

4.1 Attendance

While studying on an ELTS programme, you are expected to attend every timetabled class unless there is a medical emergency.

If you are unable to attend a class, you should contact your class tutors using the information in section 5 as soon as possible and provide evidence for your absence such as a doctor's note or appointment card. If evidence is not supplied, then the absence will be regarded as unexplained and the following procedure will be used:

Stage 1

- Register taken at every class by the class teacher and recorded centrally.
- All course tutors, admin and compliance team members are able to access the registers.

Stage 2

- If a student is absent for **one day with no contact**, the personal tutor will attempt to contact the student by email.
- If a student **does not return** to class after the tutor's initial attempt at contact, the tutor will inform course coordinator.

Stage 3

- The course coordinator will then send the student an email asking them to meet to discuss the reasons for absence.

Stage 4

- If the weekly attendance rate drops below the required **85% with no explanation from the student**, the course coordinator would alert the University compliance team
- The compliance team will invite the student to a meeting to explain their absence
- If a student's attendance does not improve above 85% without explanation following the meeting with Student Compliance Services for a further 2 weeks, the University may decide to withdraw the student unless there are exceptional and evidenced reasons for non-attendance (e.g. illness).

Stage 5

- If the student is absent for **10 continuous days without contact**, ELTS would send a letter to the student which says you'll be withdrawn in 5 days if you don't submit an appeal to Student Compliance.
- After 5 working days and if no appeal is submitted to us, Student Records would be asked to withdraw the student