Procedure to respond to poor student attendance or performance (Regulations 3.1 & 3.2)

Guidance notes

The Procedure to respond to poor student attendance or performance flowchart and checklist should be used to support Directors of Studies whenever there are concerns about a student's attendance or performance. Particular examples may be:

- Missing student
- Poor attendance at lectures, seminars
- Loss of contact with student e.g. student who should be returning from suspense
- Super contact point for Tier 4 visa holders (stage average of <40% after an exam period)
- Two missed contacts for Tier 4 visa holders

In cases involving Tier 4 visa holders, the flowchart, this guidance, and the checklist will help to ensure that documentary evidence is collated and retained so as to satisfy the University's responsibilities to the Home Office (UKVI). Where a student may be missing, this is similarly important.

Using the flowchart and checklist will enable you to collate supporting evidence for any decision that you may take. These guidance notes are intended to provide suggestions as to the type of evidence (both positive and negative) which may need to be collated.

Once a Director of Studies has been made aware of poor attendance or performance, they should invite the student to meet with them face to face. If the student is on placement, it may be appropriate for the meeting to be held via Skype or similar.

The Director of Studies should make the student aware that failure to attend the meeting or respond to the email may result in further action being taken.

Suggested wording for this email can be found in Appendix 1.
Prior to the meeting with the student, the Director of Studies should review information about the student’s attendance and performance. Information about attendance monitoring events for Tier 4 visa holders will have been provided by the Student Immigration Service if they raised concerns about the student’s attendance. If concerns were raised within the student’s department, the Student Immigration Service may be consulted for information about the student’s attendance at centrally organised attendance monitoring events.

The Director of Studies should consider all types of attendance and engagement, including coursework submission, attendance at exams, and participation in group work. Evidence of this should be collated so that there are definitive points for discussion during the meeting. This discussion should guide you to a decision as to whether the student should be supported to continue in their studies, or whether they should be suspended or withdrawn. It is crucial that, for Tier 4 visa holders especially, a clear trail is evident and that there are compelling reasons for any actions taken.

Where a Tier 4 visa holder’s potential poor attendance has been identified by the Super contact point (analysis undertaken by the Student Immigration Service), point 22 of the Attendance monitoring and engagement policy [http://www.bath.ac.uk/visa/staff/docs/attendance-monitoring-engagement-policy-2016-2017.pdf](http://www.bath.ac.uk/visa/staff/docs/attendance-monitoring-engagement-policy-2016-2017.pdf) states that the Director of Studies must confirm by email within two weeks that the student is in attendance.

Discuss the student’s attendance.
Review all elements of attendance including physical attendance at lectures, and engagement with the course through participation in group activities, submission of coursework etc. Directors of Studies may wish to seek advice from the Student Immigration Service.
attendance and engaging with their studies and how they have come to this conclusion. This is represented by the section of the flowchart highlighted above (Outcome 1).

Where a Tier 4 visa holder’s potential poor attendance has been identified by the two missed contacts process (analysis undertaken by the Student Immigration Service), it is recommended that the section of the flowchart leading to Outcome 1 is completed within two weeks.

Students should be given the opportunity to discuss their situation with an appropriate advisor. If the student is a Tier 4 visa holder, they should be referred to the Student Immigration Service (SIS) so that they can be advised about the impact of suspension or withdrawal on their visa.

As well as stating verbally that a student should make an appointment to see SIS, it would be good practice for Directors of Studies to email SIS and copy the student in so that the student is aware of the next step that they should take.

SIS’s email address is: student-immigration-advice@bath.ac.uk

If the Director of Studies has emailed SIS, once the student and a SIS Caseworker have met, a summary of the meeting will be emailed to the Director of Studies. SIS will refer the student back to the Director of Studies to continue the process.

Students who are not Tier 4 visa holders should be encouraged to make an appointment with an appropriate advisor in Student Services. Services provided include counselling and mental health, disability, and funding.

All reasonable steps should be taken to give the student an opportunity to meet with their Director of Studies to discuss their situation. Every effort should be made to engage with the student.

For Tier 4 visa holders, the University must be seen to act promptly whenever concerns of non-engagement emerge; any decisions taken must justifiable to the Home Office (UKVI) and documentary evidence of them must be retained.

The Director of Studies should make the student aware that failure to attend the meeting or respond to the email will result in further action being taken.

Suggested wording for this email can be found in Appendix 2.
The Missing Student Procedure can be found on this website: http://www.bath.ac.uk/staff/student-services/missing-student/index.html

The full procedure, including paragraph 2.1, is found in the PDF at the bottom of the page.

This also contains useful advice for staff.

Once a student's whereabouts have been established, the student must be given one final opportunity to meet with their Director of Studies.

The Director of Studies should make the student aware that failure to attend the meeting or respond to the email may result in further action being taken. This could mean the student being recommended for suspension or withdrawal.

Suggested wording for this email can be found in Appendix 3.
Dear

Re: Meeting to discuss attendance and progress: [DATE]

Your recent poor attendance/performance has been highlighted to me by [the Student Immigration Service/your Personal Tutor/any other officer of the University]. As a result, you are required to attend a meeting with me to discuss your current situation. [If the student is away from campus then you may wish to hold the meeting via Skype or similar.] The meeting details are:

Date:

Time:

Location:

Failure to attend the meeting or respond to this email to arrange an alternative date will lead to further action being taken. This action could result in your suspension or withdrawal from the University. [Tier 4 only: As a Tier 4 visa holder, withdrawal from the University will mean that your visa will be curtailed and you will be required to leave the UK.]

I look forward to hearing from you.

Kind regards

Director of Studies
Appendix 2

Dear

Re: URGENT - Meeting to discuss attendance and progress: [DATE]

With reference to my email sent on [DATE], you are required to attend a meeting with me to discuss your attendance/performance. The meeting details are:

Date:
Time:
Location:

Failure to attend the meeting or respond to this email to arrange an alternative date will lead to further action being taken. You will only receive one further communication before you will be recommended for withdrawal from the University. [Tier 4 only: As a Tier 4 visa holder, withdrawal from the University will mean that your visa will be curtailed and you will be required to leave the UK.]

I look forward to hearing from you.

Kind regards

Director of Studies
Dear

Re: FINAL WARNING - Meeting to discuss attendance and progress: [DATE]

With reference to my emails sent on [DATE] and [DATE], you are required to attend a meeting with me to discuss your attendance/performance. The meeting details are:

Date:

Time:

Location:

If you do not attend the meeting or respond to this email to arrange an alternative date, you will be recommended to the Director of Academic Registry for withdrawal. [Tier 4 only: As a Tier 4 visa holder, this will mean that your visa will be curtailed and you will be required to leave the UK. It may also have an impact on your ability to apply for a Tier 4 visa in the future.]

I look forward to hearing from you.

Kind regards

Director of Studies