learning resources within Moodle.
 - 12.4. Through a range of academic and welfare support services.

ATTENDANCE MONITORING

13. Attendance at scheduled teaching events is recorded by College staff taking daily CELCAT registers.
14. Students are alerted by an automated email when they are marked as absent for any scheduled teaching event.
15. Lateness at teaching may be recorded and forms part of the information used to assess the student's general attendance record.
16. In week 7 of the Michaelmas and Hilary terms, Student and Academic Services (SAS) produces data calculating the percentage attendance per student per degree and Diploma programmes for weeks 1 – 6 of that term.
17. In week 11 of the Michaelmas and Hilary terms, SAS produces data calculating the percentage attendance per student per degree and Diploma programmes for weeks 8 – 11 of that term.

18. Reports produced under paragraphs 16 and 17 for all students are uploaded onto Highrise, so that each student's general attendance record can be considered and discussed at Collections.
19. A Course Leader (CL) or Head of Faculty (HoF) can check a student's overall attendance on CELCAT. If they become concerned about a student's attendance at any time outside of weeks 7 and 11 of the Michaelmas and Hilary terms, they may request that the student's Personal Tutor (PT) and/or the Student Wellbeing Coordinator (SWC) meet with the student. The PT and/or the SWC will report back to the Head of Faculty via a note on Highrise.

ABSENCE

20. If a student is aware in advance that they will not attend any of 9.1 – 9.3, they are required to email all relevant academic tutors and SAS as soon as possible, and to update them daily if their reasons for absence persist.
21. If a student believes that circumstances extenuate their absence, they should refer to [Annex 1](#) for information on what types of absence are likely to be considered as an absence with extenuating circumstances and what documentation needs to be submitted. They should contact the SWC for advice on their next steps for the degree programme and/or the Diploma Extenuating Circumstances Officer for the Diploma (DECO).
22. Where absence falls at a time of summative assessment for the:
 - 22.1. Student's degree subject, students are reminded to consult SAS about the requirements of the relevant awarding body.
 - 22.2. Student's Diploma, students are reminded to consult the NCH Diploma Regulations.

ACTION IN THE EVENT OF NON-ATTENDANCE

23. All of the points below apply to absences which have not been excused by accepted extenuating circumstances.
 - 23.1. Missed tutorials will not be re-scheduled.
 - 23.2. At any stage a HoF, CL or PT, may refer the student to the SWC if it is considered that the Student Support to Study Policy is more appropriate for the student.
 - 23.3. If a student falls below an average of 70% attendance over all degree and Diploma courses for the first time at week 7 in the Michaelmas and Hilary terms, the HoF (or their nominee) will contact the student (**Stage 1**).
 - 23.3.1. If the HoF (or their nominee) receives no response, the procedure will move to **Stage 2**.
 - 23.3.2. If the HoF (or their nominee) receives a response, the student will be reminded that continued poor attendance is likely to have a negative impact upon

their academic success and may determine whether they are able to progress further on their programme.

- 23.4. If a student falls below an average of 70% attendance over all degree and Diploma courses for the first time at week 11 in the Michaelmas or Hilary terms, this will be discussed with the student at Collections **(Stage 1)**.
- 23.5. If a student falls below an average of 70% attendance over all degree and Diploma courses for a second time, after either 23.3 or 23.4 has been invoked, the HoF will meet with the student, to discuss plans for improving attendance and the possible consequences of continued poor attendance **(Stage 2)**.
- 23.6. If the student does not attend **Stage 2**, the Registrar will write to the student formally, unless the student can demonstrate acceptable extenuating circumstances, in which case the meeting will be re-scheduled.
- 23.7. If a student falls below an average of 70% attendance over all degree and Diploma courses for a third time, after 23.5 or 23.6 has been invoked, the student's academic good standing (see below) will be removed. The HoF will refer the student to a meeting with the Student Attendance Panel (StAP) **(Stage 3)**.
- 23.8. Absence from a summative assessment examination in the student's degree subject will be governed by the relevant awarding body's regulations.
- 23.9. Absence from a summative assessment by examination for the core courses or for LAUNCH will fall under the NCH Diploma Regulations (according to the student's year of matriculation).
- 23.10. If a student attends a one-to-one tutorial without having submitted written work in advance of the tutorial or at the start of the tutorial, the student may be asked to write the essay at the tutorial.
- 23.11. If a student attends a group tutorial without having prepared for the tutorial, the student may be asked to sit silently throughout the tutorial.
- 23.12. A student whose attendance at Diploma teaching events has fallen below 70% at the time that they complete their degree (irrespective of in which year they have attended the Diploma teaching events) will not be awarded the Diploma.
- 23.13. A student who fails to attend a College event to which they have signed up (for example My Beautiful Career) without extenuating circumstances may be banned from future such events at the discretion of the organising member of Staff.
- 23.14. In order to be awarded an NCH prize, students must be in good standing (paragraph 44).

STUDENT ATTENDANCE PANEL PROCEDURE

24. StAP will be a panel of three from the following members of staff:
 - 24.1. Registrar
 - 24.2. Student Wellbeing Coordinator
 - 24.3. Dean of Careers
 - 24.4. COO
 - 24.5. Head of Faculty (independent¹)
25. The HoF (or their nominee) shall appoint the Chair of the panel and the Secretary. The panel members should be free of any bias or any reasonable perception of bias. The HoF will consider the composition of the panel with the information available at the time. All panel members must participate in the whole process for the final decision to be valid.
26. Notification and procedures of the Stage 3 meeting: the Secretary to the panel shall:
 - 26.1. Invite the student to the meeting in writing giving a maximum of five working days' notice. In all instances, the address used to communicate with the student will be the most recent mailing list held on the student database. Students will be advised of the date and time of the meeting by recorded delivery post. Students will be requested to acknowledge receipt of this letter within five working days. If a student does not respond within this period, the case may be considered in the student's absence.
 - 26.2. Advise the nature of the meeting and invite the student to submit a written response.
 - 26.3. Inform the student of their right to be accompanied at the meeting by a friend who is not professionally engaged in legal practice or otherwise experienced in advocacy by reason of employment. The friend will normally be another student or staff member of the College.
27. The Secretary of the panel will keep a note of the meeting, the decision of the panel and any action taken.
28. The StAP will consider all the evidence presented and consider whether poor attendance is likely to have a negative impact upon the academic success of the student and/or whether the student is able to continue to study at the College. The panel will inform the student in writing within five days of the decision of the panel.
 - 28.1. If the StAP considers that the student's poor attendance **WILL NOT** have a negative impact, the panel will decide the student should remain on programme. The decision will be recorded on the student's permanent record for the duration of their registration.

¹ A HoF who has not been involved in the Stage 1 or Stage 2 meetings.

- 28.2. If the StAP considers that the student's poor attendance **WILL** have a negative impact, the panel will recommend that the student should be withdrawn from the programme.
- 28.3. If the StAP considers that the Support to Study Policy is more appropriate for the student, it will refer the case to the SWC.
The Secretary of the panel will inform the student in writing within five days of its decision.
29. The student will have the right to appeal to the Master.
30. Students who re-engage with the College and pass the year without deficit will regain academic good standing (paragraph 44).
31. Attendance is recalculated at the beginning of each academic year. Therefore, failure to reach 70% attendance at any time, in any given year is not carried over into subsequent terms or years. However, attendance records are maintained and can be referred to if needed.

APPEALS PROCEDURE

32. A student may appeal against a decision of the StAP. The appeal must be made using the Appeal Form (Annex 2), to the Master within ten working days of the written notification of panel's decision.
33. The student may only appeal on one or more of the following grounds, which must be specified in the letter of appeal:
- 33.1. There has been a significant procedural flaw or irregularity that compromised the fairness of the process.
- 33.2. New material evidence, which must be supported by explanation of why it is being submitted at this late stage.
- 33.3. That there is a bias or reasonable perception of bias during the procedure.
- 33.4. An outcome, decision and/or penalty, being unreasonable or disproportionate.
34. Following submission of an appeal, the Master or their nominee will undertake a preliminary review of the appeal.
35. Where the preliminary review identifies that the appeal does not have substance within the accepted grounds for appeal stipulated in paragraph 33 the student shall be informed of the decision in writing and the College will issue a Completion of Procedures Letter advising that the process has been completed.
36. Where the preliminary review identifies that the grounds for appeal are accepted as valid, the appeal will be submitted to the Student Attendance Appeals Board (StAAB).
37. The StAAB will consist of three members of staff approved by the Master. No person shall sit on the StAAB if they are directly associated with the student's studies or with the decision against which the appeal is made.

38. The hearing will be limited to the grounds stated in the student's letter of appeal and should not take the form of a rehearing of the original matter. The StAAB will be provided with a report from the StAP but will not at this time interview the appellant or witnesses.
39. If the StAAB is satisfied that there is sufficient evidence of substantive defect in procedures which might have resulted in a wrong decision, the student may be invited to a further hearing.
40. The proceedings of the StAAB will be determined by the Board and will take such form as the Board determines appropriate to investigate the grounds for appeal stated in the appellant's letter.
41. The StAAB may:
 - 41.1. Reject the appeal, in which case the original decision will stand.
 - 41.2. Uphold the appeal and impose a new decision which will stand.
42. The StAAB shall consider its decision and shall notify the appellant of the decision within five working days.
43. The decision of the StAAB shall be final and no further appeal may be permitted. The College will issue a Completion of Procedure letter advising that the process has been completed. This letter will include the contact details of the Office of the Independent Adjudicator.

GOOD STANDING

44. Good standing is defined as the condition of being simultaneously in good academic practice and good behavioural standing. All NCH students enter with good standing and it is their responsibility to keep it.
45. Good academic practice is defined as the condition, within a given academic year, of having satisfactory student attendance and engagement, which includes, but is not limited to, overall attendance of 70% or more, arriving at all scheduled classes prepared and ready to learn, the submission of all written work on time, (not being notified of or being called for second or subsequent meetings regarding poor attendance and engagement).
46. Good behavioural standing is defined as the condition maintaining consistently high standards of behaviour, within a given academic year, and not having been subject to any disciplinary sanctions for non-academic offences.
47. Students will maintain or regain good academic standing, if they complete an academic year without deficit. However, students who have struggled to satisfactorily engage with the College, despite completing the academic year without deficit, will be referred to the SWC for a confidential meeting.
48. Students who complete an academic year with deficit, will not be of good standing if their attendance was calculated at below 70%. In these cases, students will be referred to the SWC for a confidential meeting. Students will regain good standing, if their overall attendance, in the following year, does not fall below 70%.

49. In order to be awarded an NCH prize, students must be in good standing as defined above.
50. A student who is not in good standing may not be awarded an NCH prize, may not be a Student Ambassador, and may not attend College residential trips.

MONITORING OF TIER 4 VISA STUDENTS

51. Due to the specific requirements that apply to students on Tier 4 visas, certain attendance and engagement monitoring procedures have been put in place for students on a Tier 4 visa only.
52. International students are required by their visa to attend all compulsory aspects of their programme, including, but not limited to: lectures, tutorials, seminars, enrolment and exams. However, it is only classed as a missed event if they miss an entire day. For example, if a student attends a lecture in the morning, but misses one in the afternoon, this does not count as a missed event as they have been in College that day and have attended. Neither does any authorised absence that has been reported to SAS.
53. The Tier 4 Coordinator will check CELCAT on a bi-weekly basis to check Tier 4 students' attendance and will take the necessary action as stated below if any consecutive days are missed.

Consecutive events missed	Action
2	Chasing email sent from Head of Admissions
3	Formal letter from Head of Admissions emailed
4	Formal warning letter from Registrar emailed
5	Head of Faculty informed – calls student
6	Meeting arranged with Student Wellbeing Coordinator
7	Meeting arranged with Head of Admissions & Student Wellbeing Coordinator
8	Meeting arranged with Executive Dean & Registrar
9	Meeting arranged with Registrar & Master of College
10	Report to UKVI for non-engagement & withdraw sponsorship

54. Once an international student misses two or more consecutive events, their attendance will be monitored on a daily basis by the Head of Admissions to monitor the situation.
55. SAS will be required to inform the Head of Admissions of any authorised absences in relation to all Tier 4 students.
56. If Tier 4 students miss 10 consecutive events they must be reported to the UKVI, and the College will inform the student and the UKVI that they are withdrawing their sponsorship using the UKVI reporting procedure.

57. Training will take place once a year for members of staff who are involved in this monitoring process to ensure the importance of the process is understood and that monitoring is compliant and consistent.

ANNEX 1

VALID CIRCUMSTANCES	EXAMPLES OF VALID SUPPORTING EVIDENCE
<p>Acute Illness</p> <p>An illness that is likely to have incapacitated the student during the period he/she had been expected to attend a teaching event. This encompasses personal injury/accident with extended impact. Such an illness may also result from an acute episode of a chronic condition for which the student may already have special needs provision, but the episode has impacted on the student to a much greater extent than might normally be anticipated.</p>	<p>A doctor's medical certificate relevant to the period of the claimed extenuating circumstances and stating that the student was unfit to study. A signed statement from a doctor in evidence of the requirement to attend hospital would also be appropriate.</p> <p><u>Student self-certificates will not be accepted</u></p>
<p>Illness of a dependent</p> <p>Acute illness/accident affecting a dependent/close relative that required the constant attention of the student.</p>	<p>A doctor's medical certificate signed to verify the illness, or other medical evidence signed by an appropriate medical professional, together with a statement by the student, explaining why their personal attention was necessary and no other family member could be expected to provide support.</p>
<p>Bereavement</p> <p>Death of an immediate family member, partner or close friend.</p>	<p>Production of a copy Death Certificate or Coroner's report within one month of the date of the bereavement. Immediate family members are defined as: child, parent, sibling or grandparent.</p>
<p>Court Attendance</p> <p>Jury Service or attendance at Court or a Tribunal as a witness, defendant or plaintiff, on the date the student was expected to attend a teaching event.</p>	<p>Official correspondence from the Court or Tribunal confirming attendance requirement.</p>
<p>Sport commitment at national/ county level</p> <p>The student is selected to compete at national or county level at sporting events that require absence from the College on the date of the teaching event.</p> <p>Training requirements associated with sporting commitments are not deemed valid extenuating circumstances.</p>	<p>Official correspondence from the relevant sporting body confirming the requirement to be available on specified dates.</p>
<p>Military Reserves</p> <p>The student is in the military reserves (Navy/Army/Air Force) and is required to</p>	<p>Official correspondence from the Commanding Officer stating that the commitment cannot be moved</p>

VALID CIRCUMSTANCES	EXAMPLES OF VALID SUPPORTING EVIDENCE
undertake annual training.	to another date.
Victim of Crime The student was the victim of a crime that was reported to the appropriate authority for investigation and the nature of the crime was such that it was likely to have prevented the attendance at a teaching event.	Copy of police/crime report.
Other exceptional and personal circumstances that do not come under the categories listed Where students believe they have experienced severe and exceptional circumstances that are not listed here but would reasonably be considered as valid extenuating circumstances, then they should discuss this with the Student Wellbeing Coordinator.	Where the Student Wellbeing Coordinator considers the extenuating circumstances to be valid, they will confer with the Master and/or Registrar and will confirm to the student the nature of the evidence required to support the submission.

ANNEX 2



Student Appeal Form²

This form along with all documentary evidence should be submitted to the Master within ten working days of the written notification of the decision.

Section 1: Student information			
Student ID number			
First and middle names		Surname	
NCH email address			
Programme		Level of study	

Section 2: Grounds for appeal		
<i>On which grounds are you appealing (choose one or more of the following):</i>		
1	There has been a significant procedural flaw or irregularity that compromised the fairness of the process.	
2	New material evidence (which must be supported by explanation of why it is being submitted at this late stage).	
3	There is a bias or reasonable perception of bias during the procedure.	
4	An outcome, decision and/or penalty, being unreasonable or disproportionate.	
<i>Write a statement to support your grounds for appeal.</i>		

² Please email sas@nchlondon.ac.uk to obtain a word version of this document.

--

Section 3: Evidence

*Please list all the supporting evidence you have included with your appeal.
Please ensure you include copies of all the evidence you wish to submit to support your appeal.*

--

Section 4: Certification of form

1. *Confidentiality*
In accordance with the General Data Protection Regulations 2018 we require your consent to:
- *Hold elements of the information you have provided on an electronic database*
 - *Disclose the information to authorised members of the College staff for purposes connected with the investigation of your case*

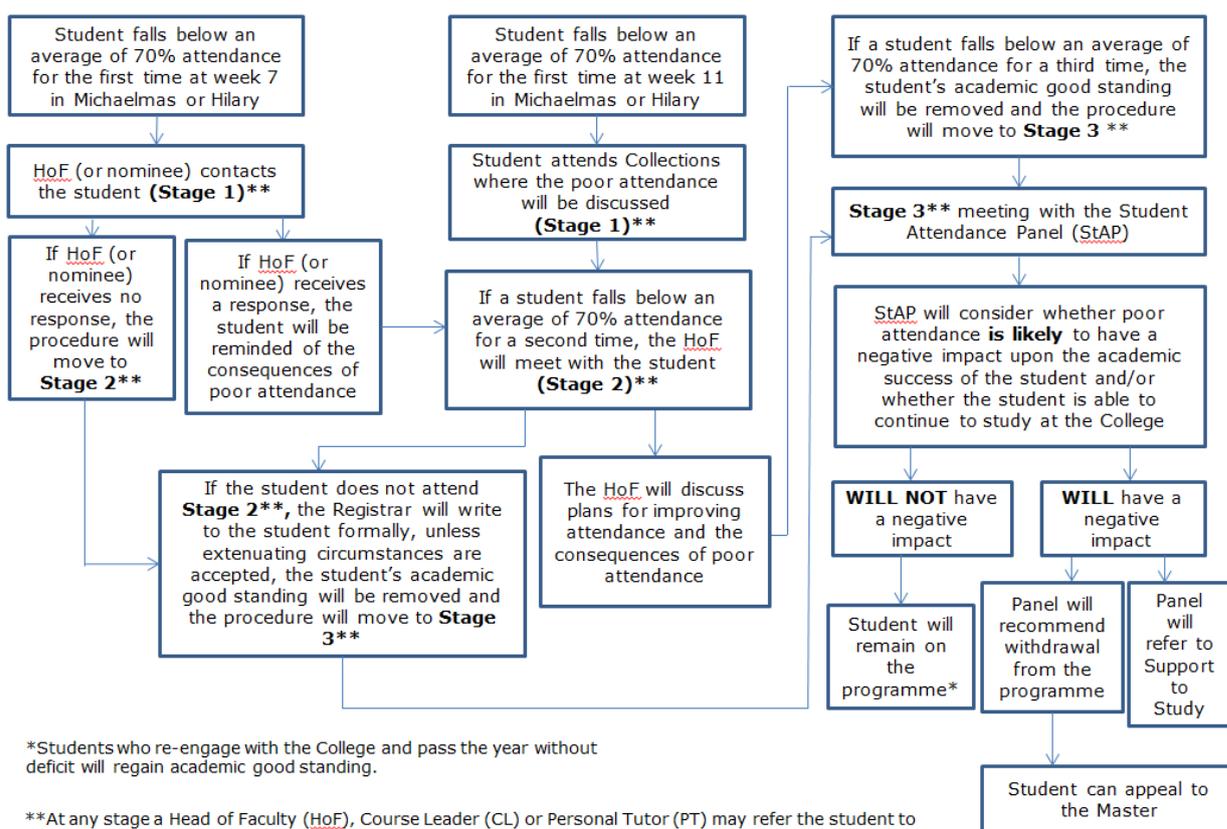
2. *False claims*
Submission of false or fraudulent documentation is an offence, which will be dealt with under the Student Code of Conduct and Disciplinary Procedures. The College reserves the right to check on the validity of the document(s) submitted by contacting any relevant third parties directly.

By signing here, you confirm that you agree with the above statements and give your consent for the information provided to be used as detailed above.

Name:
Signature:
Date:

--

ANNEX 3



Title	Student Attendance Policy	Author	Student and Academic Services
Location	NCH Academic Handbook	Approved by	Academic Board
Version	6.0	Last updated	
Publication date	January 2018	Review date	April 2020
Related policies	Undergraduate Extenuating Circumstances Policy; NCH Diploma Extenuating Circumstances Policy; Terms and Conditions; Support to Study Policy; Student Code of Conduct and Disciplinary Procedures; NCH Diploma Regulations		
External Reference Point(s)	UK Quality Code: Learning and Teaching; Enabling Student Achievement; Office of the Independent Adjudicator; General Data Protection Regulations		