

Document

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Brief Description of Policy	This document aims to provide staff with details of the attendance monitoring and engagement processes including the use of systems. The document is divided into two sections i.e - the 'staff handbook' which is a quick reference for day-to-day use and - the 'full guide' for a detailed process.

Related Documents

Name	Location
NPR M03 Attendance Monitoring Policy	Policy Hub and College website
NPR QS12 Fitness to Study	Policy Hub and College website
NPR QS7 Support	Policy Hub and College website

Previous versions

Attendance Monitoring - June 2017
Attendance Monitoring v1.1 – February 2018
Attendance Monitoring Process (Navigate) v2.0
Attendance Monitoring Process – 02 Intake 2020

Attendance Monitoring Process – 03 Intake 2020
Addendum – In response to Covid – 19 – August 2021
Student Monitoring and Engagement Process v. 22/01
Student Monitoring and Engagement Process v. 25/01

Summary of Changes since the previous version

- Introduction of two sections i.e quick reference ‘staff handbook’ for day-to-day use and a comprehensive ‘full guide’ for a detailed process.
- The QR code functionality has been introduced.
- Attendance Band 2 process revised and updated to reflect the latest engagement monitoring requirements.

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Introduction

This handbook and guide have been developed to support the monitoring of student attendance and engagement during each academic semester. The process guide does not apply to semester breaks (publicised vacation/holiday periods), pre-orientation, and after course completion/progression points.

Those supporting student engagement and monitoring should also read other policies such as **NPR M3 Attendance and Engagement**, **NPR QS07 Support (Compass Programme)**, and **NPR QS12 Fitness to Study** etc. These documents outline the regulatory requirements for academic engagement, Navitas' expectation of engagement, and our standard service level agreement with our Partner Universities.

The college must have a single academic engagement policy in place that applies consistently to international students across their institution. While the same policy may be applied to home students, this is not a requirement. The policy may also be applied across European (non-UK) colleges within Navitas partnerships.

Our approach remains that all students are expected to attend all classes. There are no references to specific countries in this process guide. This process guide applies to all UPE Colleges unless a college has requested and subsequently received approval of an alternative version of attendance and engagement monitoring.

Our approach remains that all students are expected to attend all classes. There are no references to specific countries in this process guide and all UPE Colleges must align their monitoring and engagement practices accordingly. Unless a college has requested and subsequently received approval of an alternative version of engagement monitoring, this process applies to all Colleges.

PART A: Quick Staff Handbook

This quick handbook provides staff with an easy-to use reference for monitoring student attendance and engagement. It summarises the steps, thresholds and actions required across each attendance bands.

Attendance expectations

Area	Band 1	Band 2		
Attendance requirement	Overall, 85% with a minimum of 70% across three consecutive months	Overall 85%		
Contact points	classroom-based study or other required academic engagement that occurs during the designated daytime hours (8:00 am to 6:00 pm, Monday to Friday).	Scheduled engagement including any interaction or event where attendance is deemed to be mandatory.		
Examples of contact points	Formally scheduled and logged: - classes, - assessments, - examinations, - timetabled academic activities such as group projects, supervised research, fieldwork etc.	- Includes examples listed under Band 1 and - all meetings, - appraisal points, and/or - interviews that a student is informed as ‘required to attend’ by the College are classified as scheduled engagement points and must be attended.		
Semester intervention weeks	Week 4, week 8, week 12			
Intervention actions (attendance %)	Attendance %	Action	Attendance %	Action
	Above 85%	No action or positive/encouraging email	Above 85%	No action or positive/encouraging email
			70-85%	Attendance reminder email

	71-84%	Personalised action plan to improve attendance with record annotated	50-70%	Warning emails
			30-50%	Stage 1 * Warning Letter + meeting. <i>*Escalated to stage 2 if within the same attendance bracket at next intervention point.</i>
	Below 70%	Stage 1 Warning Letter + meeting		
	Below 70% (2 consecutive months)	Stage 2 Warning Letter + meeting	Below 30%	Stage 1 * Warning Letter + meeting <i>*Escalated to ITE if within the same attendance bracket at next intervention point.</i>
	Below 70% (3 consecutive months)	Stage 3 ITE Appeal process, then withdrawal if needed		
Intervention actions (consecutive absence)	Consecutive Absence		Engagement Activity	
	0 – 9		No action required	
	10 – 14		- Request and hold a face-to-face meeting - engagement plan initiated (welfare checks for U18s)	
	15 and above		If no response from meeting request/ response from meeting request but no improvement up to the 15th day: - Assess the risk of programme non-completion within the permitted visa duration and - Refer to relevant policies to determine the course of action.	

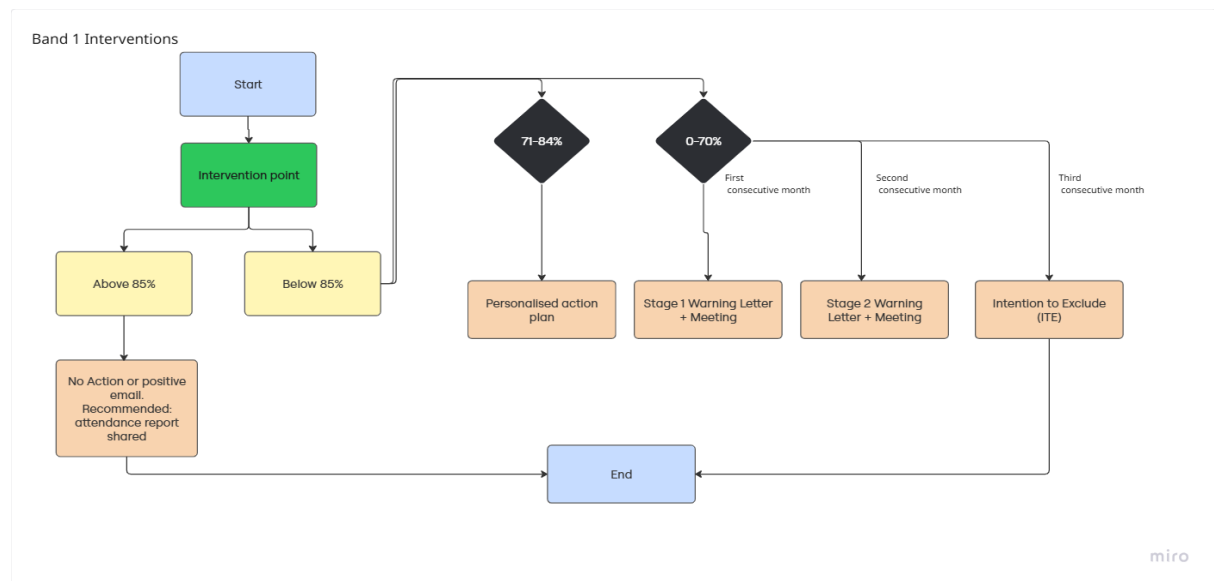
Note:

- In all instances, Navigate records (notes) must be annotated with reasons for non-attendance.
- Under Band 1 attendance monitoring, the timing of the third intervention checkpoint should be adapted to the semester length:

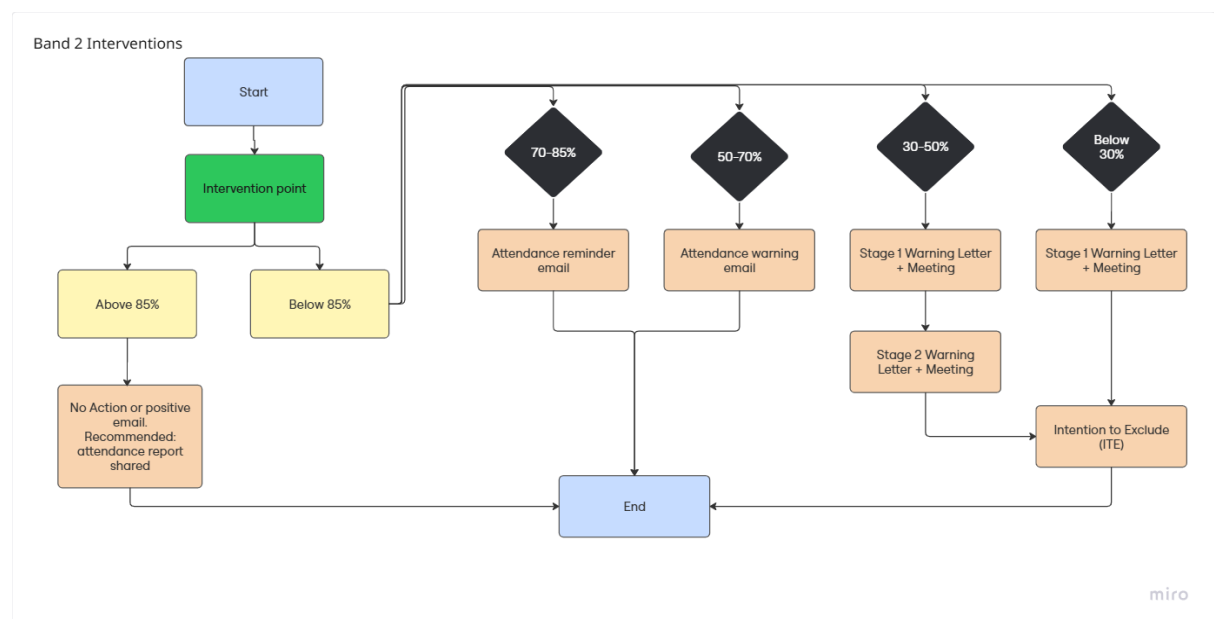
- Shorter semester (less than 12 weeks) –the third intervention checkpoint should be conducted at the end of the semester.
- Longer semester (beyond 12 weeks) – adopt a holistic approach while reviewing student attendance either at the end of the semester or at the first intervention week of the following semester. This means that, the college should consider attendance trends over time instead of isolated absences.

Attendance intervention visuals

Band 1 intervention actions



Band 2 intervention actions



PART B: Full guide

The ability to provide support for students who fail to engage in their studies is one of the several areas that is believed to be a highlighted value that is added to the student experience at a Navitas College. The framework in this process guide is specifically designed to supplement a student's pastoral, welfare and academic needs, whilst identifying local resourcing requirements and prioritisation of those that require the support the most.

Pre-requisites for Attendance Monitoring

To ensure the effectiveness of attendance monitoring across the academic year, the following pre-requisites must be in place prior to and during implementation weeks.

Register completion:

Accurate completion of attendance registers is crucial and may follow one of two approved methods below:

a) Tutor led marking:

- It is recommended that registers are completed at the start of each class or between a set time agreed with the teaching staff e.g. The first 15 minutes of a lecture.
- Same-day recording should be mandatory (where possible).
- College/Student Services staff need to check that attendance is recorded before the end of the lecture/before the end of the day as appropriate.
- All attendance reporting must be entered in Navigate before the end of the week.

a) Student led marking:

- Tutors must display the attendance QR code which students can scan to record their attendance.
- Same day completion of registers through system integration.
- College /Student Services staff are responsible for compliance and may need to intervene in instances where attendance is not recorded.

Training requirements:

Teaching staff, College Services and students need to receive relevant training:

a) All teaching staff need to be properly trained or should be provided with refresher training on

- Attendance recording procedures (Manual and QR based systems)
- Correct use of the attendance codes
- Escalation process for errors or failure to record attendance.

- b) Students: Students should be provided with Demo sessions on using QR codes to record their attendance.
- c) College/Student Services staff must be trained to
 - Identify incomplete attendance registers
 - Complete attendance registers

Attendance tracking and interventions:

- It is recommended that attendance is tracked (using Navitas systems) at multiple intervals during each semester.
- Student attendance and engagement are formally reviewed during week 4, week 8 and week 12 of the semester.

Systems:

- Navigate, Navitas student record system is the primary source for inputting and extracting attendance data while PowerBI is considered a “source of truth” for data reporting.
- College Services staff to use the ‘Attendance Report’ in PowerBI to track attendance, assess attendance trends and interventions required during intervention weeks.
- All communication/emails to students should be sent via Navigate.

Communication protocol:

- Colleges must have clear, auditable and uniform templates that communicate the expectations, and consequences of poor attendance as well as stage warnings or stage hearings.
- Communications to students must be sent in a timely manner via Navigate or saved in the student’s file/records.

Recommendations and best practice:

- During intervention weeks, it is recommended that relevant staff pre-allocate time in their diaries to conduct stage hearings.
- For students aged under 18, it is recommended that parents or guardians are contacted in cases of repeated absence, non-engagement or risk of sponsorship withdrawal/termination.
- All communication, actions, and decisions relating to student attendance and engagement must be:
 - Timely,
 - Carried out in line with safeguarding and data protection requirements,
 - Accurately recorded
 - Appropriately stored, and

- Auditable.
- Evaluation of Virtual Learning Environment (VLE) logs;
- Teaching staff should be encouraged to identify and promptly escalate any attendance or engagement concerns to College/Student Services leads.

Virtual Learning Environment (VLE)

Within Navigate, it is currently possible to determine a student's access to the VLE by the security logs in the 'Records' tab of a student's record. Whilst these logs do not directly identify that attendance took place, they may be viewed, upon College management's discretion, as a form of engagement.

- With the ongoing development of data from our VLEs and other collaborative environments, future VLE engagement reports will be available to influence/consolidate engagement data.

Post-Intervention Summary

Through interventions, staff will aim to establish:

- The reason for non-attendance
- If there is a welfare concern
- If the student requires additional support to re-engage
- If the student is likely to re-engage

After sending out the appropriate warning and considering the student's response (including no response) staff will need to determine if the student's absence:

- can be justified and therefore approved (e.g. illness/medical grounds), or
- can be justified but not approved (absent without good reason, technical IT issues), or requires referral (welfare or academic support required), or
- needs an appropriate warning.

Based on the outcome of the communication, if further action is deemed necessary then intervention activity will be scheduled and implemented.

Attendance Thresholds

Attendance thresholds differ depending on the course stage or course level of study.

The processes below are for guidance and colleges are welcome to include additional interventions/communication points which should be documented in their policy (CPR).

Attendance Band 1

Band 1 attendance monitoring is to be followed by UK colleges for all programmes/course stages below Undergraduate Degree Year 1. This includes all Foundation (Year 0) programmes and Pre-session English courses which are not considered Year 1 Undergraduate Degree or Pre-Master's level of study.

Each student in this band must be required to attend a minimum of 15 hours of daytime classroom-based study per week.

Where the student has not reached 85% attendance of their classroom-based study in any given month (4 consecutive weeks), the college must review the reason for the student's absence. The student's record must then be annotated with the reason for the non-attendance and the steps being taken to improve the student's attendance.

Colleges are expected to record any authorised absences, and/or self-certification and to ensure that the student can complete their course within the permitted visa duration.

Where a student's attendance falls below 70% for three consecutive months, the college must withdraw the student's sponsorship unless there are exceptional and evidenced reasons for the non-attendance (e.g. illness). In instances of prolonged absence due to illness, the **Fitness to Study policy** is to be referenced to determine if a pause/break in studies due to changes in circumstances would be applicable and appropriate steps taken in line with Home Office requirements.

Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

Note: Under exceptional circumstances, if a student is permitted to repeat modules or semesters, they must still meet the 15hrs per week timetabled requirement.

Important definitions

Contact Point: A contact point is defined as **classroom-based study** or other required academic engagement that occurs during the designated daytime hours (8:00 am to 6:00 pm, Monday to Friday).

Examples of contact points include:

- **Scheduled Classes:** Lectures, tutorials, workshops, or practical sessions that require physical attendance.

- Assessments or examinations: Participation in formal assessments or examinations requiring the student's presence.
- Other verifiable academic activities: Timetabled academic activities such as group projects, supervised research, or fieldwork, provided they are formally scheduled and logged.

Colleges can invite students to attend sessions that are not mandatory. Such sessions must be excluded from the definition of contact points. **Examples of sessions that are excluded from contact points include:**

- Drop-in sessions,
- Workshops
- Orientation/introduction sessions
- Sessions marked as Café
- Transition sessions etc.

These must be indicated in the system by unticking the 'include in calculations box' i.e. as viewed in the image below.

Meeting
11/12/2024 12:00:00 pm

Action Links Reports

▼ Attendances

Student ID	First Name	Surname	Attended
No records found.			

▼ Tags + New

▼ Main Edit

Room	IC118A	Teacher	
Name		Starts	11 Dec 2024 12:00:00 pm
Ends	11 Dec 2024 4:00:00 pm	Is Complete	☐
Include in calculations?		☒	

Daytime: Daytime is defined as between the hours of 8:00 to 18:00, Monday to Friday.

Required levels of attendance: Under this band, the required levels of attendance can be summarised as minimum 85% in a month (four consecutive weeks). Student attendance is reviewed on a weekly and monthly basis.

Absence: Absences, whether pre-notified or post-notified should be recorded in the student's file.

All absences should be reviewed to ensure compliance with attendance requirements. Patterns of non-attendance must be monitored, and appropriate actions should be taken to re-engage students.

Colleges can approve a student's absence. In such cases, this will be considered as 'Authorised absence'. Authorised absences will only be granted under exceptional circumstances, and the college reserves the right to request relevant evidence in support of an authorised absence. Absences can be authorised by senior members of staff for example the College Director and Principal, Director of Academic Services or College/Student Services Managers.

Examples of authorised absence could include:

- A medical/hospital appointment (with the **relevant** evidence)
- Illness (accompanied by a sick note where appropriate)
- Personal injury from an accident
- Family emergency where the family member/s are gravely ill
- Compassionate leave e.g. bereavement
- Religious holiday (college may use their discretion)

Colleges are expected to record any authorised absences, and/or self-certification and to ensure that the student can complete their course within the permitted visa duration.

In instances of prolonged absence due to illness, the Fitness to Study policy is to be referenced to determine if a pause/break in studies due to changes in circumstances would be applicable and appropriate steps taken in line with Home Office requirements.

Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

Annotated Monitoring/ Record of Actions: Engagement activity that requires action (non-automated through Navigate) must be recorded on or through the student record in Navigate. This may include phone calls, face-to-face meetings, engagement plans, ITEs, etc. Engagement activity can be recorded in the notes tab of the student record and should include comprehensive details of the actions and outcomes of re-engagement. Such detail may be used as practical evidence during an audit or inspection by a regulatory body. Any forms, action plans, or emails that are not in Navigate will need to be recorded in the student's file.

Intervention Points

Intervention weeks within Band 1 are set at teaching week 4, week 8, week 12, etc. The following (summarised) interventions would be applicable depending on the student's attendance level.

- Monthly Review: On the last working day of the month (intervention week), college/student services must review student attendance data.
- Documenting Attendance Below 85%: Record instances of attendance below 85% and actions taken to improve attendance and the reason for any absences. Encourage re-engagement.
- Attendance Below 70%: If attendance drops below 70%, contact the student to encourage re-engagement and explain its impact on academic performance and visa risks. Students must be placed on a formal action plan (stage warnings). Document all communications and actions taken.
- Consecutive Low Attendance: If attendance remains below 70% the following month, take further measures to re-engage the student and document risks i.e. further stage warnings. For two consecutive months below 70%, assess attendance mid-month in the third month. Escalate to CDP and/or University Partner Compliance if attendance is still below 70% to consider sponsorship withdrawal unless valid and exceptional reasons are documented. It is recommended that the college shares this information with the University Partner for a complete risk assessment.
- Withdrawal Decision: If the college decides the student should be withdrawn or interrupted from their studies, the student should be provided with an Intention to Exclude (ITE) email/letter with an opportunity to appeal within 5 working days. Should the student appeal, a decision must be taken within 10 working days, and the student notified within that timeframe. If the appeal is unsuccessful, this must be followed by a letter confirming the date of their withdrawal/termination of studies.

The table below outlines the basic thresholds for expected attendance and intervention levels for Band 1 monitoring and engagement.

Attendance %	
Threshold	Action
Above 85%	No action or positive/encouraging email
71-84% in any given month (4 consecutive weeks)	Personalised action plan to improve attendance Record annotated with reasons for absence and action plan.
Below 70%	Stage 1 Warning Letter

	Arranged face-to-face Meeting. Record annotated with reasons for absence and action plan
Below 70% (2 consecutive months)	Stage 2 Warning Letter Arranged face-to-face Meeting. Record annotated with reasons for absence and action plan
Below 70% (3 consecutive months)	Stage 3 ITE Appeal process, then withdrawal if needed
Consecutive Absence	
Threshold	Action
0 - 10	None
10 - 15	Arrange face-to-face Meeting
Above 15	Assess the risk of programme non-completion within the permitted visa duration and refer to relevant policies to determine the course of action.

The expected actions at each threshold/intervention points are summarised in the visual below:

Attendance	T/W 1 (start of attendance monitoring)	T/W (1 st monitoring month end)	T/W 8 (2 nd monitoring month end)	T/W 12 (3 rd monitoring month end)
85% and above	No Action Plan. Recommendation: - Positive email to students above 85% - Soft touch/slight concern email to those at 85% attendance.			
71-84%		Personalised action plan to improve attendance with record annotated.	Personalised action plan to improve attendance with record annotated. Acknowledgement of improvement (those at stage warnings at previous intervention weeks) - invited to discuss further support or potential reasons for likely drop in attendance.	

0-70%	Alert and Explore email.	Stage 1 Warning Letter with action plan.	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at Stage 1 Warning) Warning Letter with a recorded action plan.	Stage 1 Warning Letter with a recorded action plan for first time offenders. Stage 2 (those previously at stage 1 warning) Warning Letter with a recorded action plan. Stage 3 Intent to Exclude (ITE) for those previously at Stage 2 warning. Students in this category can appeal within 5 working days.
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The Engagement Process

The enrolment and orientation weeks are considered as the week/s before teaching commencement. These are considered transitional weeks whereby students are registering for their programme, adapting to life outside of their home country, or for returning students, progressing onto new modules. During this period there will be reduced intervention with engagement limited to a mix of generic template emails or, where resourcing allows, personalised email responses. At this point, it is to be made explicitly clear our engagement expectations, the regulatory requirements, and the consequences of poor attendance. This sets the tone for the remaining semester.

Note: Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

The table below provides details of the expected actions each week to support the implementation of Band 1 monitoring and engagement. This is applicable to all new and returning students.

Week	Narrative	Action
Orientation and enrolment weeks	This period is for enrolment and orientation. It is also the time to nurture expectations around attendance monitoring.	Students should receive information about • their attendance obligations • the attendance monitoring process • the use of the 'Absence Form' (if available) • the consequences of poor attendance.
Teaching Week 1	Attendance <u>monitoring will commence this week.</u>	• Run attendance checks • Emails to students – refer to the recommendations below: Above 85% • It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. Those at 85% • It is recommended that those in this category are reminded of the attendance thresholds. • College services should welcome students to discuss any concerns they may have which might hinder their attendance. • Encourage these students to improve their attendance. e.g. Did you know, students that attend their classes are more likely to be successful on their course. Below 84%: • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance.

		• Should be invited to an in-person/online meeting (with a College/Student Services Officer) to discuss the reasons for their absence. • Records must be annotated i.e absence reason, meeting outcomes must be recorded in the student's file/record.
Teaching week 2 and 3	Nurture, support and monitor	• Colleges may wish to run attendance checks and communicate with students. • It is recommended that students at highest risk of non-attendance (attendance below 70%) receive weekly attendance reports
Teaching week 4 (Intervention point)	This week marks the end of the first monitoring month. Further actions are required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e. orientation week/s, previous semesters.	• Run attendance checks • Emails to students – refer to the recommendations below: Above 85% • It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. Those at 85% • It is recommended that those in this category are reminded of the attendance thresholds. • College services should welcome students to discuss any concerns they may have which might hinder their attendance. • Encourage these students to improve their attendance. e.g. Did you know, students that attend their classes are more likely to be successful on their course. 71- 84%: • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance.

		- Should be invited to an in-person/online meeting (with a College/Student Services Officer) to discuss the reasons for their absence. - Records must be annotated i.e absence reason, meeting outcomes must be recorded in the student's file/record. 0-70%: - Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. - They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. - The meeting at this stage should be held with the College/Student Services Manager (CSM). - A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. - They should be added to the Compass programme for enhanced monitoring.
Week 5 - week 7	Nurture, support and monitor	- Colleges may wish to run attendance checks and communicate with students. - It is recommended that students at highest risk of non-attendance (those at stage warnings) receive weekly attendance reports.
Teaching week 8 (Intervention point)	This week marks the end of the second monitoring month.	- Run attendance checks - Emails to students – refer to the recommendations below: Above 85%

	Further actions required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e previous intervention point, previous semester (if applicable)	• It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. Those at 85% • It is recommended that those in this category are reminded of the attendance thresholds. • College services should welcome students to discuss any concerns they may have which might hinder their attendance. • Encourage these students to improve their attendance. e.g. Did you know, students that attend their classes are more likely to be successful on their course. 71- 84% (previously at 85% or above): • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance. • Should be invited to an in-person/online meeting (with a College/Student Services Officer) to discuss the reasons for their absence. • Records must be annotated i.e absence reason, meeting outcomes must be recorded in the student's file/record. 71-84% (previously at 70% or below): • These students have shown signs of improvement (i.e. they were previously at a stage warning and have now improved). • It is recommended that they receive an email acknowledging their efforts and should have the option to discuss further support if required. • They should also be reminded of the attendance thresholds and consequences of non-attendance.
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		0-70% (<i>first-time offenders i.e those that have dropped to this attendance level for the first-time</i>): • Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. • They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. • They should be added to the Compass programme for enhanced monitoring. • The meeting at this stage should be held with the College/Student Services Manager (CSM). 0-70% (<i>second time offenders i.e those with a stage 1 warning</i>): • Students in this category should receive a Stage 2 Final warning letter alerting them that their attendance is below the required level, • They should be invited to a Stage 2 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • Reasons for absence and non-compliance with the previously agreed action plan need to be discussed and recorded. • A final action plan needs to be agreed upon.
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		The meeting at this stage should be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS).
Week 9 - week 11	Nurture, support and monitor	- Colleges may wish to run attendance checks and communicate with students. - It is recommended that students at highest risk of non-attendance (those at stage warnings) receive weekly attendance reports.

Teaching week 12 (Intervention point)	This week marks the end of the third monitoring month.	• Run attendance checks • Emails to students – refer to the recommendations below: Above 85% • It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. Those at 85% • It is recommended that those in this category are reminded of the attendance thresholds. • College services should welcome students to discuss any concerns they may have which might hinder their attendance. • Encourage these students to improve their attendance. e.g. Did you know, students that attend their classes are more likely to be successful on their course. 71- 84% (previously at 85% or above): • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance. • Should be invited to an in-person/online meeting (with a College/Student Services Officer) to discuss the reasons for their absence. • Records must be annotated i.e absence reason, meeting outcomes must be recorded in the student's file/record. 71-84% (previously at 70% or below): These students have shown signs of improvement (i.e. they were previously at a stage warning and have now improved).
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		• It is recommended that they receive an email acknowledging their efforts and should have the option to discuss further support if required. • They should also be reminded of the attendance thresholds and consequences of non-attendance. 0-70% (<i>first-time offenders i.e those that have dropped to this attendance level for the first-time</i>): • Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. • They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. • They should be added to the Compass programme for enhanced monitoring. • The meeting at this stage should be held with the College/Student Services Manager (CSM). 0-70% (<i>second time offenders i.e those with a stage 1 warning</i>): • Students in this category should receive a Stage 2 Final warning letter alerting them that their attendance is below the required level, • They should be invited to a Stage 2 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance.
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		• Reasons for absence and non-compliance with the previously agreed action plan need to be discussed and recorded. • A final action plan needs to be agreed upon. • The meeting at this stage should be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS). 0-70% (Third time offenders i.e those with a stage 2 warning): • Students in this category should receive a Stage 3 Intention To Exclude (ITE) letter. This letter should let them know that they have had below 70% attendance for three consecutive months (i.e. teaching weeks 4, 8 and 12) and that the college must now withdraw sponsorship. • Any appeals/ exceptional reasons for non-attendance must be made known to the College within 5-10 days from the date of issue of the letter/email *. • The withdrawal/termination must be reported to the Home Office through the University Partner. <i>*Should the student appeal, a decision must be taken within 10 working days, and the student notified within that timeframe. If unsuccessful, this must follow with immediate withdrawal/termination of sponsorship. This must be reported to the Home Office through the University Partner.</i>
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Note: Attendance monitoring continues to the next semester (post exams where applicable) and is not reset during the academic year.

Variations to Band 1 attendance monitoring

Variation to Band 1 monitoring will apply to colleges with course stages below Year 1 of Undergraduate Degree where the semester duration differs from the standard 12-week semester.

Shorter Programmes:

For semesters that are shorter than the standard 12-week semester, the third intervention checkpoint should be conducted at the end of the semester.

Longer Programmes:

For semesters extending beyond the standard 12-week duration, colleges are advised to adopt a holistic approach while reviewing student attendance either at the end of the semester or at the first intervention week of the following semester. This means that, the college should consider attendance trends over time instead of isolated absences.

Attendance Band 2

Band 2 attendance applies to all UK Colleges for all course stages at Undergraduate Degree Year 1 or above, including Pre-master's programmes.

Academic engagement in Band 2 is indicated by activities such as:

- Attending required lectures, seminars, or tutorials
- Undertaking required laboratory work, research, or fieldwork
- Submitting essays, assignments and attending examinations

Under Band 2, the **maximum period of non-engagement** before intervention takes place is 60 days, excluding post-graduate research and doctoral students. Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

Important Definitions

Contact Point: A Contact Point under Band 2 is defined as a scheduled engagement. **Scheduled engagement** includes any interaction or event where attendance is deemed to be mandatory.

All meetings, appraisal points, and/or interviews that a student is informed as 'required to attend' by the College are classified as scheduled engagement points and must be attended.

The following are examples of expected attendance contact points: -

- registration with the College or University;
- a lesson, lecture, tutorial or seminar;
- a test, examination or assessment board;
- an appointment with a welfare adviser or student service adviser;
- submitting coursework;
- an interim dissertation, coursework or report; etc

Required levels of attendance: Under this band, students are expected to maintain an overall attendance of 85% in a month (4 consecutive weeks) failing which they will be placed on the **Compass Programme**.

Absence: Absences, whether pre-notified or post-notified should be recorded in the student's file.

All absences should be reviewed to ensure compliance with attendance requirements. Patterns of non-attendance must be monitored, and appropriate actions should be taken to re-engage students.

Colleges can approve a student's absence. In such cases, this will be considered as 'Authorised absence'. Authorised absences will only be granted under exceptional circumstances, and the college reserves the right to request relevant evidence in support of an authorised absence. Absences can be authorised by senior members of staff for example the College Director and Principal, Director of Academic Services or College/Student Services Managers.

Examples of authorised absence could include:

- A medical/hospital appointment (with the **relevant** evidence)
- Illness (accompanied by a sick note where appropriate)
- Personal injury from an accident
- Family emergency where the family member/s are gravely ill
- Compassionate leave e.g. bereavement
- Religious holiday (college may use their discretion)

Colleges are expected to record any authorised absences, and/or self-certification and to ensure that the student can complete their course within the permitted visa duration.

In instances of prolonged absence due to illness, the **Fitness to Study policy** is to be referenced to determine if a pause/break in studies due to changes in circumstances would be applicable and appropriate steps taken in line with Home Office requirements.

Students (including those that are repeating) should not be permitted more than a total of 60 consecutive days' absence in an academic year. During an 'authorised absence,' the student should not be placed on an interruption, and they must be able to complete their programme within their existing period of leave/student visa.

In all instances, **the College must remain in contact with the student during the period of authorised absence** and be able to continue to meet its sponsor's duties.

Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

Consecutive Absence: The monitoring of consecutive absence remains a valid engagement tool as it helps to identify students who have been absent from scheduled engagement for an unsatisfactory length of time. Absence for the stated reporting periods below will help the College identify students who may require urgent welfare or pastoral support. It may also define whether a student is unprepared to take their studies seriously or may have gone Absent Without Official Leave (AWOL). Colleges must follow the process outlined at each absence point. Where mitigating circumstances have been identified and absence has been approved, a mark on their attendance record should be made so consecutive absence is reset.

Consecutive Absence	Engagement Activity
0 – 9 days	No action required
10 – 14 days	• Request and hold a face-to-face meeting • engagement plan initiated, • and student has 5 days to respond and engage.
15 days and above	If no response from meeting request/ response from meeting request but no improvement up to the 15th day: • Assess the risk of programme non-completion within the permitted visa duration and • Refer to relevant policies to determine the course of action.

Annotated Monitoring/ Record of Actions: Engagement activity that requires action (non-automated through Navigate) must be recorded on or through the student record in Navigate. This may include phone calls, face-to-face meetings, engagement plans, ITEs, etc. Engagement activity can be recorded in the notes tab of the student record and should include comprehensive details of

the actions and outcomes of re-engagement. Such detail may be used as practical evidence during an audit or inspection by a regulatory body. Any forms, action plans, or emails that are processed out of Navigate will need to be recorded in the student's record/file.

Intervention Points

Intervention weeks within Band 2 are set at week 5, week 7, week 9, week 11 etc. The following (summarised) interventions would be applicable depending on the student's attendance level.

At or above 85%: A student is deemed to have met the attendance requirement if their attendance is above 85%. This is considered as level 0 where no intervention is required.

Attendance between 70% and 84%: This is the first intervention point as the student's engagement has fallen below the required percentage. At this stage, students are to receive an attendance reminder emails with attendance expectations.

Attendance between 50% and 70%: This is the second intervention point where a student receives warning emails with the attendance expectations and consequences of non-attendance clearly explained.

Attendance between 30% and 50%: This is the third intervention point where a student is invited to a face-to-face meeting as they are considered as a Level 3 Attendance Risk.

Attendance below 30%: If a student's attendance level is below 30%, they are at a higher risk of losing their student visa sponsorship. If the college decides the student should be withdrawn or interrupted from their studies, the student should be provided with an ITE email/letter with an opportunity to appeal within 5 working days. Should the student appeal, a decision must be taken within 10 working days and the student notified within that timeframe. If unsuccessful, this must be followed by a letter confirming the date of their withdrawal/termination of studies.

The table below outlines the basic thresholds for expected attendance and intervention levels at Band 2 monitoring and engagement.

Attendance %	
Threshold	Action
Above 85%	No action or positive/encouraging email
70-85%	Attendance reminder email
50-70%	Warning emails

30-50%	Stage 1 * Warning Letter Arranged face-to-face Meeting. Record annotated with reasons for absence and action plan <i>*Escalated to stage 2 if within the same attendance bracket at next intervention point.</i>
Below 30%	Stage 1 * Warning Letter Arranged face-to-face Meeting. Record annotated with reasons for absence and action plan <i>*Escalated to ITE if within the same attendance bracket at next intervention point.</i>
Consecutive Absence	
Threshold	Action
0 – 10 days	None
10 -15 days	Arrange face-to-face Meeting
Above 15	Assess the risk of programme non-completion within the permitted visa duration and refer to relevant policies to determine the course of action.

The Engagement Process

The enrolment and orientation weeks are considered as the week/s before teaching commencement. These are considered transitional weeks whereby students are registering for their programme, adapting to life outside of their home country, or for returning students, progressing onto new modules. During this period there will be reduced intervention with engagement limited to a mix of generic template emails or, where resourcing allows, personalised email responses. At this point, it is to be made explicitly clear our engagement expectations, the regulatory requirements, and the consequences of poor attendance. This sets the tone for the remaining semester.

Note: Colleges must also withdraw the student's sponsorship and notify the Home Office (through their University Partner) where a student has deferred their studies or has not been attending their studies for more than 60 days.

The table below defines both student engagement and non-engagement:

Engaged	Non-Engaged
- Attendance at a scheduled 'session' - Class, seminar, tutorial - Meeting (one-to-one/group) as recorded by a lecture/tutor/member of administration staff - Browsing data, taken from Moodle/other VLE	No clear evidence of a student attending a scheduled session

The table below provides details of the expected actions each week to support the implementation of Band 2 monitoring and engagement. This is applicable to all new and returning students.

Week	Narrative	Action
Orientation & enrolment weeks	This period is for enrolment and orientation. It is also the time to nurture expectations around attendance monitoring.	Students should receive information about - their attendance obligations - the attendance monitoring process - the use of the 'Absence Form' (if available) - the consequences of poor attendance. Returning students may be invited to attend additional meetings if they were on action plans during the previous semester or were issued an ITE.
Teaching week 1	Attendance monitoring will commence this week.	No action required.
Week 2 & 3	Nurture, support and monitor	- Colleges may wish to run attendance checks and communicate with students. - During teaching week 3, the following actions are recommended for students at highest risk of non-attendance (attendance below 70%): 50-70%:

		Gentle reminder about attendance expectations. Below 50%: Attendance warning email encouraging students to contact college. The college may wish to conduct welfare calls to the parents/guardians of any U18 students in this category.
Teaching week 4 (Intervention point)	Further actions are required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e. orientation week/s, previous semesters.	• Run attendance checks • Emails to students – refer to the recommendations below: Above 85% • It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. 70-85% • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance. • Should be encouraged to contact College/Student Services about the reasons for their absence. 50-70% • Students in this category should be provided with warning emails of the consequences of non-attendance. • Should be encouraged to contact College/Student Services about the reasons for their absence. Below 50% • Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final

		warning), subsequently leading to a withdrawal from their course. • They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • The meeting at this stage should be held with the College/Student Services Officer (CSO). • A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. • They should be added to the Compass programme for enhanced monitoring.
Week 5 - week 7	Nurture, support and monitor	• Colleges may wish to run attendance checks and communicate with students.
Teaching week 8 (Intervention point)	Further actions are required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e. orientation week/s, previous semesters.	• Run attendance checks • Emails to students – refer to the recommendations below: Above 85% It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. • They should be encouraged to continue attending. 70-85% • Students in this category should be reminded of the attendance thresholds and consequences of non-attendance. • Should be encouraged to contact College/Student Services about the reasons for their absence. 50-70% • Students in this category should be provided with warning emails of the consequences of non-attendance.

		• Should be encouraged to contact College/Student Services about the reasons for their absence. Below 50% (<i>first-time offenders i.e those that have dropped to this attendance level for the first-time</i>): • Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. • They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • The meeting at this stage should be held with the College/Student Services Officer (CSO). • A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. • They should be added to the Compass programme for enhanced monitoring. Below 50% (<i>second time offenders i.e those with a stage 1 warning</i>): • Students in this category should receive a Stage 2 Warning Letter* alerting them that their attendance is below the required level, • They should be invited to a Stage 2 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. • The meeting at this stage should be held with the College Services Manager.
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		- A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. - They should be added to the Compass programme for enhanced monitoring. <i>*Intention to Exclude (ITE) for those with attendance below 30% with meetings (if any) to be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS).</i>
Week 9 - week 11	Nurture, support and monitor	Colleges may wish to run attendance checks and communicate with students.
Teaching week 12	Further actions are required depending on attendance level. Staff are reminded to look at PowerBI for previous attendance trends i.e., orientation week/s, previous semesters.	- Run attendance checks - Emails to students – refer to the recommendations below: Above 85% - It is recommended that students in this category receive positive/encouraging email commending them for their compliance with the requirements. - They should be encouraged to continue attending. 70-85% - Students in this category should be reminded of the attendance thresholds and consequences of non-attendance. - Should be encouraged to contact College/Student Services about the reasons for their absence. 50-70% - Students in this category should be provided with warning emails of the consequences of non-attendance. - Should be encouraged to contact College/Student Services about the reasons for their absence.

		Below 50% (<i>first-time offenders i.e those that have dropped to this attendance level for the first-time</i>): - Students in this category should receive a Stage 1 Warning Letter. The letter should also advise students that if their attendance does not improve, following the meeting and the agreed action plan, they will be moved to a Stage 2 (Final warning), subsequently leading to a withdrawal from their course. - They should be invited to a Stage 1 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. - The meeting at this stage should be held with the College/Student Services Officer (CSO). - A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file. - They should be added to the Compass programme for enhanced monitoring. Below 50% (<i>second time offenders i.e those with a stage 1 warning</i>): - Students in this category should receive a Stage 2 Warning Letter* alerting them that their attendance is below the required level, - They should be invited to a Stage 2 meeting to discuss the reasons for their absence and to reinforce the need to improve their attendance. - The meeting at this stage should be held with the College Services Manager. - A summary of the discussion and action plan at this stage hearing should be recorded/saved in the student's file.
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		• They should be added to the Compass programme for enhanced monitoring. • <i>*Intention to Exclude (ITE) for those with attendance below 30% with meetings (if any) to be held with the College Director and Principal (CDP) or the Director of Academic Services (DAS).</i> Below 50% (Third time offenders i.e those with a stage 2 warning): • Students in this category should receive a Stage 3 Intention To Exclude (ITE) letter. This letter should let them know that the college must now withdraw sponsorship due to non-attendance and engagement. • Any appeals/ exceptional reasons for non-attendance must be made known to the College within 5-10 days from the date of issue of the letter/email*. • The withdrawal/termination must be reported to the Home Office through the University Partner. <i>*Should the student appeal, a decision must be taken within 10 working days, and the student notified within that timeframe. If unsuccessful, this must follow with immediate withdrawal/termination of sponsorship. This must be reported to the Home Office through the University Partner.</i>
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Appendices

Appendix A – Absence Form

Absences, whether pre-notified or post-notified should be recorded in the student's file. It is expected that the Absence Form contains the following information:

For student to fill

Student ID number:

Student Name:

Programme:

Date of absence:

From (DD/MM/YY)

To (DD/MM/YY)

Absence reason:

For staff to fill

Previous absences:

(the details of the absences i.e number of previous authorised absences, unauthorised absences)

Concerns:

(Indicate if other concerns like welfare, health and wellbeing, academic etc are present)

For CDP, DAS, CSM to fill

Absence decision:

Authorised/Unauthorised

Absence commentary:

CDP, DAS, CSM initials:

Signature

Date

(initials/signature of the Authorising official)

Appendix B - Attendance Code

Navigate offers a range of attendance codes that can be applied to a student's attendance, or non-attendance, to a scheduled engagement. A list of the attendance codes, in the following table, is available to update a register or individual student attendance booking.

Within each register, there is the opportunity to mark all students within a class. The options available are **Mark all Attended** and **Mark all Absent**. If all students are present or absent this feature can be used.

Note: Occasionally a class will be timetabled that contains no student records. To mark these classes as complete the 'Is Complete' tick box will need to be selected by editing the 'Main' tab of the attendance booking. These classes will not affect a student's percentage attendance.

Attendance Code	Attendance Meaning
Attendance in Person (AP)	Student is present in class in person (up to 10 minutes late)
Attendance Online (AO)	To be used under exceptional circumstances when classes are conducted online.
Late in Person	Student is considered late for class (Student attends 75% of the class i.e is delayed by up to 25% of timetabled session)
Half in Person (HP)	Student attends class in person but he/she is late and attends 50% of the class
Approved	Student's absence is approved (e.g. sickness)
Medical	Student provides medical notes for sickness
Late Registration	Student has registered late to the current term
Bereavement	Student has a close family bereavement (with supporting evidence)
Attendance not required	Used when a student within a group class is not required to attend
No	Student is absent

Appendix C – Attendance Report/ Reliability

The Attendance Report provides a full overview of a student's weekly attendance percentage and consecutive absence summary for a selected semester. The report is a live data set hosted by Microsoft PowerBI. Relevant staff that manage attendance will have access to the report to be able to address engagement as outlined in this process guide.

The report will identify a student's attendance percentage (%) and the attendance threshold level they currently maintain at a given week. After 4 weeks, a '4 weekly' rolling average will be available highlighting the average attendance for all scheduled classes/engagements during the previous 4-week period. Furthermore, data will be available that shows the average semester attendance and threshold level as well as a previous semester attendance average and threshold level.

Reliability

Evidenced on the PowerBI Attendance Report will be a reliability scoring metric aimed at determining if the data you are viewing for each student is an accurate reflection of their current attendance and threshold level. The levels are as follows:

Reliability %	Meaning
100%	Attendance bookings have mostly been completed, and the attendance data has a high probability of accuracy
< 100%	Some attendance bookings are missing, and the attendance data has a medium to low probability of accuracy.

Where the reliability is below 100% there are likely to be incomplete bookings (registers and attendance marks) in a student record. To update incomplete bookings and enhance the accuracy of the attendance data the process in Glossary C is to be followed.

Appendix D – Searching for Missing Attendance

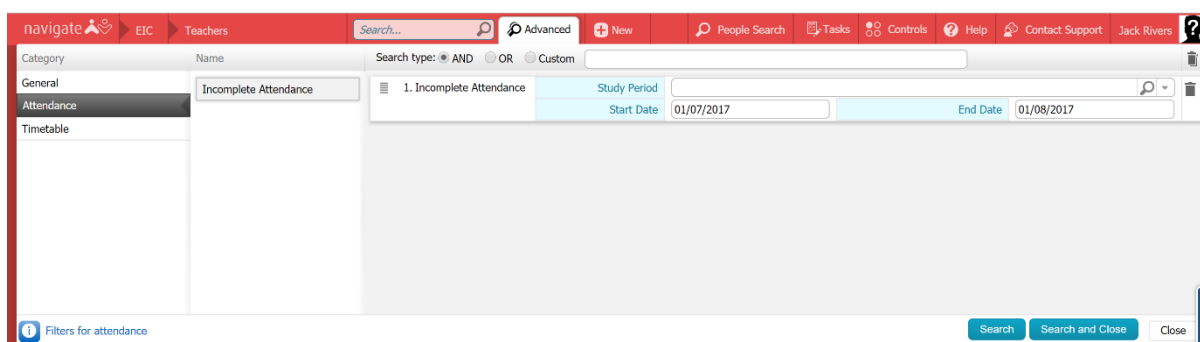
It is recommended that missing attendance is followed up routinely throughout each week of the semester.

This activity must be run in Navigate through either the **Teacher's** work area or **Bookings** work area before attendance monitoring actions are taken to ensure that attendance records are complete. Failing to do this will result in incorrect attendance calculations for students and a low-reliability score.

Where attendance is missing, the college should follow up with the Teacher to ensure that this is completed promptly. Where individual student attendance has not been completed, College Services may need to complete this themselves if they know the correct information to input.

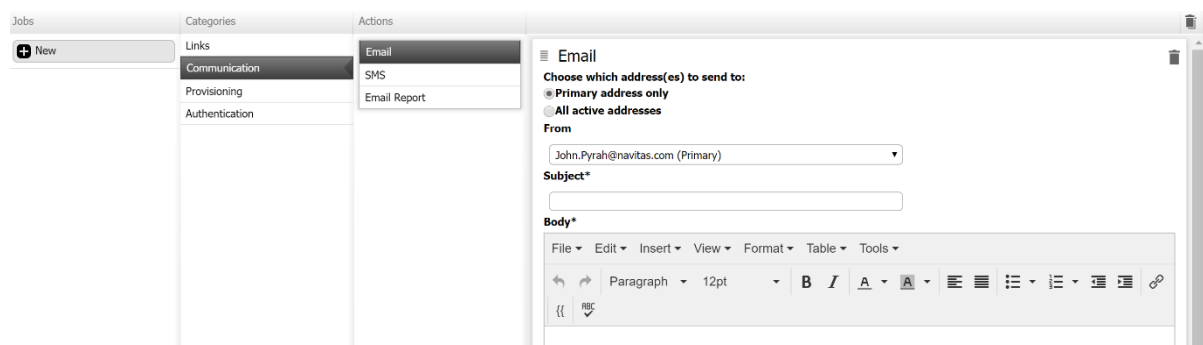
Teachers Work Area

1. Select your relevant business unit.
2. Select the '**Teachers**' work area found below the **Academic Supporting Data** work area.
3. Next, select '**Advanced**', this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.
4. Click '**Attendance**' from the category list - this will generate a list of sub-categories that you can drag and drop into the search filter. Drag '**Incomplete Attendance**' into the search field (see diagram below). Enter a **Start** and **End** date period covering the time since you last ran the report or select a full study period from the study period field (this will auto-populate the full-term period for a particular cohort).



5. Select '**Search and Close**'.
6. This will present you with all the teachers who have any attendance missing from this period.
7. Select the Controls button  and Actions  from the drop-down menu.

8. This selection will take you to a new screen.



9. Select '**Communication**' from the Category's menu.

10. Next, select '**Email**' from the Actions menu and drag and drop it into the Actions area.

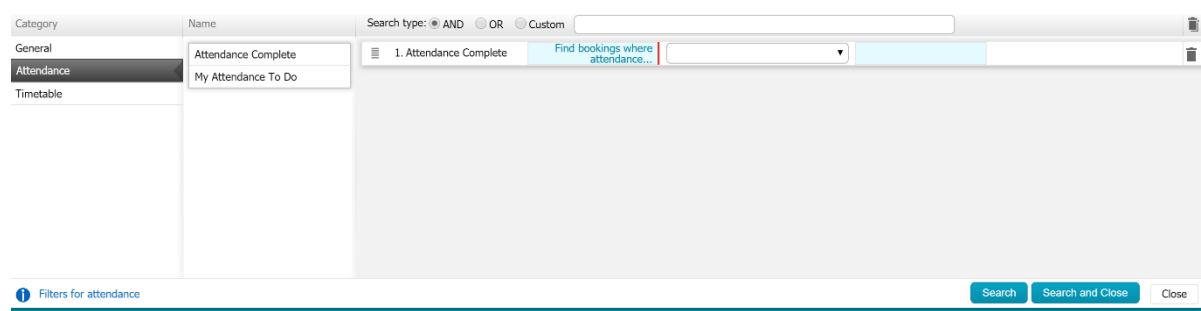
11. Choose to send your email to either the teacher's primary email or any email addresses on record for that/those teachers.

12. Enter an appropriate subject line and text for the body of the email.

13. When you are ready, you can then select to preview the email, and once happy with the content, Queue the emails to send.

Bookings Work Area

1. Select your relevant business unit.
2. And enter the '**Bookings**' work area under the **Timetable** work area list.
3. Select '**Advanced**', this will open the search function – which will split your screen into your search area, and your results area – where you will be able to work with your generated worklist.
4. Select the '**Attendance**' category - this will generate a list of sub-categories that you can drag and drop into the search filter. Drag '**Attendance Complete**' to find bookings where attendance '**Is not Complete**' (select).



5. From the **'General'** category drag **'Field'** into the search area. Enter the Field **'Ends'**, Operator **'On or before date'** and Search Term using today's date or the last day of the week (e.g, running the list on a Friday).
6. From **'General'** drag **'Field'** into the search area again. Enter the Field **'Starts'**, Operator **'On or After'** and **'Search Term'** adding the last date that this process was carried out (eg, a week ago or start of current term).

The screenshot shows the 'General filters' dialog box. On the left, the 'Field' category is selected. The search area contains three filters: 1. Attendance Complete (Find bookings where attendance...), 2. Field filter (Field: Ends, Operator: On or before date, Search Term: 20/09/2019), and 3. Field filter (Field: Starts, Operator: On date, Search Term: 16/09/2019). The 'Search' button is highlighted.

7. Select **'Search and Close'**
8. This will then present you with any classes where attendance has not been fully completed.

The screenshot shows the 'Search Results' page. On the left, a list of classes is shown. On the right, a detailed view of a specific class (ADP103) is shown. The 'Attendances' section shows a table with columns for Student ID, First Name, Surname, and Attended. The 'Main' section shows details for the class, including Room, Name, Start, End, Teacher, and Is Complete.

Student ID	First Name	Surname	Attended
ABOEC1603	Elena	ABOLISHINA	
BENMC1603	Memunatu	BEN KARGBO	
HYERC1503	Rabika	HYE	
JARHC1701	Hicham	JARAOUD	
PAZTC1603	Teresa	PAIS MONTERO	
SEONC1702	Kirungduk	SEO	

Room	Name	Start	End	Teacher	Is Complete
HUM020A		26 Jul 2017 9:00:00 am	26 Jul 2017 12:30:00 pm	Jenny Spencer	☐

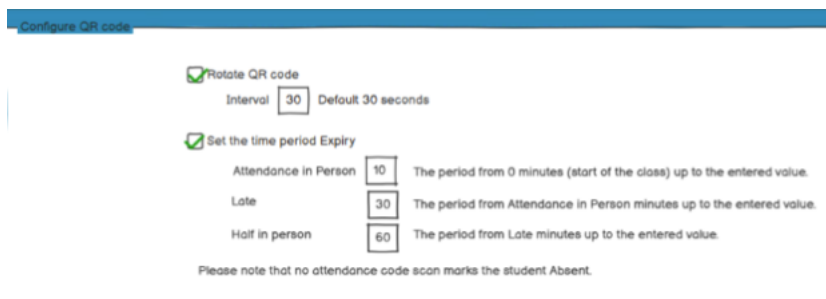
9. Where attendance is missing, the college should follow up with the Teacher to ensure that this is completed promptly. Where individual student attendance has not been completed, Student/Academic Services may need to complete this themselves if they know the correct input.

Appendix E – QR Code Generation

- Log into the Student Portal **Axis**.
- Go to your scheduled/timetabled class.
- You will see two new buttons as in the snippet below:



- Click on '**Configure QR Code**' – a new pop-up window will appear with pre-defined default settings based on the standard class duration of **1 hour**.
- Tick the checkbox '**Rotate QR Code**' (snippet below). This will always default to **30 seconds**.
- Tick the checkbox '**Set the time period expiry**' (Depending on session durations).

A screenshot of a 'Configure QR code' pop-up window. It has a blue header bar with the title 'Configure QR code'. The main area is white and contains two sections. The first section is 'Rotate QR code', which has a checked checkbox and an 'Interval' field set to '30' with the text 'Default 30 seconds' next to it. The second section is 'Set the time period Expiry', which also has a checked checkbox. Below this are three rows of settings: 'Attendance in Person' with a value of '10' and a description 'The period from 0 minutes (start of the class) up to the entered value.'; 'Late' with a value of '30' and a description 'The period from Attendance in Person minutes up to the entered value.'; and 'Half in person' with a value of '60' and a description 'The period from Late minutes up to the entered value.' At the bottom, there is a note: 'Please note that no attendance code scan marks the student Absent.'

Note: The default is set to the standard class duration of 1 hour. These must be manually updated for other class duration.

- Close the window.
- Click on '**Create QR Code**' – A new pop-up window will be displayed. This window needs to remain visible for the students when you start your class to allow them to register their attendance.

QR Code Configuration: 'Set the time period expiry'

One-hour session:

Attendance in person	20 The period from 0 minutes (start of the class) up to the entered value.
Late	60 The period from Attendance in Person minutes up to the entered value.
Half in person	120 The period from Late minutes up to the entered value.

Two-hour session:

Attendance in person	20 The period from 0 minutes (start of the class) up to the entered value.
Late	60 The period from Attendance in Person minutes up to the entered value.
Half in person	120 The period from Late minutes up to the entered value.

Four-hour session:

Attendance in person	40 The period from 0 minutes (start of the class) up to the entered value
Late	120 The period from Attendance in Person minutes up to the entered value.
Half in person	240 The period from Late minutes up to the entered value.

Appendix E – Student Notifications

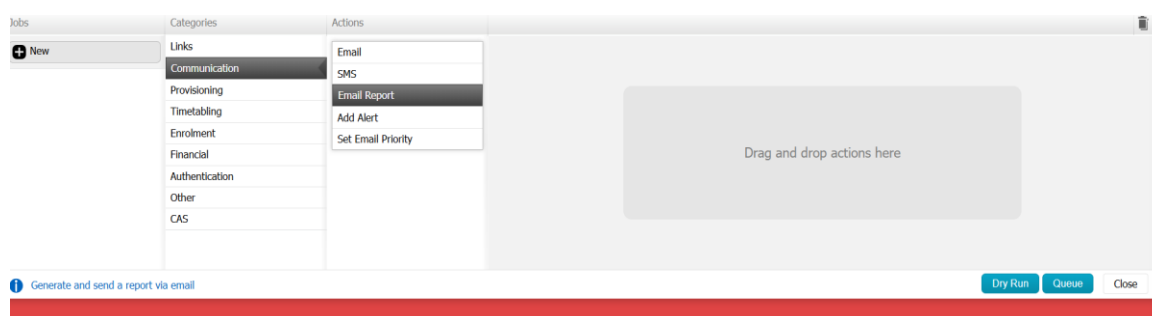
Re-engagement is a pivotal aspect of maintaining the student experience and expectations whilst adhering to our operational relationship with our University Partner, and Immigration duties as prescribed in the latest Attendance and Engagement Policy.

Upon identifying a student has breached an attendance threshold (identified in the Attendance Threshold table), the relevant action prescribed in the engagement process is carried out.

Reminder: It is a regulatory requirement that detailed notes of the actions and outcomes of the monitoring and engagement activity are captured in Navigate.

To send a communication to multiple students:

1. Create a work list of students you want to communicate with.
2. From your work list, select  **Controls > Actions**.
3. Select **Communication** and depending on your college set up, drag the method you wish to use (Email Report) to the action pane:
 - Use **Email Report** to send a personalised report to each student.



4. If using **Email** or **Email Report**:
 - Choose recipient group '**Student**' to send email to
 - Choose which addresses the report is to be sent to
 - Choose the email address you'd want to send the repor from
 - Choose the email template

Choose which address(es) to send to:

- ☒ **Primary address only (Top Ranked)**
- ☐ **Personal address (or Primary where applicable)**
- ☐ **Partner Uni address (or Primary where applicable)**
- ☐ **All active addresses**

From

College.ServicesHIC@hic.navitas.com

Select Template

Select Template

5. Select the required report from the **Report Attachment** field, such as a Weekly Attendance, Attendance Statement.

P » SPAN

File Attachments

No file chosen

Upload single or multiple file(s). The total size of all attachments must not exceed 13 MB

Template Attachments

Attach templates to your loaded template, if any. These get rendered and attached as PDF.

Report Attachment

Weekly Attendance

Report Format

☒ PDF ☐ Word ☐ Excel ☐ CSV ☐ XML

6. Click **Queue** to send the emails. If you want to do a test run first, click **Dry Run**.