



## STUDENT ATTENDANCE FRAMEWORK

This framework covers all students who are enrolled with the English Language Centre (ELC). This framework covers all formally timetabled activity associated with the delivery of classes provided by the ELC, excluding in-session support and KnowHow classes. These classes will be monitored by student's home department and/or are attended on a voluntary basis.

This framework is in line with the University Attendance Framework. The University has an obligation under its Student Route Visa Licence to monitor and keep records of academic attendance of international students studying under a Student Route visa.

### ELC ATTENDANCE REQUIREMENTS

The ELC and University take attendance monitoring very seriously in order to support students in achieving their learning objectives. Accurate recording and monitoring processes allow us to highlight any students who may be experiencing barriers to their learning, in order to offer the best support possible to maintain their engagement with the course. Non-attendance is often an early indicator that students are experiencing difficulties.

Students are expected to attend all scheduled activity for their course of study irrespective of the mode of delivery (online/in person).

Students who attend regularly are more successful in their studies. Poor attendance may also affect funding for sponsored students, and the immigration status for those on Student Route visas. Students who fall below the minimum attendance requirement may jeopardise their place on their course.

For this reason, the ELC expect all students to attend *all* timetabled classes. All students are required to achieve a *minimum* of 85% attendance in each stage of study. Those who fall below the minimum of 85% attendance will not receive the Certificate of Attendance at the end of their studies and, if applicable, may not be permitted to progress onto their main academic programme.

### ATTENDANCE AND VISAS

The University is an immigration sponsor under the UK Government's Points-based Immigration System (PBS) for visa applications and renewals. The UK Government, through UK Visas and Immigration (UKVI), requires the University to monitor students' attendance and progress on their course or programme of study. The University is required to report to the UKVI any international student on a Student Route visa who stops studying or fails to attend their course or programme of study without reason.

If a student stops attending the course and after a reasonable attempt on behalf of the ELC to make contact, if the student does not engage with the ELC for a period of ten working days then we will consider that the student has withdrawn from the course. This will be reported to the UKVI and may affect immigration status, for students with a Student Route visa.



## ELC ATTENDANCE RECORDING - RESPONSIBILITIES OF ACADEMIC STAFF

Academic staff are key to the success of effective attendance monitoring and should support the process as follows:

- Attendance recording must start from the first day of teaching for all students, and will continue for the duration of their course.
- All staff must take a register for every timetabled lesson they teach.
- Staff should complete registers on a daily basis, and no later than 2pm on Friday for the current week.
- If you are informed that a student will be/has been absent for a particular reason, you should refer them to the online absence form. Tutors should not authorise any absences themselves.

If any student is absent for one session, they will be subject to the advisory email process (see Responsibilities of the Attendance Monitor below) however, if you have reason to believe there may be a welfare concern, irrespective of the number of absences (including leaving class early), you should contact the student's Course Coordinator by email, phone, MS Teams or in person to notify them of your concerns. The Course Coordinator will then liaise with ELC Operations and central support services as appropriate.

Online registers can be accessed on the SharePoint in the Registers folder.

Tutors will only ever need to use the following codes when recording attendance:

- 0- Student is not present
- 1- Student is present
- L- Student is late (by no more than 10 minutes)\*

Monitoring for gaps and inaccuracies:

The Attendance Monitor is made aware of any unauthorised absences by tutors on MS Teams on the day they occur.

If students query the Attendance Monitor's follow up to absences, because of incomplete attendance data:

- via email, the Attendance Monitor will forward the email to the Coordinator, copying in the Course Director asking them to advise.
- in person, Attendance Monitor will email the Coordinator regarding the student, copying in the Course Director asking them to advise

Persistent inaccuracies would then be dealt with by the Course Director as it was felt appropriate.

### \*ELC Lateness Policy:

Students who are up to 10 minutes late for a class will be allowed to enter, but will be marked late (L) on the register as indicated above. Students who arrive more than 10 minutes after the start of class will not be allowed to join the class for that lesson and should be marked as absent (0). This is done in order to minimize disruption to staff and students and maintain the flow of lessons. Students who leave class early (or for significant periods during the class) will not be marked as absent; however, any concerns (e.g. patterns of behaviour) should be referred to the relevant Course Coordinator as described above.

### Under 18s

While students who are U18 are not anticipated where tutors have students who are under 18 in their group, these students will be highlighted in yellow on the online register and will have a purple lanyard which they will



be encouraged to wear at all times when on campus. If you have an under 18 student who is absent from your class, you must alert reception within 20 minutes of the start of the class giving the student's name, student ID number and the class they were absent from. This will be followed up by the relevant Course Coordinator as a matter of urgency and within 30 minutes of the beginning of class. If the ELC is unable to get in contact with the under 18 student following a non-notified absence, it may be necessary to contact their UK guardian. Where an under 18 leaves the class early (or for significant periods during the class) you should also report this to the relevant Course Coordinator as soon as possible, so this can also be followed up.

Once a student has passed their 18th birthday, they will no longer be highlighted in yellow on the register and will be subject to the general attendance policy outlined in this document.

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### **ELC ATTENDANCE MONITORING – RESPONSIBILITIES OF THE ATTENDANCE MONITOR**

The Attendance Monitor is responsible for monitoring student attendance and taking action where necessary. The Attendance Monitor will check the registers on a daily basis to look at the overall attendance, and will follow the absence process outlined in this policy based on the data recorded in the register, therefore accuracy is paramount.

#### **Management of absences that are notified to the Attendance Monitor:**

Absences will be categorised with the following codes, according to the information received from the student:

- A- Authorised absence (for any of the reasons shown below where evidence has been received). This will show in green on the register and will not count as an absence when calculating their overall attendance percentage.
  
- U- Unauthorised absence. This is used when we are aware of the reason for a student's absence but it does not fall into any of the categories detailed below. This will show in purple on the register and will count as an absence when calculating their overall attendance percentage.

Students who have notified us of their absence, whether this is authorised or unauthorised, will receive an email response outlined in Appendices 1 and 2 respectively.

#### **Authorising Absences**

Absences can be authorised for the following reasons:

- visa and embassy matters
- illness (students can self-certify for up to 5 days, illness over 5 days will need a Doctor's note in order to be authorised by notifying the Attendance Monitor)
- opening a bank account
- hospital and doctors' appointments for the student and their children (letters/appointment cards must be shown)
- illness of close family members (e.g. child/spouse/parent) at home requiring a return home
- IELTS tests
- religious festivals (one day per significant festival)

Unauthorised absences would include reasons such as:

- illness which the Attendance Monitor has not been notified of, or for more than five days not certified by a doctor's note



- domestic arrangements, such as furniture deliveries
- housing matters
- childcare
- schooling arrangements
- meeting family or friends at airports or stations
- flights booked outside of official holiday periods (e.g. returning home early at the end of the stage)
- family celebrations (e.g. weddings)

Authorised absences will be limited to 3 separate occurrences per stage, with the exception of students who are pregnant, have long term health difficulties that are documented in a support plan, or other extenuating circumstances noted by the relevant Course Coordinator.

### **Weekly monitoring and trigger points for action**

Any student whose **overall attendance falls below 85%** or where they have missed one session i.e. showing as 0 in the register, will be subject to advisory emails.

Advisory emails are recorded as a comment on the online register against the student ID on the main tab and will follow the steps below. *NB. Students who have a total attendance of less than 85% (as shown in the 'main' tab of the register) will jump straight to step 2.*

#### **Step 1**

An initial email will be sent to the student to check if they are OK. *This will be for students who have missed one session where the ELC has not been notified.* Overall attendance in these cases will be above the 85% minimum. If applicable sponsors would also be notified at this point.

#### **Step 2**

Students with an overall attendance of less than 85% or a continued period of non-attendance, will be sent a 'step 2' email to check on their welfare but also to remind them of their responsibilities and any potential consequences of further absences. They will be asked to respond by a specified date. If applicable sponsors would also be notified at this point.

#### **Step 3**

If after receiving the step 2 email, the student continues to not attend or their attendance dips below 85% for a second time, they will receive a 'step 3' email inviting them to an informal meeting with the relevant Coordinator and Student Experience and Support clerical officer who will advise on any administrative matters that may be discussed. The aim of this meeting is to support the student to engage with the Centre, to understand any reasons behind their absences and to discuss the support available at the University. It should be made clear to the student in this meeting what the consequences of any future absences will be. It will also be an opportunity to outline any potential consequences external to the ELC, for example in terms of sponsorship/ Student Route visa status. If applicable sponsors would also be notified at this point.

#### **Step 4**

If the student continues to be absent from classes, they will be called into a formal progress meeting to discuss their course and impact of their absence on future progression. This meeting will be held with the relevant Course Coordinator, a member of the Operations Area and the area Director. For any students who have



ongoing difficulties which are impacting on their studies, they will be advised of the University's Extenuating Circumstances policy and the ELC process for this. If applicable sponsors would also be notified at this point.

### **Final Step**

If after step 4, the student misses a further 10 contact points with the ELC and so continues not to engage, a final email will be sent confirming that they will be deemed withdrawn from their course. If applicable sponsors would also be notified at this point.

The Course Coordinator will notify the ELC Administrative and Finance Team Leader when a student should be deemed withdrawn so that the correct documentation can be completed.

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## **ELC ATTENDANCE MONITORING – RESPONSIBILITIES OF STUDENTS**

We expect all students to attend all classes and to be in class ready to start their lessons at the published times. If students arrive late to class, the teacher may ask them to return after the break. Any student arriving ten minutes after the class has begun, must be turned away and marked as absent.

Where a student is unable to attend a class for any reason, they should inform the Attendance Monitor by completing the [online absence form](#), or by emailing [abselc@liverpool.ac.uk](mailto:abselc@liverpool.ac.uk).

If the student is requesting an authorised absence for one of the reasons listed above, it is their responsibility to provide evidence to substantiate the reason this should be authorised, either by uploading this on the online form or sending via email.

Students must formally inform the English Language Centre if they decide to leave their course sooner than their expected end date by making an appointment with their Course Coordinator. If the student does not meet with the Course Coordinator and a student ends their course without notifying the ELC, they may still be liable for fees incurred.

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## **CALCULATING STUDENT ATTENDANCE**

For students on Stages 1-3 of the Pre-sessional English course, attendance is calculated from the day the student arrives at the English Language Centre to register and start their studies. Once students have registered at the University they are expected to re-start their studies on the first day of each stage (if their period of study includes an ELC holiday period). This means that if they return late after a holiday period, the days they miss will count as **unauthorised absences**.

For stages 4 and 5 of the Pre-sessional English course attendance is calculated from the start date of the course. This means if a student arrives late for the start of the course, this will count as an unauthorised absence.

Students can find information on the attendance policy for their course in the Student Handbook.