Introduction

This flowchart should be used to support Directors of Studies whenever there are concerns about a student’s attendance or engagement with their studies. In cases involving Tier 4 visa holders, the flowchart, and its associated guidance and 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.

The flowchart is a prompt to good practice, but Directors of Studies should take all action necessary to encourage students to re-engage with their studies.

The timeframes listed in the flowchart are for guidance and should help Directors of Studies to act in a timely manner.

**Summary of meeting and agreed action plan**

Department/Compliance Team identifies problem

- Director of Studies notified
  - Director of Studies invites the student in to a meeting by email (use BUCS and personal email addresses) – meeting 1 week from email date.

**Activities in pink to be completed by the Head of Student Services**

- Phone and email the student to invite them to a meeting – no more than 2 days from phone/email date. Log dates and times of phone call attempts.
- Review all elements of attendance.
- Is the student’s attendance satisfactory?
  - YES
  - NO

**Activities in yellow to be completed by Directors of Studies**

- Summary of meeting and agreed action plan kept for Director of Studies’ own records and, for Tier 4 students, copied to the Compliance Team.
- 1 Tier 4, refer to ISAT for advice. If non-Tier 4, refer to Student Services
- Does the student agree to be suspended/withdrawn?
  - YES
  - NO

**Activities in turquoise to be completed by Academic Registry**

- Are the student’s whereabouts known?
  - YES
  - NO

- Missing Student Procedure 2.1 - aim to complete promptly e.g. 2 days
  - Director of Studies uses Missing Student Procedure 2.1 to complete promptly e.g. 2 days

- Write a letter to home and contact addresses, and copy to BUCS and personal email addresses informing the student to attend a meeting no more than 1 week from the date of the letter.

**Key**

- Activities in turquoise to be completed by Academic Registry
- Activities in yellow to be completed by Directors of Studies
- Activities in pink to be completed by the Head of Student Services

**Is the student found?**

- YES
  - Head of Student Services meets with student
  - Is the student found?
    - YES
      - Head of Student Services implements Missing Student Procedure 2.3
      - Head of Student Services considers the student to be at risk?
        - YES
          - Academic Registry reports case to Senate
          - Academic Registry considers case to Head of Student Services
        - NO
          - Academic Registry reviews case
          - SAMIS updated. Student & UKVI/SLC notified
  - NO
    - Head of Student Services continues the process

- NO

**Outcome 1**

- SAMS updated & UKVI/SLC notified

**Outcome 2a**

- SAMIS updated, Student & UKVI/SLC notified

**Outcome 2b**

- Department/Compliance Team revises the problem
- Director of Studies uses Student Procedure 2.3
  - Student sent to meeting with Director of Studies
  - SAMIS updated. Student & UKVI/SLC notified

**Outcome 3**

- SAMIS updated. Student & UKVI/SLC notified

**Department/Compliance Team identifies problem**

- YES
  - NO