

Attendance Management Standard Operating Procedures (EU & Ireland ISCs)



Document Control

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Associated Documents

| Names | Storage Location | Version |
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| ISC Child Protection Policy | | |
| Ireland ISC Attendance Policy 2022/23 | | |
| ISC Safeguarding Policy | | |
| Global Staff Code of Conduct | | |

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1 Purpose

This Attendance Management Operational Procedures (SOP) describes how EU & Ireland International Study Centres implement and operationalise the EU & Ireland ISC Attendance Policy for 2022/23.

This SOP applies to all students, and staff working for Study Group in International Study Centres in the EU and Ireland. This includes permanent, contracted, agency and volunteer staff.

2 Definitions

- 'ISC' is an acronym for 'International Study Centre', a specific centre or college of study within the network of study centres across UK and Europe. The Sheffield International College in particular is commonly not referred to as an 'ISC' but this term shall be used in this document for clarity to cover all centres in Ireland.
- 'Provider' is a term, which is used to define the legal entity of Study Group and its leadership that governs the ISC network.
- 'Student' is a term used to define a person that is currently or intending to be enrolled on a course of study within the ISC network, and the term is used to describe an individual during the sales, admissions, pre-arrival and post arrival in an ISC.
- 'Parent' is a term used to describe the parent or guardian of a Student.
- 'HoC'/'CD' is an abbreviation used to describe the Head of Centre or College Director within an ISC.
- 'Special leave of absence' – proactively approved absence which can be given at the discretion of the Head of Centre in the event of bereavement, involvement in public duties, significant issues due to weather etc.
- 'LOP' is an acronym for 'Local Operating Procedure', a procedure which is operated and documented locally by centre/college management. A LOP will be sanctioned within a Policy or Standard Operating Procedure.
- Progresso is the data management system utilised by Study Group, to record student attendance, assessment, behaviour and progression information

3 Scope

This document will detail the procedures around the attendance mechanisms for students in Ireland ISCs.

Note: references to Network Policies and Procedures where applicable are made, as noted within the associated documents section.

4 Overview

4.1 Introduction

Attendance is a key component in student retention, progression, achievement and employability. Students who actively participate in their learning by attending classes regularly are more likely to:

- enjoy a rewarding experience in which their knowledge, skills and abilities are developed
- successfully complete their course
- achieve better results

Study Group expects all students to have 100% attendance at all lessons.

4.2 Student Responsibilities:

Students are expected to:

- Attend 100% of their timetabled classes.
- Be on time (**lateness** as defined by centre (but typically 15 minutes) will be considered an absence)
- Report any absence due to illness via email or phone before the start of the lesson or scheduled activity.

- Liaise with Student Experience team if special leave of absence arrangement is required
- Provide evidence for when an absence is authorised reactively via email (or alternative methods, as agreed by the centre), promptly and within the timeframe specified by the centre.
 - Acceptable reactive evidence for absence include:
 - Prescription, appointment confirmation, or other written confirmation issued by the Registered Medical Practitioner

4.3 Centre Responsibilities:

Centre is expected to:

- Allocate the ownership of tasks within the process to respective local staff; if local job titles differ from those described in standard operating procedure, the ownership must be allocated to an equivalent local role
- Ensure the staff is adequately trained
- Communicate attendance related expectations to staff
- Communicate attendance related expectations to students during the first week of induction
- Create and maintain accurate timetables in Progresso
- Complete and maintain accurate registers in Progresso
- Monitor student attendance
- Intervene when student's attendance falls below 85%
- Record and maintain intervention records in Progresso
- Create localised supplements to standard operating procedure to outline:
 - Student facing procedure for reporting absence
 - Student facing procedure for requesting special leave of absence
 - Student facing procedure for authorising absence
 - Staff facing procedure for alternative method of taking registers
 - If required, localisation to Standard Operating Procedure for the event centre would like to exceed minimum requirements in the areas:
 - Lateness (if less than 15min is acceptable)
 - Duration of monitoring cycle (if fortnight is used instead of a calendar month)
 - If required, localisation to Standard Operating Procedure for task allocation

Supplements should be stored either within provided sections of this document or as appendices, other parts of this document should not be changed.

Centre must not share staff facing policies or procedures i.e. process maps, rules for interventions, or scenarios are not suitable for sharing with students/parents or agents.

5 Roles and Responsibilities

5.1 Overall responsibilities (copy from policy)

The noted roles and responsibilities in relation to attendance management are as noted below. Failure to adhere to the noted responsibilities may result in capability and/or disciplinary action as noted within the Global Code of Conduct.

Head of Centre (or Centre Director)

Overall accountability for the attendance monitoring of students lies with the HoC/CD. The HoC/CD is expected to take reasonable steps to ensure compliance to this policy and the supporting Standard Operational Procedures by all appropriate staff.

Teaching staff

All ISCs have a requirement to actively manage a register of all students. For the purposes of the attendance policy, it is the responsibility of teaching staff to maintain the registers for synchronous lessons that they are delivering, within the provided Progresso system.

Student Experience staff (or Student Experience staff)

Student Experience staff are responsible for monitoring attendance and supporting the Personal Tutor or designated staff member as appropriate to manage individual student issues, including executing low-level attendance interventions. Administrative staff (to ensure segregation of responsibility from teaching staff) own changes to timetables and scheduled activity.

For the purposes of the attendance management, it is the responsibility of the Student Experience staff to chase missing registers.

Student Experience staff may have varying job titles across the network and are typically involved with the set-up and operation of the Progresso system.

Personal Tutor

The Personal Tutor is typically responsible for reviewing and managing attendance as a first point of contact with a student, including identifying the underlying issues behind poor attendance as this could indicate a safeguarding issue. In some ISCs a Personal Tutor may not be assigned, but the duties in relation to attendance may be assigned to an alternative staff member.

Designated Safeguarding Lead (DSL)

Any attendance related matter identified as a safeguarding concern (or requiring a safeguarding related intervention) would be referred to the DSL as per the Safeguarding Policy, as noted in the Associated Documents section.

In the event that a Student with special needs or a disability has an attendance problem, then the DSL will ensure that the Student is supported throughout all of the attendance management processes.

5.2 Standard task ownership

| | |
|-----------------|---------------------------------|
| Task type | Task owner |
| Role allocation | Head of Centre/College Director |
| Staff training | Head of Centre/College Director |

| | |
|---|--|
| Staff policy change communication | Head of Centre/College Director |
| Local supplement to SOP | Head of Centre/College Director |
| Attendance expectations communication to students | Student Experience |
| Creating timetables | Student Experience |
| Maintaining timetables | Student Experience |
| Complete register | Teaching staff |
| Update register | Teaching staff |
| Authorizing absence | Student Experience |
| Chase missing register | Student Experience |
| Overall attendance monitoring & reporting | Student Experience |
| Attendance reviews | Personal Tutor |
| Overall attendance management | Student Experience, Personal Tutor |
| Interventions | Personal Tutor, Student Experience, Senior Leadership (depending on severity of interventions) |
| Creating intervention records | Student Experience |
| Maintenance | Personal Tutor or designated staff member, Student Experience (as agreed by the staff involved in an intervention) |
| Termination | Head of Centre/College Director |
| Daily attendance monitoring | Welfare Officer |

6 Communication to Students

Centres communicate the attendance related expectations to students and fee payers through a range of contact points and methods, including:

- Live sessions during Induction
- Written copy of attendance expectations e.g. included in the Student Handbook.
- Conversations with Personal Tutors
- Attendance interventions (via attendance management process)

Students are expected to:

- Attend 100% of their timetabled classes.
- Be on time (**lateness** of 15min or more will be considered an absence)
- Report any absence due to illness via email or phone before the start of the lesson or scheduled activity.
 - Liaise with Student Experience team if special leave of absence arrangement is required
- Provide evidence for when an absence is authorised reactively via email (or alternative methods, as agreed by the centre), promptly and within the timeframe specified by the centre.
 - Acceptable reactive evidence for absence include:
 - Prescription, appointment confirmation, or other written confirmation issued by the Registered Medical Practitioner

6.1 Local student facing procedures

6.1.1 Lateness (required only if less than 15min)

See Appendices

6.1.2 Reporting absence procedure

See Appendices

6.1.3 Requesting special leave procedure

See Appendices

6.1.4 Authorizing absence procedure

See Appendices

7 Creating and maintaining accurate timetables in Progresso

All ISCs have a minimum requirement to actively manage a timetable and by extension a register within the Progresso system. The Progresso system has a supporting framework of maintenance and technical support to ensure the system is available when required, and is appropriately backed-up on a regular basis.

The timetable must proactively schedule and record the distinct individual synchronous scheduled events that students are required to attend in real time (typically, these are lessons, lectures and other 'live' activities). Teachers who deliver these synchronous events are required to record the register within the Progresso system.

For guidance on how to request changes to timetables and other timetable FAQs go to <https://my.studygroup.com/teams/studentdatateam/SitePages/Timetable%20Overview.aspx>

8 Completing and maintaining accurate registers in Progresso

8.1 Taking of Registers

It is a minimum requirement that teaching staff complete registers, and wherever possible these must be recorded in the provided Progresso system in real time, and during the specific lesson. Where real time recording of attendance is not possible (e.g. Progresso system malfunction) the register must still be taken in an alternative written record and transferred to the Progresso system as soon as is practical, and within the same working day wherever possible. Failure to transfer a register to the Progresso system within a week of the synchronous event must be considered a compliance breach may result in in capability and/or disciplinary action as noted within the Global Staff Code of Conduct.

It is a minimum requirement that teaching staff complete registers using the prescribed codes for attendance and lateness that are specified in the detailed Standard Operating Procedures document.

If anomalies are identified with the timetable in the Progresso system that prevent a register being taken within the Progresso system, the register for affected students must be captured in an alternative written record. These must be passed to the appropriate Student Experience staff to remedy as soon as possible.

Failure to maintain an effective and accurate register may result in in capability and/or disciplinary action as noted within the Global Staff Code of Conduct.

8.1.1 Alternative ways of taking registers

Where real time recording of attendance is not possible (e.g. Progresso system malfunction) the register must still be taken in an alternative written record and transferred to the Progresso system as soon as is practical, and within the same working day wherever possible.

8.1.1.1 Local alternative to taking registers

See Appendices

8.1.2 Mandatory absence codes for Teaching Staff

| Code | Meaning | Effect on ISC Engagement Monitoring | |
|------|------------------------------------|---|---------------------|
| | | Classed as 'attended' | Classed as 'absent' |
| / | Present | x | |
| O | Absent | | x |
| L | Late, arrives within 15 minutes | x | |
| U | Late, arrives after 15 minutes | | x |
| A | Left the lesson and not returned | | x |
| * | Missed an optional tutorial lesson | <i>N/A – not included in overall attendance reporting</i> | |

Lateness tolerance for over 15 minutes is at the discretion of the Head of Centre. Specifically, the student may be excluded from the lesson if it is considered to be a disturbance to the rest of the class. In this instance, the student would be marked absent (O).

As noted above the scenarios denoted O, U and A are included as absence for overall attendance management purposes.

8.2 Changes to registers

It is a minimum requirement that Student Experience staff (and not teaching staff) make changes to timetabled classes; such as in the instance of cancelled classes or scheduled activity, ISC closure days or through authorized absence.

It is a minimum requirement that Student Experience staff make changes to timetables using the prescribed codes for attendance and lateness as specified below.

If a register needs updating, after the tutor, for example, has already submitted it, the tutor should contact Student Experience as soon as possible, in order to rectify the error.

8.2.1 Mandatory absence codes for Student Experience staff

| Code | Meaning | Notes on usage | Effect on ISC Engagement Monitoring | |
|------|------------------------------|---|---|---------------------|
| | | | Classed as 'attended' | Classed as 'absent' |
| I | Authorised absence | see section 8.2.3 | x | |
| C | Special Leave of absence | see section 8.2.3 | x | |
| R | Religious observance | see section 8.2.3 | x | |
| M | Medical / dental appointment | see section 8.2.3 | x | |
| H | Family Holiday | see section 8.2.3 | x | |
| J | Interview | see section 8.2.3 | x | |
| F | Individual lesson cancelled | Code is used when students are told face to face a class is cancelled at short notice and a register is still taken. This code is then used in place of the usual '/' present mark | x | |
| ? | Exam | Code is used when exams have been timetabled within Progresso. This code is used in place of the usual '/' present mark | x | |
| P | Approved sporting activity | Code is used when students have proactive permission to attend organised sporting activities and attendance has been checked and verified. | x | |
| V | Educational visit | Code is used when students have proactive permission to attend organised educational visit but it is not possible or practical to verify attendance. | <i>N/A – not included in overall attendance reporting</i> | |
| S | Study Leave | Code is used when exams (internal or external) are scheduled during regular teaching weeks and the student has obtained proactive permission to not attend scheduled classes in order to allow them to prepare for an exam. | <i>N/A – not included in overall attendance reporting</i> | |
| E | Excluded | Used when a student has been excluded from a scheduled activity due to disciplinary or other reasons | <i>N/A – not included in overall attendance reporting</i> | |
| Y | Enforced closure of site | Used when scheduled activities cannot take place AND they CANNOT be removed from the timetable | <i>N/A – not included in overall attendance reporting</i> | |
| Z | Not on roll | Used when a student is not required to attend a scheduled activity but they cannot | <i>N/A – not included in overall attendance reporting</i> | |

| | | | |
|--|--|---|--|
| | | be removed from the timetable/group for various reasons | |
|--|--|---|--|

Student Experience staff will also record absence with the 'O' code if a student has proactively reported their absence.

NOTES:

- The Daily Contact Point definition excludes authorised absence, and therefore the I, C, R,M,H,J, F, ? and P codes are not defined as a missed contact point
- The V, S, E, Y and Z codes remove those activities from attendance calculations and are therefore not defined as a missed contact point

8.2.2 Proactively authorizing student absence

HoCs/CDs have the ability to use their discretion to approve a requested Special Leave of Absence. The procedure to do this must be documented and students made aware as noted in the Informing Students and Informing staff sections of Provider's Attendance Policy. The proactive approval of any authorised absence must be stored and be retrievable for future reference by Student Experience staff; this is not specifically required to be within the Progresso system, but is encouraged as best practice for audit purposes .

The ability to reactively amend a Progresso record from unauthorised absence to an authorised absence (or other reason) must be limited to Student Experience staff only and not teaching staff or personal tutors.

8.2.3 Authorized absence codes

It is a minimum requirement that authorised absence can only be recorded in the Progresso system by Student Experience staff, and not teaching staff. The following conditions are used for authorisation of absence.

| Type of absence | Condition |
|--|--|
| Extended and serious sickness or health issue – with evidence from a Registered Medical Practitioner (Code I) | Proactive approval for absence can be given for COVID19, rest, recuperation of hospitalisation, upon the production of the appropriate evidence. Reactive approval for absence can be given following extended and serious sickness absence, upon the production of the appropriate evidence. Student Experience staff will consult with the DSL as appropriate to review the provided evidence. |
| Special leave of absence (Code C) | Proactive approval for a special leave of absence can be given at the discretion of the Head of Centre, following a request from the student including submissions of any supporting evidence. Acceptable reasons for absence include: <ul style="list-style-type: none"> • Bereavement or serious health incident affecting a close family member • Involvement to support public duties, such as involvement during legal action or inquest • Significant issues due to weather or other public incident • Connectivity issues Notes: the process for submitting the written request must be documented and communicated to students. |
| Religious observance (Code R) | Proactive approval for absence for observance of religious events or practices can be given at the discretion of the Head of Centre, following a written request from the student including submissions of any supporting evidence. Note: the process for submitting the written request must be documented and communicated to students. |

| | |
|---|---|
| <p>Medical / dental appointment</p> <p>(Code M)</p> | <p>Proactive approval for absence can be given to attend appointments with health professionals.</p> <p>Reactive approval for absence can be given to attend appointments with health professionals upon the production of the appointment.</p> <p>Non-Teaching staff will consult with the DSL as appropriate to review the provided evidence.</p> <p>Notes:</p> <ul style="list-style-type: none"> • A registered Medical Practitioner is identified by the Irish Medical Council, using the published list at https://www.medicalcouncil.ie/ • Evidence is expected to be in the form of an appointment confirmation or other written confirmation issued by the Registered Medical Practitioner. |
| <p>Family Holiday</p> <p>(Code H)</p> | <p>Proactive approval to attend a family holiday can be given at the discretion of the Head of Centre, following a written request from the student including submissions of any supporting evidence. Acceptable reasons for absence include: * Family member returning from military service * Family member required to travel as part of employment or civic duty Note: the process for submitting the written request must be documented and communicated to students.</p> |
| <p>Interview</p> <p>(Code J)</p> | <p>Proactive approval to attend an interview can be given at the discretion of the Head of Centre, following a written request from the student including submissions of any supporting evidence. Acceptable reasons for absence include: * Meeting with a prospective future employer (if permitted under the student's visa) * Meeting with a prospective future educational institution * Meeting with immigration representatives or police Note: the process for submitting the written request must be documented and communicated to students.</p> |

8.2.4 List of unused Progresso Codes (for information only)

The following codes are excluded from all reporting and should not be used:

| Code | Meaning | Notes |
|------|---|----------------|
| G | Family holiday - not agreed or in excess of agreement | Not to be used |
| N | No reason provided | Not to be used |
| B | Educated off-site | Not to be used |
| D | Dual registration | Not to be used |
| W | Work Experience | Not to be used |
| T | Traveller absence | Not to be used |
| X | Non-compulsory school age absence | Not to be used |

8.3 Missing Registers

Student Experience staff must liaise with teaching staff to ensure that missing registers are entered into the Progresso system as soon as possible.

As a minimum standard Student Experience staff will monitor and chase up missing registers from the Progresso system on a weekly basis. However, best practice would be that missing registers are identified and entered into the Progresso system on a daily basis for the full term.

For daily updates Student Experience staff should run reports from the Progresso system no later than the following morning, and chase up missing registers from the previous day with the appropriate teaching staff. Student Experience staff will then ensure that missing registers are added to the Progresso system by the end of that day.

If weekly updates are in place, it is suggested that Student Experience staff should run reports from the Progresso system no later than the Monday morning of each week, and chase up missing registers from the previous week with the appropriate teaching staff. Student Experience staff will then ensure that missing registers are added to the Progresso system by the end of the day.

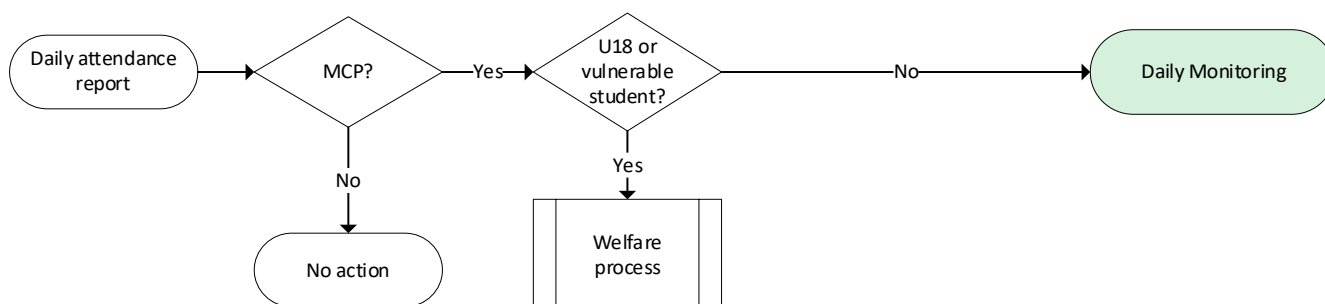
Whilst procedures and timeframes to chase missing registers and manage attendance will vary from centre to centre, it is expected that staff maintain sufficient control and due diligence over registers. Failure to maintain an effective and accurate register may result in capability and/or disciplinary action as noted within the Global Staff Code of Conduct.

For guidance on how to run missing registers report go to

<https://my.studygroup.com/teams/studentdatateam/SitePages/Attendance%20Overview.aspx>

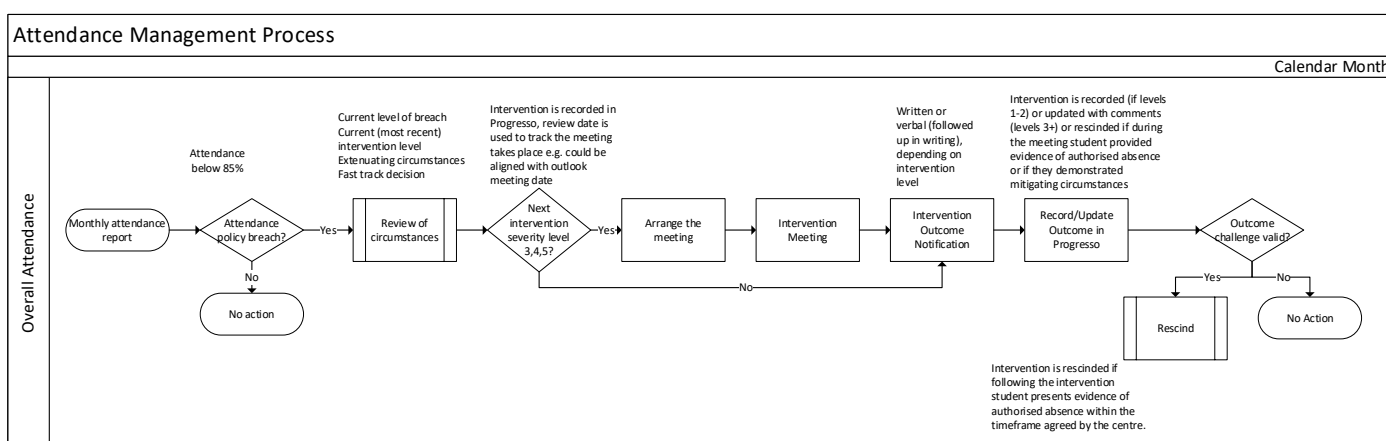
9 Attendance Monitoring

9.1 Daily Attendance Monitoring: students aged under 18, and vulnerable students



A Welfare Officer must run ‘SGwi Unauthorised Lesson Absence’ report **each afternoon** to check attendance for students under 18, and/or any other known vulnerable students. Any students from those groups who appear on that report will be contacted in line with Safeguarding Policy.

9.2 Monthly Attendance Monitoring



At the end of each monitoring period (fortnight or a calendar month; centre to determine which is appropriate), a member of Student Experience team will run “Attendance including Interventions” report, and identify students whose attendance has fallen below 85%.

Unless there are known extenuating circumstances, those students, depending on their individual circumstances, and the severity of attendance policy breach, will be subject to varied levels of formal attendance interventions.

- The report should be run, and interventions agreed upon **within** the first 5 working days (and no later than 7 working days) of the next calendar month (if monthly process is adopted), or within first 3 working days and no later than 5 following a fortnight (if fortnightly process is adopted). The time given to students to provide any outstanding absence justification, see 6.1.4 “Authorising absence procedure”, must be aligned with reporting requirements (e.g. if the report is run 5 working days after the last working day of the calendar month, students should be offered no more than 5 days from the start of the absence to provide the evidence). This approach will minimise the need to rescind.

In addition to formal attendance monitoring process, centres can monitor overall attendance levels on more frequent bases, and can, if required, use discretionary interventions outside the formal review periods if deem it an effective and appropriate method of getting students back on track.

9.2.1 How to generate monthly or fortnightly report

For guidance on how to generate attendance reports go to

<https://my.studygroup.com/teams/studentdatateam/SitePages/Attendance%20Overview.aspx>

10 Interventions

10.1 Definition

Attendance intervention is a (set of) action(s) Centre takes to help students get back to acceptable attendance standard following a period of absence. Attendance interventions are made to improve overall attendance and reduce the risk of termination.

There are 5 levels of formal attendance interventions:

- Level 1: Informal Alert
- Level 2: Attendance Goal
- Level 3: Attendance Review
- Level 4: Termination Warning
- Level 5: Termination Review

Students do not need to be subject to all 5 levels to be terminated and will typically advance by one level of intervention unless a centre decides to expedite the process.

10.2 Recording Interventions

All formal interventions must be recorded in Progresso, and it is Student Experience team responsibility to create new intervention records. It is best practice to record interventions as soon as the next intervention level is determined. It's the responsibility of the staff involved in an intervention (this could be personal tutors, Student Experience or others) to update the record as and when required e.g. to reflect actions taken or agreements made.

10.2.1 How to record or amend an intervention in Progresso

Interventions can be recorded either one by one or via bulk upload.

For guidance on how to create or amend new intervention manually or via bulk upload go to

<https://my.studygroup.com/teams/studentdatateam/SitePages/Attendance%20Overview.aspx>

10.3 Rules for applying next intervention level

Except for when there are mitigating circumstances, a Centre must intervene when a student's attendance falls below 85% of scheduled lessons in any given monitoring period (see Appendices).

Attendance below 70% is a serious policy breach, and may warrant expedited intervention.

Attendance below 50% permits fast track to Termination Meeting (the most severe of interventions, which may result in termination).

Next intervention level must be decided based on:

- Current (most recently applied) intervention level, and
- Severity of current breach (most recent).

Any breach between 85% - 70% requires intervention 1 level higher than the one student was most recently subjected to e.g. student with “Level 1 – Informal Alert” and current overall attendance of 82%, is subject to “Level 2 – Attendance Goal” intervention.

Any breach below 70% would typically warrant intervention 2 levels higher than the current one e.g. student with “Level 1 – Informal Alert”, and current overall attendance of 69%, is subject to a “Level 3 – Attendance Review” intervention.

In addition, any breach below 50% can be fast tracked (see 10.3.2) through the process. Except for when there are extenuating circumstances, formal intervention must take place after each calendar month.

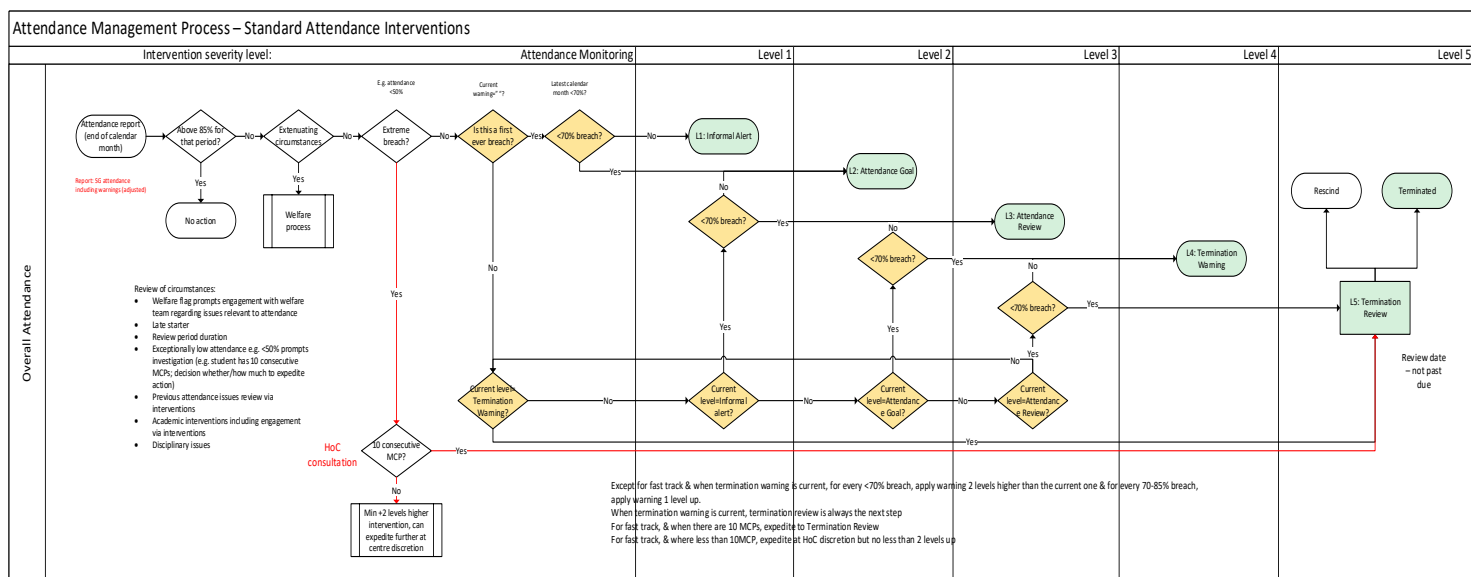
10.4 Reversals or archiving interventions

When an intervention has been applied erroneously or when satisfactory evidence has been provided during or immediately after an intervention, centre can rescind the intervention. Intervention comments should be updated, and respective evidence annotated and stored in the documents section in Progresso.

When a student studies on multiple courses, for example starts on ELP or EPM programme, and continues to Foundation or Pre-masters, their attendance record should restart following the start of new course. Centres can amend the details manually (if single student record) or submit request to archive via Service Now tickets with appropriate student details (recommended for multiple students).

Where a student demonstrates satisfactory improvements to their attendance, a centre may apply discretion to move an applicant down an intervention level. As with intervention escalations, typically the level will decrease by one with each calendar month but exceptions to this may apply.

10.4.1 Typical rules for applying next intervention level – Map



10.4.2 Fast track

Once students with attendance below 50% have been identified within Attendance with Interventions report, Centre must decide appropriate intervention based on the

- In the event of student having 10 MCPs at any point during the review period, student must be expedited to Level 5: Termination Review,
- It is at the Centre's discretion to decide the appropriate intervention level for students <50% but without consecutive 10 MCPs; intervention min 2 levels higher must be applied.

10.4.3 Extenuating circumstances

Mitigating circumstances, which make a student exempt from formal attendance proceedings will typically relate to welfare concerns, however, these also include late starters and instances of absence when a calendar month does not meet the definition of "calendar month", and or human errors (e.g. timetable schedule etc.). Attendance including Interventions report includes

- Welfare flag - should prompt an investigation into whether the student should be exempt from formal process proceeding.
- Grayed out month column or student/month cell - indicates that the student is exempt from the formal process on the basis of "calendar month"/"fortnight" definition not being met.

In addition, extenuating circumstance may be related to a user error – error made in recording attendance, timetable etc.

Any extenuating circumstances which were unknown or overlooked during initial assessment, and which result in an unnecessary attendance intervention or false outcome, justify outcome reversal. When an outcome is rescinded on such bases, Progresso intervention record should be updated with appropriate status ("rescinded") and comment (as applicable).

10.5 Intervention levels (methods)

Interventions level 1 and 2 require min email notification.

Interventions level 3, and above require a face-to-face meeting with students.

It is at centre's discretion who the owner of each level should be, but seniority of team members who carry out the interventions should reflect severity level of said intervention. It would be best practice if interventions level 3, 4, and 5 were made by different staff members, with different seniority levels (e.g. PT, Deputy, HoC/CD) to highlight the increased risk of termination.

| | Action/ Intervention | Min Freq | Exceptions | Pre-intervention | Method | Post - intervention Outcome | Evidence | Best Practice | Intervention Owner & Responsibility |
|---|-----------------------|----------|--|--|---|--|---|-------------------|--|
| - | Attendance Monitoring | Month | n/a | | Generate Attendance with Interventions report Check for breaches, Consult welfare for exemptions, Consult HoC/CD for fast tracking | | | Weekly monitoring | Attendance Officer (report, review, consult) |
| 1 | Informal Alert | Month | Students with <70% attendance go min 2 levels up so some interventions may get skipped | Record as Level 1, Informal Alert | Email "Informal Alert" to student(s) | -Intervention can be rescinded if evidence that the intervention was unnecessary e.g. has doctor's note, or other mitigating circumstances are present | upload a copy of email, letter (if terminated) in Progresso | | Attendance Officer (email) |
| 2 | Attendance Plan | Month | | Record as Level 2, Attendance Goal, including target in the comments | Email "Attendance Goal" to student(s), including Individual learner report | | | PT follow up | Attendance Officer (email) |

| | | | | | | | | |
|---|--|-------|-----|---|--|--|--|--|
| | | | | <ul style="list-style-type: none"> Individual learner report | | | | Personal Tutor (follow up) |
| 3 | Attendance Review | Month | | Record as Level 3, Attendance Review <ul style="list-style-type: none"> Individual learner report | Face to face meeting (agrees improvement plan with the student, agrees expected outcome, advises of consequences) Must note the target in the intervention's comments. | -Update Progresso comments -Email follow up -Intervention can be rescinded if evidence that the intervention was unnecessary e.g. has doctor's note, or other mitigating circumstances are present | | Attendance Officer (admin) Personal Tutor (meeting) |
| 4 | Termination Warning | Month | | Record as Level 4, Termination Warning <ul style="list-style-type: none"> Individual learner report Meeting set up, student informed min 2 days in advance, advised to bring evidence | Face to face meeting (agrees improvement plan with the student, agrees expected outcome, advises of risks and consequences) Must note the target in the intervention's comments. | | | Attendance Officer (admin) Deputy/Senior Leadership (meeting) |
| 5 | Termination Meeting <i>Outcomes: Rescind Termination Notice</i> | n/a | n/a | Record as Level 5, Termination Review <ul style="list-style-type: none"> Individual learner report Meeting set up, student informed min 2 days in advance, advised to bring evidence | Face to face meeting (reviews mitigating circumstances, past targets, decides on meeting outcome e.g. rescind or terminate) | -Update Progresso comments -Update Intervention Level ("Terminated" if student terminated) -Email/Letter follow up -Intervention can be rescinded if evidence that the intervention was unnecessary e.g. has doctor's note, or other mitigating circumstances are present | | Attendance Officer (admin) Deputy/Senior Leadership (meeting) |
| - | Discretionary Intervention | n/a | n/a | As and when required, as a supplement to formal process As per centre's discretion | As per centre's discretion | | | Fortnight |

10.5.1 Termination meeting

Students must be given a minimum of 2 working days' notice of the meeting. Students must be advised to prepare any evidence of extenuating circumstances in advance of the meeting. If during the meeting, evidence is found to be satisfactory, then the intervention can be rescinded, and student will revert to the previous intervention level. If it is decided that the student must be terminated, termination should be carried out in line with other local termination procedures. Given that notice has been given to students prior to the meeting, and that students were informed of the meeting purpose, the meeting outcome should be final. Intervention record must be updated accordingly.

10.5.2 Missed meetings

At times, students miss pre-arranged attendance intervention meetings, however, missing a meeting should not delay the process of attendance discipline. If a student missed a scheduled attendance meeting, and they did not contact centre in advance of the meeting, centre must:

- Proceed with the intervention and inform the student of the intervention outcome in writing
- If appropriate, remind the student of the importance of attending meetings
- Pass any welfare concerns to the relevant Welfare Officer so that it can be dealt with separately

11 Students Requiring Welfare or Academic Support

11.1 Ongoing welfare issues

Students who are subject to an open welfare case, and who may be exempt from attendance intervention procedures will be flagged up in the “Attendance including Interventions” report via welfare flag. In presence of such flag, Student Experience must consult Welfare team in advance of making any attendance interventions.

11.2 New welfare or academic support needs

At times, through attendance monitoring and intervention, centres learn that a student is experiencing difficulties, either of a personal or academic nature. In these cases, centre should refer student to seek help and support from the respective local support team.

Centres ought to inform students how to contact support during their induction, include the information in local student handbook, and remind them of the process as and when required.

12 Localisation

The Provider’s policy content must not be altered.

Standard operating procedures must not be altered with the exception of:

- Roles & owners of the process steps: centres operate slightly different structures, and the job titles within the document may not apply locally
- Where centre operates enhanced monitoring cycle (duration): a minimum requirement is set to a calendar month, however, centres can choose to run the process every fortnight, references should be made accordingly
- Where centre operates enhanced Lateness policy: lateness is set to a maximum of 15min, centres can choose to reduce acceptable lateness, references should be made accordingly

This SOP must be enhanced with local supplements for the following student facing procedures:

- Lateness (if applicable)
- Reporting absence procedure
- Requesting special leave procedure
- Authorising absence procedure

This SOP must be enhanced with local supplements for the following staff facing procedures:

- Local alternative to taking registers (if applicable)

Any localisations must be captured within the addendum to the Attendance Management Operational Procedures.