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| Policy/procedure title | Attendance Policy for Collaborative Provision Programmes with The Open University | | |
| Review Cycle *Please specify | 1 year | Responsible Department | Student Services |
| Procedure Owner *overall responsibility | Admissions & Business Support Manager | | |
| Responsible Person (if different to above) *responsibility for communicating changes and staff training where appropriate | Quality Coordinator | | |
| Types of provision this procedure applies to: | Higher Education Study Programmes | | |
| Revision Record | | | |
| Rev. No. | Date of Issue | Details and purpose of Revision: | |
| 1 | May 2024 | New Policy | |
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Equality Impact Assessment

Whenever a policy is reviewed or changed, it's impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics.

Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:

| | |
|-------------|-------------------------------|
| Date | Action and Monitoring: |
| May 2024 | No Actions required |
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E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

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Introduction and Scope

- 1.1 This policy applies to students studying Higher Education programmes offered under a Collaborative Provision Arrangement between the College of West Anglia and The Open University (OU).
- 1.2 The policy sets out the face-to-face attendance expectations for your Collaborative Provision Programme. It explains how the college will monitor, record, and report on your attendance, and the actions that may be taken if you do not meet the face-to-face expectations of your programme.
- 1.3 Please note: this policy relates only to the face-to-face element of your programme. Your engagement with the Open University virtual learning environment (VLE), will be monitored by the OU as set out in the [OU Conditions of Registration \(Collaborative Provision\)](#).

Our expectations of you

- 2.1 You are required to attend the face-to-face programme sessions outlined in the programme information on the college website.
- 2.2 You must inform the college of any planned absence or sickness that means you will be absent from a face-to-face session(s).
- 2.3 Please speak to your tutor if you are struggling to engage and attend due to illness, disability, or other extenuating circumstance, so that appropriate advice and support can be provided to you.

What you can expect from us

- 3.1 We will ensure any student experiencing difficulties with attendance at face-to-face sessions is signposted to available support. This could be through referral to [The Open University Fitness to Study Policy](#), where appropriate.

3.2 In line with our obligations under the [Equality Act 2010](#), we will make reasonable adjustments to support any student with a disability, long-term health condition, mental health difficulty or specific learning difficulty that affects their studies.

3.3 You will be entitled to an independent source of support, (family member, friend, or representative etc) at any point throughout this process. They can attend meetings with you to provide emotional support. If you have an advocate, as set out in the [OU Advocacy Policy](#), they will be able to speak on your behalf.

3.4 We will be transparent about how attendance data is recorded, stored, acted upon and shared. For more information see our [Privacy Notice](#).

Reporting an absence to us

4.1 If you will be absent from any of the face-to-face sessions for your programme, you must tell us as quickly as possible, so we can talk to you about any potential study or financial implications.

4.2 Absences should be reported through the [student portal](#), as per the [college guidance](#).

4.3 Any absences from the face-to-face sessions at the college will be recorded on the student portal. You will be able to see a full breakdown of your attendance under the Attendance tab on the student portal.

Acceptable and unacceptable absences

5.1 We recognise that certain health or life circumstances may affect your ability to attend all face-to-face sessions. We will consider the circumstances of each absence to determine if further action may need to be taken under this policy.

5.2 Acceptable reasons for absence may include, but are not limited to, funerals, driving tests, and jury duty.

5.3 Unacceptable reasons for absence may include, but are not limited to, holidays, part-time work (which is not part of your study), and leisure activities.

5.4 Please be aware that we expect students to arrange medical and other appointments outside of face-to-face sessions, where possible.

What to do if you have difficulty attending

6.1 If you have concerns about your ability to attend, or if you experience any difficulties while you study which affect your attendance, engagement, or progress, you should speak to your course director in the first instance. They can refer you on to further support within the college, if needed. Advice and guidance will be provided to you by both the college and the OU so you can receive the most effective support and understand your options, and any study or financial implications.

How we record and monitor attendance

7.1 The college is required to monitor your attendance and share this with the OU to enable any student finance to be released. The Student Loan Company (SLC) requires regular attendance in order for you to continue to be entitled to maintenance funding.

7.2 Your tutor will record and monitor your attendance at face-to-face sessions. Details will be recorded on the student portal and a monitoring report will be shared with the OU every two weeks.

7.3 If you **miss two face-to-face sessions across a fortnight**, this will be flagged and reported to the OU.

7.4 If a **pattern of missed attendance is observed**, for instance, non-attendance every other week, this will also be flagged to the OU.

7.5 If concerns about your attendance and engagement are raised, the Attendance Procedure below will be followed.

Attendance Procedure

Stage 1 – Initial concerns

8.1 In the first instance, your course director will request an informal supportive conversation when you are next on campus to discuss any issues around non-attendance, such as ill health, and other life commitments. All concerns relating to attendance will be recorded on the student portal under “Concerns” following the conversation.

8.2 You and your course director will agree on appropriate next steps. This will include signposting to support where needed and could include the creation of an action plan with details of the steps you will take to improve your attendance.

8.3 You will be reminded of your attendance expectations on the programme and made aware that continued non-attendance may result in your maintenance loan being suspended and could mean you are not able to continue on the Collaborative Provision Programme. A further meeting will be held during the following month to review your progress.

8.4 At the review meeting, if your attendance has improved and your course director has no outstanding concerns, no further action will be taken.

8.5 The college will keep the OU informed of any action taken under Stage 1 of this procedure so that the OU can monitor your maintenance funding entitlement, provide you with any relevant support, advice and guidance. and invoke any relevant OU policy or procedure, as needed.

Stage 2 – Continuing attendance concerns

9.1 If continued nonattendance is observed over the next six weeks and the action plan not complied with, a further concern will be added to the student portal and a letter will be sent to your home address or email account. You will be informed of our attendance concerns and invited to a formal meeting with the programme manager to discuss any difficulties you are experiencing, the support the college or OU can provide to you, your study options and any financial implications.

9.2 A formal action plan will be agreed and a future date set in the following six weeks to meet and review progress. It will be explained to you that if attendance concerns continue, you will be referred to the OU to determine what further action may need to be taken. This might include disciplinary action which could result in you not being able to continue studying under this Collaborative Provision Arrangement, and/or being eligible for student finance payments.

9.3 Where there are mitigating reasons for poor attendance and engagement, the [Open University Fitness to Study Policy](#) may be followed. You will be advised of the course of action to be followed and the relevant policy that is being applied.

9.4 The college will continue to keep the OU updated of any actions taken under Stage 2 of this policy so that the OU can monitor your maintenance funding entitlement, provide you with any relevant support, advice and guidance. and invoke any relevant OU policy or procedure, as needed.

9.5 In order to appropriately manage public funds, the OU will be required to inform the SLC if your continued nonattendance means you are no longer eligible for maintenance funding.

9.6 If regular routine absence is attributed to a recurring commitment (such as work or childcare), or health condition that cannot be satisfactorily addressed through Reasonable Adjustments, it may be more appropriate for study alternatives to be explored, such as continuing with the programme through OU study without the face-to-

face college element. You will be offered advice and guidance by the college and the OU to understand your options and any financial implications. Note that you would no longer be eligible for student finance maintenance support if only studying independently with the OU.

Stage 3 – Referral to the OU

10.1 If you do not follow the action plan agreed at stage 2 above, you will be referred to the OU to determine further action to be taken. Depending on your circumstances, action may be taken under the [Open University Code of Practice Student Discipline](#) or [Fitness to Study Policy](#). The OU will write to you to explain the action being taken and the next steps.

Right of appeal

11.1 If action is taken against you because you do not meet the face-to-face attendance requirements of the programme, you will be made aware of your right to appeal in writing. This will initially be through the college [HE Complaints Policy](#), with the Open University as a further point of review.

Support and contact details

12.1 If you need any support in relation to attendance, or if you have any questions or wish to discuss anything, please speak to your course director or speak to student services at the college by emailing absence@cwa.ac.uk.

12.2 If you have any queries regarding an absence, please email absence@cwa.ac.uk.

Related Documents

The following policies and pages are related to this area and may provide additional information, guidance and support.

- [Open University Code of Practice for Student Discipline](#)
- [UcWA Collaborative Provision Student Agreement](#)
- [Open University Conditions of Registration \(Collaborative Provision\)](#)
- [Open University Disability Support Help Centre information](#)
- [Open University Fitness to Study Policy](#)
- [HE Complaints Policy](#)
- [Personal and Learning Support webpage information](#)
- [Reasonable Adjustments Policy](#)
- [Report an Absence webpage](#)
- [Student Charter and Code of Behaviour](#)