

The College, Swansea University

TCSU CPR02: International Attendance/Engagement Monitoring Process Addendum Version 2021/03

1.0 Introduction

The College delivers both online and on-campus delivery to its students. The College, Swansea University will work with students to ensure that all students have access to the resources and support that they need in order to be able to engage in their course.

2.0 Engagement Monitoring

2.1 The College will follow the Swansea University engagement monitoring process for international students. The Academic and Student Experience team will work closely with the Swansea University Student Compliance team to provide additional support measures to those students identifying as not being actively engaged in a 7-day rolling period.

2.2 For students studying at RQF level 5 and below, additional attendance checks will be put into place to ensure compliance with the UKVI Academic Engagement policy for higher education providers. The Academic and Student Experience team will collate the data, sharing it with the Swansea University Student Compliance team, and follow up with students who do not meet the 85% attendance requirement each month as per the following table:

| | Month 1 | Month 2 | Month 3 |
|----------------------|---|--|---|
| 70 – 85% attendance | E-mail sent from The College’s Academic and Student Experience team | Meeting with The College’s Academic and Student Experience team to discuss the reasons why attendance is low and to put into place an action plan for improvement | Meeting with Student Compliance Services to discuss the reasons why attendance continues to be lower than required. |
| Below 70% attendance | Meeting with The College’s Academic and Student Experience team to discuss the reasons why attendance is low and to put into place an action plan for improvement | Meeting with Student Compliance Services to discuss the reasons why attendance continues to be lower than required, with the consequences of low attendance reiterated to the student. | Notification of withdrawal sent unless there are exceptional reasons for non-attendance. |

2.3 All students are given an engagement level that is calculated based on their engagement with the University’s virtual learning environment, Canvas.

- 2.4 Additional checks will be undertaken by Student Compliance Services on a monthly basis for all Student Route (previously Tier 4) students who are in the UK to check for engagement with face-to-face learning sessions as outlined in the Engagement Monitoring Policy for Student Route (previously Tier 4) students.
- 2.5 Any student who has no approved extenuating circumstances or approved leave of absence, who habitually fails to respond to communication from The College, has 'Level 4' attendance after week 4 and does not improve in level will be formally issued with a 'Intention to Withdraw' (ITW). Failure to improve attendance level after the ITW is issued, will result in a student receiving a Notification of Withdrawal (NOW). The attendance categories are outlined in the table below:

| | |
|-----------------------------|---|
| No Warning (>85%) | Monthly summary email Email outlining attendance for the previous month |
| Level 1 (70-85%) | Monthly summary email Email outlining attendance for the previous month |
| Level 2 (50-70%) | Personalised email or phone call You receive an email or phone call to understand the reasons for non-attendance. |
| Level 3 (30-50%) | Face to Face/Virtual meeting Agree a 'personalised' engagement plan. |
| Level 4 (0-30%) | Face to Face/Virtual meeting Agree a 'personalised' engagement plan. Failure to improve within one week = ITW. |

- 2.6 Where a student has been issued with a NOW, they will have a period of appeal of 5 working days to justify their reasons for continuation on their course. If a student fails to respond, or their appeal is unsuccessful, the withdrawal will be processed. Upon reaching this point of non-engagement, the student will no longer be eligible to study at The College.
- 2.7 The University Partner will notify the UKVI within a designated timeframe confirming sponsorship has been withdrawn. This will cancel the student visa and will give the student a short window to leave the UK.
- 2.8 As adult learners, students are expected to meet the attendance threshold and actively engage in their course. Students will be accountable for their participation with the expectation to arrive on time at the start of every scheduled engagement and remain for the duration of the scheduled engagement. Further to this requirement, a student sponsored as a Student by the UKVI (a visa student), must attend their studies in line with their visa conditions.
- 2.9 The Lecturer and/or College reserves the right to refuse entry to any student who arrives to class more than 10 minutes late or does not return from any designated break in a timely manner.
- 2.10 Where a student is knowingly unable to attend, the Academic and Student Experience Team must be informed prior to the scheduled engagement.

Absence will be defined when a student:

- Does not attend a scheduled engagement,
- Does not have their intended absence approved.

2.11 Authorised absence will only be granted if the circumstance is exceptional and evidence based (e.g., certified illness), and notified to the relevant team prior to the scheduled engagement. If a student fails to attend without approval the attendance mark for that scheduled engagement will be marked as 'none' (not present).

What you need to do as a student:

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|---|---|
| If you are unwell. | Call or email The Academic & Student Experience team before your class. You may be required to provide a letter from your doctor if you are unwell for an extended period of time. |
| If you have an important appointment (such as a meeting at the Embassy). | Call or email The Academic & Student Experience team before your class to ask for permission. You will be asked to provide evidence of the appointment. |
| If you have a serious personal problem (such as a very unwell family member, or you will be attending a funeral). | Call or email The Academic & Student Experience team before your class to ask for permission. |
| Any other serious reason that you are unable to attend class. | Call or email The Academic & Student Experience team to discuss your situation. |

3.0 More Information

3.1 Questions in relation to attendance and approved absences should be sent to the-college@swansea.ac.uk where The College will do its best to assist students. Students are strongly encouraged to proactively contact The Academic & Student Experience team if they have issues with engaging with their course.