

## TEDI-LONDON

### ATTENDANCE AND ENGAGEMENT POLICY

<b>Summary</b>	Policy detailing: <ul style="list-style-type: none"> <li>• Requirements for attendance and engagement</li> <li>• Methods of monitoring attendance and engagement</li> <li>• Mechanisms to support attendance and engagement</li> <li>• Consequences of poor attendance and engagement</li> <li>• The appeal process for attendance decisions</li> </ul>		
<b>Policy Owner</b>	Registrar		
<b>Policy Sponsor</b>	Academic Board		
<b>Policy applies to</b>	Students of TEDI-London		
<b>Relevant legislation and policy</b>	Data Protection Act 2018 Freedom of Information Act 2000 UK Visa and Immigration Advice on Student Visas TEDI-London Academic Regulatory Framework TEDI-London Student Contract TEDI-London Mitigating Circumstances Policy TEDI-London Withdrawal and Interruption Policy TEDI-London Data Protection Policy		
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<b>Approved by</b>	Academic Board	<b>Approval date</b>	
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#### DOCUMENT CONTROL

<b>Date</b>	<b>Version</b>	<b>Action</b>	<b>Amendments</b>
01/2021	1	Document created	
07/2021	2	Document updated	Inclusion of section on Student visa requirements.
05/2022	3	Document Updated	Updates to reflect changes to the process.

06/2023	4	Document Updated	Updates to reflect changes to the attendance tracking process and regulations.
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## **PART ONE: PRELIMINARY INFORMATION**

### **1. INTRODUCTION**

- 1.1. This document forms part of the Student Contract, which you sign upon registering at TEDI-London. It sets out the TEDI-London Attendance and Engagement Policy and covers all TEDI-London programmes.
- 1.2. The purpose of this policy is to inform all students and staff of TEDI-London of attendance and engagement requirements. It describes methods of monitoring attendance and engagement and support available.
- 1.3. The Policy contains information for Student visa holders on specific requirements to ensure that you meet the visa conditions, including what happens if you fail to meet the requirements.
- 1.4. The Policy outlines the process for making an appeal if you are not satisfied with an attendance decision.

### **2. POLICY STATEMENT**

- 2.1. This Policy adheres to:
  - [Data Protection Act 2018](#)
  - [Freedom of Information Act 2000](#)
  - [UK Visa and Immigration Advice on Student Visas](#)
- 2.2. This policy should be read in conjunction with the following TEDI-London Policies:  
lp;
  - Academic Regulatory Framework
  - Student Contract
  - Mitigating Circumstances Policy
  - Withdrawal and Interruption Policy
  - Data Protection Policy
  - Fitness to Study Policy
- 2.3. All information about you will be treated as personal and sensitive data and stored securely to ensure that confidentiality can be maintained. We will need to process personal information (whether supplied directly by you or a third parties) to manage your student record and student experience. This may include sharing

data with other third parties where this may be required for the fulfilment of the Student Contract, managing your student experience and for statutory and other legal reasons. You can find more information in our Data Protection Policy [<https://tedi-london.ac.uk/policies/>].

### **3. SCOPE OF THIS POLICY**

- 3.1. The importance of attendance on being successful in your studies is well documented and this policy has been developed to allow TEDI-London to support you to attend and to engage with your studies.
- 3.2. This Policy applies to you if you are currently enrolled with us (including enrolment at summer schools) and covers your attendance and engagement with all contact points outlined below.

### **4. EQUAL OPPORTUNITIES**

- 4.1. This Policy will be operated in accordance with TEDI-London's Equal Opportunities Statement.
- 4.2. Reasonable adjustments may be made to the procedure to allow fair access if you have a disability. Student Hub colleagues can help you with reasonable adjustments.

### **5. ROLES AND RESPONSIBILITIES**

- 5.1. This Policy has been considered and approved by the Academic Board.
- 5.2. The Registrar has ultimate responsibility for the development and implementation of this policy.
- 5.3. Relevant academic staff will have responsibility and accountability in the application of this policy.
- 5.4. You (the student) are responsible for ensuring that you are aware of the expectations on you as outlined in the Policy, and that your behaviour or actions do not contravene these. Please see [section 13](#) for further details.
- 5.5. Student visa holders have specific responsibilities for attendance and engagement, they are outlined in [Part Three](#).

- 5.6. The Registry is responsible for monitoring attendance and ensuring all action related to attendance monitoring is actioned as outlined in this Policy.
- 5.7. The final decision regarding a matter raised under this Policy will be the final decision of TEDI-London.

## **6. TRAINING, DISSEMINATION, AND IMPLEMENTATION**

- 6.1. All staff involved in attendance monitoring will be fully trained on all matters outlined in this policy.
- 6.2. The Attendance and Engagement Policy will be available on our website.

## **7. MONITORING AND REVIEW**

- 7.1. This Policy will be reviewed by the Registrar on a regular basis and any changes recommended for approval by the Academic Board. The Policy will be updated in line with relevant changes to legislation.

## **PART TWO: ALL STUDENTS**

### **8. WHERE TO GO FOR HELP**

- 8.1. If you need advice on any aspects of attendance or engagement, or if you have queries about visa requirements, you can contact the Student Hub at [studenthub@tedi-london.ac.uk](mailto:studenthub@tedi-london.ac.uk).

### **9. EXTERNAL REPORTING**

- 9.1. We (TEDI-London) are required to report attendance to the Student Loan Company for all students in receipt of funding through them. This includes reporting any withdrawal from or interruption of studies.
- 9.2. For **Student visa holders**, we are required to check your attendance and engagement on your programme and keep records of attendance to comply with UK Visa and Immigration (UKVI) requirements, please see [Part Three](#) for further information on the process for this.

### **10. IF YOU ARE UNABLE TO ATTEND**

- 10.1. We acknowledge that there might be legitimate reasons preventing your attendance. If such a situation arises, you must communicate your absence and the underlying reason using the Student Portal App on the day of your absence. This ensures the accuracy of your records. While no formal authorisation or evidence is initially necessary for declaring your absence, prolonged impacts on your attendance might prompt a request for further details to be provided, in order to maintain the integrity of your academic progress.
- 10.2. In cases where you are expecting to be absent for 3 or more consecutive days, you will need to email [studenthub@tedi-london.ac.uk](mailto:studenthub@tedi-london.ac.uk) to inform them and provide supporting evidence.
- 10.3. During your studies you may encounter challenges or difficulties that may compromise your ability to fully engage academically. During these periods an authorised break from studying may be suitable, known as a Temporary Interruption or you may wish to withdraw from your programme completely. You can request a meeting to discuss your options via the Student Portal App or by emailing [studenthub@tedi-london.ac.uk](mailto:studenthub@tedi-london.ac.uk).

- 10.4. If you are an international student, sponsored by TEDI-London on a student visa, and plan on being away from your studies for a short period of time or need to leave the country then you must submit a Leave of Absence request. This request can be submitted via the Student Portal App. You will be required to submit evidence alongside your application directly to [studenthub@tedi-london.ac.uk](mailto:studenthub@tedi-london.ac.uk), particularly if you will be leaving the country at any point during the academic year. Please note that all Leave of Absence requests will be reviewed by Registry within 5 working days, and you will receive a response to your request via email.

## 11. CONTACT POINTS

- 11.1. Contact points are all attendance and engagement activities that TEDI-London expects you to take part in. These include:
- a. **All on-campus timetabled sessions** – measured by attendance in sessions, with each session counted as one contact point. Failure to attend will be counted as non-attendance.
  - b. **All timetabled online sessions-** – Please note that online timetabled sessions will **only occur** at the discretion of the TEDI-London academic team and other TEDI-London Staff. Online sessions may be scheduled if the learning subject is best delivered online or in exceptional circumstances such as public health concerns, unexpected campus closure or unexpected staff illness. Students are not permitted to join sessions online unless instructed by TEDI-London faculty.

## 12. ATTENDANCE AND ENGAGEMENT REQUIREMENTS

- 12.1. As a student at TEDI-London you are expected to take part in at least **80% of all contact points**. This information will be recorded on your student record.
- 12.2. You are expected to attend the entire duration of all contact points, unless you have extenuating circumstances. In the event you cannot attend a contact point due to extenuating circumstances and you do not report your absence via the Student Dashboard App, you may be contacted as part of the attendance tracking process.



- 12.3. Attendance of online timetabled sessions will be recorded on Teams and through confirmed student engagement response within the Teams chat function or having video enabled.
- 12.4. Attendance and engagement will be monitored by the Registry on a regular basis, throughout all teaching blocks. We will do this by reviewing class registers, the reported absences log and assessment submissions.
- 12.5. If you fail to meet the attendance and engagement target, you will be subject to attendance support arrangements outlined in [section 14](#).
- 12.6. If you choose to interrupt or withdraw from your studies, this will be noted on your record and monitoring of your attendance and engagement will stop from the date you have interrupted/withdrawn.

### **13. YOUR RESPONSIBILITIES**

- 13.1. To attend your studies regularly in-person and to maintain a high level of engagement with your studies online.
- 13.2. To ensure your attendance is recorded via the Attendance App. Not recording your attendance, or forgetting to do so, is not an adequate explanation for absences on your attendance record.
- 13.3. To inform the Registry of any planned absences or of any ongoing issues or problems that are affecting your ability to attend.
- 13.4. To check your emails and Teams regularly and respond to any correspondence regarding your attendance or engagement. It is your responsibility to reply within any relevant period.
- 13.5. To provide any supporting evidence regarding non-attendance, where requested by the Registry and within the period provided.

### **14. ATTENDANCE AND ENGAGEMENT SUPPORT**

- 14.1. We have a three-stage attendance support process which will be enacted if your attendance or engagement is unsatisfactory, this is detailed below. You will find the Attendance Process Flowchart included in the appendix of this policy.

14.2. **Stage 1**

If at any point you are considered to have not met the expected attendance and engagement targets you will be contacted by the Registry to discuss this and to organise any additional support to help you in your studies. At this stage, we will also issue a **first warning**.

14.3. **Stage 2**

If you fail to respond to the Registry contact and/or do not show significant signs of improvement at the next monitoring point, you will be required to attend an Attendance and Engagement Review meeting with a member of the Registry Team to discuss how the situation can be improved. At this stage we will issue a **second warning**. As part of this meeting, an action plan will be developed by to support you in your attendance and engagement.

14.4. **Stage 3**

If you fail to respond to attend the Attendance and Engagement Review meeting and/or do not show significant signs of improvement at the next monitoring point, your case will be forwarded to your Year Lead for consideration. Via a meeting with your Year Lead and a member of the Registry Team, it will be decided whether it is reasonable for you to continue your studies given the circumstances.

14.5. Following the Stage 3 meeting, you will be notified by email the outcome of the discussion and the available options to you. You are eligible to appeal any decision made and can do so by providing a written statement addressed to the Academic Director. You have 5 working days to submit a written appeal outlining any additional information you would like the Academic Director to consider. Once a decision has been made you will be notified of the outcome in writing within 10 working days.

14.6. If non-attendance or engagement is significant or has been a recurring issue, we may proceed to escalate your case straight to stage 3 to consider further action. This might include temporary interrupting your studies, withdrawal from your programme and for Student visa holders, a curtailment of our sponsorship of your visa, as outlined in [section 17](#).

## **PART THREE: STUDENT VISA HOLDERS**

### **15. STUDENT VISA SPONSORSHIP: OUR RESPONSIBILITIES**

- 15.1. TEDI-London is licensed by UK Visas and Immigration (UKVI) to sponsor international students requiring Student visas to study in the UK. The duties that we must adhere to as part of our sponsorship are outlined in this section.
- 15.2. As required by UK Visas and Immigration (UKVI), we must check your attendance and engagement on your programme. [Section 11](#) outlines how we do this.
- 15.3. We are obligated to curtail sponsorship of your visa if you have been absent from your programme without permission or have not been engaging sufficiently in line with this policy. Curtailment of your Student visa sponsorship would result in withdrawal from TEDI-London.

### **16. MONITORING STUDENT VISA HOLDERS' ATTENDANCE AND ENGAGEMENT**

- 16.1. As part of our duties as a licensed sponsor, we must check your attendance and engagement. We do this on a fortnightly basis, following the process outlined in [section 11](#). If your attendance is of concern, we will follow the process outlined in section 13.

### **17. CURTAILING OF STUDENT VISAS**

- 17.1. As a Student visa holder, it is vital that you uphold the responsibilities outlined in this policy in relation to your responsibility with attendance. Failure to do so could result in the curtailment of our sponsorship of your student visa.
- 17.2. Curtailment of our sponsorship means that your visa will be cancelled, and you will need to leave the UK. This can happen if:
  - a. You do not enrol within the enrolment period.
  - b. You stopped engaging in your studies, as detailed within this Policy.
  - c. You have interrupted, or withdrawn from your programme, please refer to the Interruption and Withdrawal Policy for further information.
  - d. You have been withdrawn from your programme as you have not met the requirements to progress, as outlined in the Assessment Regulations.

- e. Your studies have been terminated following a breach of TEDI-London's regulations, as outlined in the Student Disciplinary Policy.
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- 17.3. We are required to report curtailed visas to UKVI within 10 days of being notified. You will then have 60 days in which to leave the UK. If the appeals process is followed, the 10-day period starts once all stages of the appeals process have been completed.
  
  - 17.4. Failure to leave within the permitted period is likely to result in you being considered an 'overstayer' by UKVI which is likely to result in future visa applications being rejected for at least a period of 12 months.

## **PART FOUR: APPEALS (FOR ALL STUDENTS)**

### **18. INTRODUCTION TO APPEALS**

- 18.1. You have the right to appeal any of the decisions under this Policy within 5 working days of receiving the written decision.
- 18.2. An appeal can be submitted on the following grounds, that:
  - a. The procedures were not followed properly.
  - b. The decision reached was unreasonable.
  - c. You have new material evidence that you were unable, for valid reasons, to provide earlier in the process.
  - d. There is bias or reasonable perception of bias during the procedure.
  - e. The penalty imposed was disproportionate, or not permitted under the Policy.

### **19. PROCESS FOR APPEALS**

- 19.1. In order to appeal a decision, you will need to write to the Academic Director or Registry (depending on the situation) outlining the reason for the appeal and including any necessary evidence. Decisions will normally be made on an appeal within 10 working days of its receipt.
- 19.2. The Academic Director will consider an appeal in private based on the written materials but has the discretion to request further information where this happens you will be sent a copy of any further information and be given an opportunity to provide a written response.
- 19.3. Where the Academic Director has upheld an appeal on the grounds of new material evidence, it will normally send the matter back for re-consideration by the Attendance and Engagement Team. Where the Academic Director has upheld an appeal on any other ground(s), it can choose to send the matter back for re-consideration by the Registry or impose its own decision.
- 19.4. You will receive the outcome of the Appeal within 10 working days along with reasons for the decision, and any substituted decision. This is the final stage of

the internal process, and you will be issued with a Completion of Procedures (CoP) letter.

- 19.5. The initial decision made by the Registry will not normally be implemented while the appeal is being considered. Following the Appeal Panel's decision, any sanctions or measures shall be implemented, even if you intend to raise a complaint with an external body.
- 19.6. Where you subsequently fail to comply with any sanctions imposed, further disciplinary action may be taken, as outlined in the Student Disciplinary Policy.

## 20. APPENDIX 1: ATTENDANCE MONITORING PROCESS

### FLOWCHART

