

Student Attendance Policy and Procedure

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The Student Attendance Policy and Procedure is an attendance policy that is both understanding of the issues and pressures facing students and enables the university to ensure that all students are fully engaged with their studies.	

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1. Introduction

The University has a duty to monitor attendance and to support students to complete their programme of study.

The objective of this policy is to identify students who may be facing difficulties and provide timely support to ensure their wellbeing and academic success.

All students are expected to attend all their taught sessions and/or to have contact with supervisors on a regular basis throughout the academic year.

This policy sets out the minimum expectations for attendance, defined as 'Points of Contact' and the actions that may be taken should a student meet the threshold of absence, non-attendance and missed points of contact laid out in section 4 of this procedure.

This policy sits alongside, and does not override, any attendance requirements that a student may be subject to in order to gain professional accreditation at the end of their studies. Where these requirements exist, they will be stated in the course and programme documentation.

2. Scope

2.1 This policy applies to the following groups of students:

- All students registered on a taught or postgraduate research programme that is awarded and wholly delivered by the University of Greenwich.
- Students registered on a Distance Learning or Flexible Degree programme delivered by the University of Greenwich with exception to courses and programmes that form part of Greenwich Online.
- All students registered on a taught dual degree programme that is awarded by the University of Greenwich while they are being taught at the University of Greenwich.
- Students studying on a programme at the Medway School of Pharmacy.
- Higher and Degree apprentices who are sponsored by their employers to undertake a degree apprenticeship at the University of Greenwich.

2.2 The university has other categories of student registration, which are not subject to this Policy, these are as follows:

- Students registered on courses and programmes that form part of Greenwich Online.
- Students registered on a programme that is delivered wholly or in part by a UK partner institution, except where its application may be stipulated under the relevant franchise agreement.
- Students registered at one of our international collaborative partners.
- Students at University of Greenwich International College (UGIC)

2.3 Higher and Degree Apprenticeship courses follow the process for taught students with the additions/exceptions set out in Appendix B.

2.4 Some courses and programmes of study at the university are subject to attendance requirements specified by professional bodies and other external organisations. Where this differs from that set by the University, the requirement of the professional body will prevail.

- 2.5 Where necessary, variations from the policy may be introduced with appropriate university level agreement based on specific programme requirements, which must be indicated in programme documentation.
- 2.6 Students with a registered disability that can impact regular attendance are encouraged to seek appropriate support from the [Student Wellbeing Services](#).
- 2.7 Students with a registered disability may be offered an Alternative Study Mode as part of a reasonable adjustment. This will be explored in consultation with the Student Wellbeing Service, Retention and Success Officers and Faculty representative where appropriate. Where these are approved, students must adhere to the approved method of attendance and attendance monitoring that has been approved.

3. Key Principles

- 3.1 All timescales referred to in this document are measured in 'calendar days' which means every day of the week including Saturdays and Sundays, except for university closure days such as public holidays and Christmas closures. Full details of term dates and university closures can be found here <https://docs.gre.ac.uk/rep/sas/term-dates>
- 3.2 Attendance records will be held centrally in a searchable system. Faculties are responsible for the management and maintenance of attendance records for all students on modules run by that faculty.

4. Measuring attendance

Type of student	How attendance is recorded	Definition of Missed Point of Contact for students on a visa	Definition of Missed Point of Contact for non-student visa holders
Taught students	In-person timetabled sessions	An entire week with no recorded attendance	Two weeks with no recorded attendance
Postgraduate taught students at project/dissertation stage	Supervisory meetings	Two consecutive weeks without recorded engagement	Four consecutive weeks without recorded engagement
Taught students on work or clinical/professional placement	Contact with the placement tutor or faculty placement team	Two consecutive weeks without contact with the placement tutor/team	Two consecutive weeks without contact with the placement tutor/team
Postgraduate research (PGR) students	The student writes up of a supervisory meeting with a member of the supervisory team on the PULSE system that is confirmed by a member of the supervisory team.	An entire calendar month without a confirmed supervisory meeting recorded in PULSE with a face-to-face meeting required at least once in a two-month period	An entire calendar month without a confirmed supervisory meeting recorded in PULSE with a face-to-face meeting required at least once in a four-month period

Flexible degree students	Listed in the programme documentation	Listed in the programme documentation	Listed in the programme documentation
Students' Union Officers	Contact with the Head of Information, Advice and Participation (or their nominee)	Two consecutive weeks without contact with the Head of Information, Advice and Participation (or their nominee)	Two consecutive weeks without contact with the Head of Information, Advice and Participation (or their nominee)
Higher and Degree apprentices	See Appendix B	See Appendix B	See Appendix B

Taught students – face-to-face teaching

- 4.1 Attendance will usually be recorded and monitored in most timetabled session per module per week. These could be workshops, seminars, tutorials etc.
- 4.2 Attendance during the first two taught weeks following the start of a cohort will be recorded but will not be used to escalate notifications for non-attendance. This is to establish the routine of registering attendance and to resolve any early IT issues before attendance is formally recorded.
- 4.3 An entire week with no recorded attendance at any individual module will be considered as a Missed Point of Contact for students on a student visa.
- 4.4 Two weeks with no recorded attendance at any individual module will be considered as a Missed Point of Contact for students who do not hold a student visa.
- 4.5 Where a taught student is studying overseas as part of a dual degree, Erasmus exchange or on study abroad, responsibility for recording attendance will lie with the partner institution, who must inform the student's faculty of four consecutive weeks Missed Contact within 7 calendar days and supply attendance records on request within 7 calendar days.
- 4.6 It is the responsibility of the student to arrive promptly for the start of timetabled sessions to ensure their attendance is recorded and to not disrupt the teaching being delivered. Late or partial attendance may result in their attendance not being recorded.
- 4.7 If a student were to leave a timetabled session before the attendance has been recorded, this will result in their attendance not being recorded.
- 4.8 If a student were to leave a timetabled session after recording their attendance, this may result in the session not being recorded as the student having attended.
- 4.9 Online attendance will not normally satisfy a student's attendance requirement however, where a disruption occurs that prevents the normal delivery of a taught session, the University of Greenwich reserves the right to switch to online delivery which will be recorded. Examples of the type of disruption that may occur, include industrial action longer than one day, significant adverse weather that may result in the closure of buildings or a campus, or other unforeseen circumstances that limits the use of the university estate. The university will advise students of when such decisions have been made and a switch to online delivery has been

approved.

- 4.10 The University of Greenwich may choose to review online delivery throughout the academic year and will communicate any policy changes to students accordingly.

Taught students at project/dissertation stage (postgraduate programmes only)

- 4.11 The attendance of students solely studying the project/dissertation module of their postgraduate Master's degree is monitored through regular meetings with their supervisor (either face-to-face or online).
- 4.12 Students are expected to engage with their supervisor on a fortnightly basis and complete the appropriate forms (e.g., MS Form, Moodle quiz or similar) to formally record their engagement.
- 4.13 Two consecutive weeks without the formal recording of engagement during the project/dissertation stage of a postgraduate taught course will be considered a Missed Point of Contact for students on a student visa.
- 4.14 Four consecutive weeks without the formal recording of engagement during the project/dissertation stage of a postgraduate taught course will be considered a Missed Point of Contact for other students (students who do not hold a student visa).
- 4.15 In exceptional circumstances a student's supervisor can confirm the engagement of a student during their project/dissertation stage in lieu of the completion of the appropriate forms. This will normally only be accepted once in a term where only the project or dissertation is pending.

Taught students on work or clinical/professional placement

- 4.16 The attendance of students on a work or clinical/professional placement that is a formal part of their course is monitored through contact with the Placement Tutor or Faculty Placement Team.
- 4.17 Students are expected to engage with the placement tutor/team on a fortnightly basis and complete the appropriate forms (e.g., MS Form, Moodle quiz or similar) to formally record their engagement.
- 4.18 Two consecutive weeks without contact and formal recording of engagement with the placement tutor/team will be considered a Missed Point of Contact.
- 4.19 Where a student is attending a clinical or other professional placement (e.g., nursing, social work, teaching) to satisfy a PSRB professional practice requirement, attendance will be monitored on a weekly basis (in accordance with published programme regulations).
- 4.20 If a student loses their placement for any reason, they must let their Faculty Placement Team know immediately so that alternative arrangements can be put in place.

Postgraduate Research (PGR) students

- 4.21 The attendance of PGR students is monitored through regular meetings with members of their supervisory team (either face-to-face or online). Each supervisory meeting is considered for points of contact.
- 4.22 The attendance requirements of PGR students on a student visa may differ from other PGR students in order to satisfy the requirements to maintain a suitable level of engagement, type of engagement, or records of engagement to meet the conditions and requirements of ongoing sponsorship of their student visa.
- 4.23 PGR students are expected to engage with a member of their supervisory team monthly. An entire calendar month without an appropriate point of contact will be considered as a Missed Point of Contact. This includes not meeting the minimum requirements for face-to-face meetings.
- 4.24 PGR students on a student visa are expected to ensure that a minimum of one of their meetings with a member of their supervisory team occurs face-to-face in a two-month period (i.e., at least one face-to-face meeting every other month).
- 4.25 PGR students not on a student visa are expected to ensure that at minimum of one of their meetings with a member of their supervisory team occurs face-to-face in a four-month period.
- 4.26 Failing to meet the required level of face-to-face meetings will be considered as a Missed Point of Contact even if an online meeting has been recorded (e.g., a PGR student on a student visa with two consecutive months where only an online supervisory meeting has occurred will be deemed to have missed one contact point).
- 4.27 Students will record contact points/supervisory meetings on the PULSE system which must be confirmed by a member of the supervisory team, which will be used as a record of attendance.
- 4.28 If a student fails to undertake and/or record a contact point or meeting on the PULSE system, this will be considered as a Missed Point of Contact.
- 4.29 A recorded meeting on the PULSE system will need to be signed off by a member of the supervisory team to constitute a record of attendance.
- 4.30 In exceptional circumstances, contact with the Faculty/Departmental research coordinator or administrator can also be considered as a point of contact. This can only replace supervisory contact once in a 6-month period.
- 4.31 PGR students are expected to demonstrate attendance at all points up to the submission of their final thesis, with those on a student visa needing to demonstrate this up to the completion of their viva examination.
- 4.32 PGR students not on a student visa are recommended to engage regularly with their supervisory team as appropriate in the period between submission of their final thesis and viva examination, although no formal recording of attendance or engagement will be required during this time.
- 4.33 PGR students on a student visa are required to continue to meet with their supervisory team monthly and continue to have their attendance monitored in

the same manner as throughout their studies in the period between the submission of their final thesis and viva examination.

- 4.34 Once a PGR student has passed their viva, they will only be required to submit evidence of attendance again if they receive an outcome of:
- Major amendments
 - Re-submission
 - Write-up for MPhil
- 4.35 Where attendance needs to be demonstrated through face-to-face supervisory meetings, but there are accepted and approved impractical considerations, contact via online means (e.g. MS Teams or Zoom), telephone, email, and other means may also be accepted. This will need to be approved and only considered in exceptional circumstances.
- 4.36 Contact must be made and recorded regardless of the physical location of the student.

Distance learning and Flexible degree students

- 4.37 It is recognised that the frequency and level of attendance required on a distance learning or flexible degree programme may vary according to the programme set-up, and the circumstances of individual students.
- 4.38 For students registered on distance learning or flexible degree programmes, attendance will be determined and monitored by the programme team based on the prevailing programme structure. The university retains the right to withdraw a student for lack of attendance, in line with the escalation procedure for taught students.

Students' Union Officers

- 4.39 Where a student is on a student visa undertaking an official role such as an elected, full-time Students' Union Officer, fortnightly contact with permanent Student's Union staff, shared with the Head of Information, Advice and Participation (or their nominee) will serve as evidence of ongoing engagement.
- 4.40 Students Union Officers will be required to have their engagement captured through an engagement form to show on going engagement.
- 4.41 Where the Student Union Officer also holds a student visa, the university's Visa Compliance Team will support the monitoring of the Officer to ensure they remain compliant with the Conditions of Sponsorship as a Sabbatical Officer.

5. Fraudulent Recording or Submission of Attendance

Any student found to fraudulently submit or misrepresent their attendance through any means; or found to have submitted attendance on behalf of another student could be considered as having committed an act of misconduct and be subject to the [Student Disciplinary Procedures](#).

Examples of fraudulent submission may include, but are not limited to students:

- Signing a register on behalf of another student.
- Providing their student ID card to another student to submit their attendance.
- Using another student's student ID card to submit their attendance.
- Distributing QR codes and/or one-time-only codes used by the University of Greenwich's attendance monitoring system.
- Using the IT credentials of another student to attend or engage with an element of their studies used to monitor attendance.
- Requesting another student or individual to submit their attendance on their behalf.
- Requesting another student or individual attend or engage with an element of their studies used to monitor attendance.
- Otherwise impersonating another student or requesting another student or individual to impersonate them.
- Recording attendance and immediately leaving the session.
- Misrepresenting a meeting or interaction with a member of a supervisory team as a "supervisory meeting" (e.g., informal conversation or raising a general query) or recording a supervisory meeting has occurred where one has not.
- Misrepresenting a supervisory meeting occurred face-to-face where one has not.

6. Authorised Absence

- 6.1 The University recognises that, occasionally, students may be unable to meet the minimum attendance requirements due to unforeseen circumstances.
- 6.2 If a student is unable to attend face-to-face teaching, they must notify the university.
- 6.3 If a PGR student is unable to meet the requirements of meeting and recording the meetings with a member of their supervisory team, they must notify the university.
- 6.4 For absences of up to seven calendar days, students must complete a self-certificate form available on our [Student Retention and Engagement webpage](#).
- 6.5 Students are only permitted to submit a self-certificate form once per academic term and only where the absence will not cause the student to fail to meet the attendance requirements of a professional body that accredits the course or where the absence will result in a student on a visa exceeding 60 calendar days of non-attendance (as outlined in section 7 of this policy).
- 6.6 Approved Authorised Absences will pause an escalation progressing to the next stage but will not reset the escalation stage.
- 6.7 The period of any approved Authorised Absence will still be included in the number of consecutive days of non-attendance for students on a visa and will contribute towards the 60 calendar days of non-attendance.

- 6.8 For absences of more than seven calendar days, students must complete an Authorised Absence Request Form which can be found on our [website](#). Before submitting the form it is recommended that students discuss the matter with their Programme Leader or appropriate Faculty Student Adviser (FSA), however once submitted it will be assessed and subsequently authorised by the relevant Retention and Success Officer.
- 6.9 PGR students must complete the appropriate authorised absence form and approval must be granted by one of their research supervisors and/or the relevant Faculty Research Office for any absence that is not considered a normal part of their research or studies (e.g., the attendance at a conference or training) or as part of their leave entitlement (e.g., Annual Leave).
- 6.10 PGR students should seek advice from their Faculty Research Office if they are unsure whether they need to request a period of Authorised Absence or if their absence would constitute another form of leave otherwise permitted.
- 6.11 Where possible, a request for authorised absence should be submitted in advance.
- 6.12 Authorisation for unplanned absences may be submitted up to 7 calendar days after the last day of absence. Requests for authorised absence submitted after 7 calendar days may not be considered.
- 6.13 Authorised absence forms must be supported by appropriate [evidence](#).
- 6.14 The university will consider requests for authorised absence supported by evidence that demonstrates why the absence should be permitted.
- 6.15 In exceptional cases, requests for an additional period of Authorised Absence within the term may be considered.
- 6.16 All requests will be treated sensitively, and the university will try to accommodate all reasonable requests. However, where an absence may have a detrimental effect on a student's academic progress, or where absence levels are already of concern, such requests may not be granted.
- 6.17 Where a taught student is on a visa sponsored by the University of Greenwich, they must continue to satisfy the conditions of their student visa and should not request an authorised absence where their overall attendance would result in a potential breach of their visa conditions.
- 6.18 Examples of the type of unforeseen circumstances that may be considered for an Authorised Absence may include:
- Bereavement of an immediate family member (e.g., parent, spouse, partner, child, sibling, grandparent or grandchild)
 - Childcare responsibilities
 - Attendance at a UK court as a witness or other participant in proceedings
 - Jury service in UK
 - Victim of crime
 - Being investigated by the police
 - Required to give evidence to the police as part of an investigation
 - Evictions
 - Housing disruption (e.g. flooding, fire, fumigation)

- Illness or injury (including mental health) where medical treatment is required
- Illness or injury (including mental health) of an immediate family member
- University administrative or procedural error.

- 6.19 Where a circumstance or absence could have reasonably been anticipated, a request for an Authorised Absence may be rejected.
- 6.20 All Authorised Absence Requests are considered on an individual basis and approval of the request is not guaranteed.
- 6.21 Until an Authorised Absence Request is approved any absence will be considered unauthorised and could lead to further escalations through the attendance monitoring procedure.

7. Attendance monitoring escalation procedure

The university will make every effort to avoid having to initiate the formal attendance escalation procedure. However, if informal attempts to contact and re-engage a student are unsuccessful, the following procedure will apply:

Taught students on a visa

- 7.1 Students on a Visa sponsored by the University of Greenwich at all academic levels have a requirement and responsibility to maintain sufficient attendance to satisfy the conditions of their student visa.
- 7.2 Students on a Visa are responsible for being aware of the conditions of their sponsorship, which are summarised on our [Conditions of Sponsorship](#) information.
- 7.3 In addition to monitoring weekly levels of non-attendance that could result in a Stage 1, Stage 2 or Stage 3 Non-Attendance escalation email, Students on a Visa will be monitored for absences of 60 consecutive calendar days or more.
- 7.4 After a complete calendar week of unauthorised missed contact, an email will be sent notifying the student that their level of attendance has dropped and requesting that they contact their Retention and Success Officer to discuss any issues or support needs.
- 7.5 After a second consecutive week of unauthorised missed contact, a second email will be sent warning the student that another missed week will likely result in them being withdrawn and requiring them to contact the appropriate support services within the university (e.g., Faculty Student Advisor (FSA) or Retention and Success Team) to seek appropriate support and to update the Retention and Success Team with relevant information.
- 7.6 After a third consecutive week of unauthorised missed contact, a third email will be sent warning the student that the university intends to begin the withdrawal process unless a request for interruption has been submitted within 14 calendar days and subsequently granted.
- 7.7 During this 14-day window, if a student supplies new evidence to support their lack of attendance, the university may use discretion to consider this. Where there are exceptional circumstances, this may halt withdrawal proceedings, if it is deemed that the evidence is sufficiently strong to retrospectively grant authorised absence, and

the student is able to catch-up with their studies.

- 7.8 If a student fails to submit a request for interruption within 14 calendar days, a fourth and final email will advise the student that they will be withdrawn and their student record will be updated. Students on a visa who are withdrawn will be reported to UKVI and Student Visa Sponsorship withdrawn accordingly. The Visa Compliance Team will notify students when this action has been completed.
- 7.9 If a student submits a request for interruption within 14 calendar days that is subsequently not granted, a fourth and final email will advise the student that they will be withdrawn with immediate effect and their student record will be updated.
- 7.10 Any absence of 60 consecutive calendar days or more (inclusive of any periods of authorised absences or self-certification) will result in an immediate withdrawal.
- 7.11 A Student on a Visa may meet or exceed 60 consecutive calendar days of absence or non-attendance prior to obtaining a Stage 1, Stage 2 or Stage 3 Non-Attendance email.
- 7.12 The university will contact students on a Visa where infrequent attendance has been observed and that immediate improvement is required and continued absences will result in withdrawal. Students on a visa who are withdrawn will be reported to UKVI and Student Visa Sponsorship withdrawn accordingly. The Visa Compliance Team will notify students when this action has been completed
- 7.13 Where a Student on Visa is being progressed to withdrawal as a result of any absence of 60 consecutive calendar days or more, they will be sent a Withdrawal Notification email to confirm this action. Students on a visa who are withdrawn will be reported to UKVI and Student Visa Sponsorship withdrawn accordingly. The Visa Compliance Team will notify students when this action has been completed
- 7.14 Where a Student on Visa can provide evidence of their attendance during the 60 consecutive calendar day period of recorded absence, this will be considered and if approved may result in the withdrawal being halted.

All other taught students (non-student visa holders)

- 7.15 After a fortnight (two weeks) of unauthorised missed contact, an email will be sent notifying the student that their level of attendance has dropped and requesting that they contact their Retention and Success Officer to discuss any issues or support needs.
- 7.16 After a second fortnight (total of four weeks) of unauthorised missed contact, a second email will be sent warning the student that further unauthorised absences will likely result in them being withdrawn and requiring them to contact appropriate support (e.g., Faculty Student Advisor (FSA) or the Retention and Success Team) and to update the Retention and Success Team with relevant information.
- 7.17 After a further fortnight (total of six weeks) of unauthorised missed contact, a third email will be sent warning the student that they will be discussed at an Attendance Scrutiny Panel to be considered for withdrawal.
- 7.18 Following the notification that they will be discussed at an Attendance Scrutiny Panel; the student will be provided with 14 calendar days to either submit a request for interruption or to provide evidence to explain their non-attendance or demonstrate their attendance.

- 7.19 The Attendance Scrutiny Panel will review a student's full attendance record to date, engagement with the course (e.g., if provisional marks have been awarded and Moodle engagement) and any relevant available evidence (e.g., interactions with support services or Faculty Student Advisors) to determine if the student should be withdrawn or if the process is halted.
- 7.20 The Attendance Scrutiny Panel will consult with appropriate academic and support teams within the relevant faculty.
- 7.21 A final communication will be sent to the student confirming their withdrawal has been processed or halted.
- 7.22 Where the process has been halted, the student will be given guidance on next steps and what expectations the university has for their ongoing attendance.
- 7.23 Where the student has been withdrawn, they will be provided with 14 calendar days to appeal the decision.

Postgraduate Research (PGR) Students on a Student Visa

- 7.24 PGR students on a Student Visa sponsored by the University of Greenwich at all academic levels have a requirement and responsibility to maintain sufficient attendance to satisfy the conditions of their Student Visa.
- 7.25 PGR students on a Student Visa are responsible for being aware of the conditions of their sponsorship, which are summarised on our [Conditions of Sponsorship](#) information.
- 7.26 After a complete month of non-attendance or failing to meet the minimum level of face-to-face meetings (e.g., at least once every other month), an email will be sent notifying the student that their level of attendance has dropped and requesting that they contact their supervisor to discuss any issues they might have. The email will be copied to the student's first supervisor.
- 7.27 After a second consecutive month of non-attendance or failing to meet the minimum level of face-to-face meetings, a second email will be sent warning the student that another missed month will likely result in them being withdrawn and requiring them to contact their supervisor to resolve any issues. The email will also be copied to the student's first supervisor. Where the student is also a member of staff, the line manager will also be copied in.
- 7.28 After a third consecutive month of non-attendance or failing to meet the minimum level of face-to-face meetings, the student will be contacted directly by a Retention and Success Officer (RSO) and informed that the process of withdrawal will begin unless a request for interruption has been submitted within 14 calendar days and subsequently granted.
- 7.29 The RSO will liaise with Greenwich Doctoral College (GDC) to ascertain whether a request for interruption has been made or there is any suitable evidence of engagement prior to withdrawal to pause or stop the withdrawal process.
- 7.30 If a student submits a request for interruption within 14 calendar days that is subsequently not granted, a fourth and final email will advise the student that they will be withdrawn with immediate effect. This withdrawal should happen no later than the 4 calendar days after the decision not to grant the interruption.

- 7.31 In the case of research students where the student is also a member of staff, prior to further action being taken a meeting will be convened between the student, supervisor and line manager, normally within 14 calendar days of the end of the monitoring period
- 7.32 PGR Students on a Visa who are withdrawn will have their sponsorship curtailed at this point and UKVI will be notified when this action has been completed by the Student Visa Compliance Team.

Other Postgraduate Research (PGR) Students not on a Student a Visa

- 7.33 After a complete month of non-attendance or failing to meet the minimum level of face-to-face meetings an email will be sent notifying the student that their level of attendance has dropped and requesting that they contact their supervisor to discuss any issues they might have. The email will be copied to the student's first supervisor.
- 7.34 After a second consecutive month of non-attendance or failing to meet the minimum level of face-to-face meetings, a second email will be sent warning the student that another missed month will likely result in them being withdrawn and requiring them to contact their supervisor to resolve any issues. The email will also be copied to the student's first supervisor. Where the student is also a member of staff, the line manager will also be copied in.
- 7.35 After a third consecutive month of non-attendance or failing to meet the minimum level of face-to-face meetings, the student will be contacted directly by a Retention and Success Officer (RSO) and informed that the process of withdrawal will begin unless a request for interruption has been submitted within 14 calendar days and subsequently granted.
- 7.36 The RSO will liaise with the Greenwich Doctoral College (GDC) to ascertain whether a request for interruption has been made or there is any suitable evidence of engagement prior to withdrawal to pause or stop the withdrawal process.
- 7.37 If a student submits a request for interruption within 14 calendar days that is subsequently not granted, a fourth and final email will advise the student that they will be withdrawn with immediate effect. This withdrawal should happen no later than the 4 calendar days after the decision not to grant the interruption.
- 7.38 In the case of research students where the student is also a member of staff, prior to further action being taken a meeting will be convened between the student, supervisor and line manager, normally within 14 calendar days of the end of the monitoring period

Attendance of Concern (formerly Repeated Patterns of Non-Attendance)

- 7.39 Students on a student visa will be subject to additional monitoring to ensure their attendance remains at the sufficient levels to meet the Conditions of Sponsorship.
- 7.40 The university will monitor students on a student visa for Attendance of Concern which can be considered where there is continued low attendance and the threshold to trigger a stage of the escalation process for non-attendance has not been reached (i.e., no non-attendance email has been triggered) or where a student on a student visa receives multiple Stage-1 and/or Stage-2 emails within the same academic year.
- 7.41 Attendance of Concern will be deemed to have occurred where there is demonstrable evidence that a student regularly fails to attend timetabled sessions and where their

overall recorded attendance has fallen below 30% over a consecutive period of 6 weeks/per term.

- 7.42 Where a student is identified as having Attendance of Concern, they will be sent an Attendance Support Meeting 1 email offering and signposting the student to appropriate support services and be informed that they will be required to improve their attendance to a required level as stated in the email or they must arrange to meet with the Retention and Success Team within the next 14 calendar days.
- 7.43 Where a student fails to improve their attendance levels or arrange to meet with the Retention and Success Team within 14 calendar days they will be sent an Attendance Support Meeting 2 email offering and signposting the student to appropriate support services, including information about interruption and requiring that their attendance improves to a required level or they arrange to meet with the Retention and Success Team within the next 14 calendar days otherwise they will be considered for withdrawal.
- 7.44 If a student fails to improve their attendance to or above the required percentage, meet with their RSO or request for interruption within the 14-calendar day period, the Retention Team will write to the student to inform them that they will be discussed at an Attendance Scrutiny Panel and that they are at risk of being withdrawn from their programme. The email will ask for supporting evidence.
- 7.45 The Attendance Scrutiny Panel will include representation with the Visa Compliance team for all visa students with Attendance of Concern and at risk of withdrawal to assess if the level of recorded attendance would require withdrawal to ensure compliance with sponsor licence requirements
- 7.46 Where the Visa Compliance team are satisfied that there are no immediate compliance concerns the Attendance Scrutiny Panel will review all attendance, engagement and available evidence, consulting with academic and support teams from the faculty where appropriate to determine whether to begin the withdrawal process.
- 7.47 A final communication will be sent to the student confirming their withdrawal has been processed or halted.
- 7.48 Where the student has been withdrawn, they will be provided with 14 calendar days to appeal the decision.

8. Appeals against a withdrawal

Grounds for Appeal

- 8.1 Students have the right to appeal against a withdrawal by default on the following grounds:
 - (i) That there are extenuating circumstances relating to ill health or personal difficulties which the student was unable to raise prior to or during the escalation procedure; and/or
 - (ii) That the record relating to the student's attendance is incomplete or inaccurate, and the student was not able to correct this information at an earlier stage.
- 8.2 Students wishing to appeal must show a compelling reason why this information could not be made available before the decision to withdraw was reached and provide documentary evidence in support.

- 8.3 Where the student could have reasonably made the information available prior to the decision being made, such evidence may not be accepted as grounds for appeal.
- 8.4 An appeal will not be considered where an interruption of study has been requested and granted during the Attendance Monitoring Escalation Procedure but has been rejected by the student.
- 8.5 An appeal will not be considered prior to a student being withdrawn as a result of the Attendance Monitoring Escalation Procedure.

How to Appeal

- 8.6 Appeals should be submitted in writing using the [Student Attendance Policy Appeal Form](#). Procedures for submitting the form are outlined in the accompanying [Guidance for Students](#).
- 8.7 Original evidence must be provided in support of the appeal and listed on the Appeal Form.
- 8.8 Evidence should be provided at the time the Appeal Form is submitted, but where a student is unable to provide with the appeal form, it can be submitted separately but must still be within the 14 calendar days deadline to be considered.
- 8.9 In exceptional cases only, a late submission of evidence may be considered provided that this is accompanied by detailed and supported reasons for the late submission within the Appeal Form.
- 8.10 Where an exceptional case for the late submission of evidence is supported, it must be submitted within 7 calendar days of the original appeal deadline.
- 8.11 Appeals must be received no later than 14 calendar days after the date of Withdrawal Notification email. An acknowledgement email will be issued on receipt of the appeal.
- 8.12 Appeals received after the 14-calendar day deadline will be deemed out of time and will not be considered. A Completion of Procedures letter will be issued including details of the OIA scheme.
- 8.13 In exceptional cases only, a late appeal may be considered provided that it is accompanied by detailed and supported reasons for the late submission.
- 8.14 Where an exceptional case for the late submission of an appeal is supported, evidence must be submitted with the Appeal Form and any evidence submitted after the extended appeal submission date will not be considered.

Consideration of the Appeal

- 8.15 The appeal will be reviewed by a member of Academic Registry, and an outcome will normally be provided within 14 calendar days of receipt of the appeal.
- 8.16 Where the recommended outcome is for the student to be immediately

reinstated on their programme, the Associate Dean of Student Success or their nominee from the faculty in which the student is registered with will be consulted for a final decision.

8.17 Where a student is studying a programme across two faculties, and the member of Academic Registry requires to consult with the Associate Dean of Student Success or nominee, this will be the Associate Dean of Student Success or nominee in the substantive Faculty.

8.18 The following decisions can be made:

- (i) To dismiss the appeal if it is determined that no substantive case has been established or appropriate evidence has not been provided, maintaining the withdrawal. The student will be advised of their right to request a review of the decision under the Final Review Procedure (see section 9).
- (ii) To uphold the appeal and request Student & Academic Services to reinstate the student's registration with or without a recommendation that the student be granted a retrospective period of authorised absence.

This outcome is not available in the following circumstances:

- The student was on a visa and was withdrawn for 60 or more consecutive calendar days of absence.
- The student was on a visa and has had sponsorship of their visa withdrawn by the Student Visa Compliance Team.
- The student no longer has appropriate leave to remain in the UK or a right to study in the UK.

- (iii) To present the student with an opportunity to amend their withdrawal to an interruption of study. This can be provided to the student at any point during the appeal process but may not be a suitable or a viable option in all cases (e.g., where an interruption would extend a student's expected end date to a point where they cannot complete their course within the maximum period of registration as described in the Academic Regulations for Taught Awards or the Academic Regulations for Postgraduate Awards).

8.19 The Faculty may specify conditions of reinstatement and the consequences of the student failing to adhere to these conditions. Subsequent failure to adhere to these conditions can result in the student's withdrawal.

8.20 The student will be advised of their right to request a review of the decision under the Final Review Procedure (see section 9).

8.21 If the offer of interruption is rejected by the student, the original withdrawal decision stands. It will also be deemed that the offer has been declined if the student fails to respond by the deadline. The student will be advised of their right to request a review of the decision under the Final Review Procedure (see section 9).

8.22 Where the original withdrawal decision stands, the University will endeavour to award the student with any appropriate awards or qualifications they could be issued based on the academic credits on their profile that have been previously awarded by a Progression and Award Board (PAB).

8.23 Where the original withdrawal decision stands and an award or qualification cannot be

issued, the University will endeavour to issue documents confirming the academic credits on their profile that have previously been awarded by a Progression and Award Board (PAB).

- 8.24 Where a period of interruption has been offered and accepted by a Student on a Visa, the sponsorship of their visa will remain withdrawn and the UKVI notified of the update from withdrawn to interruption.
- 8.25 Where a period of interruption has been offered and accepted by a student, they must be able to re-register with the University of Greenwich when asked to do so. This includes but is not limited to there being no outstanding fees to pay, they have completed any requests from the Student Visa Compliance team (e.g., provided evidence of departure from the UK or applied for a new Confirmation of Acceptance for Studies (CAS), have appropriate leave to study in the UK or otherwise be able to re-register.
- 8.26 If the issues raised within the appeal submission are considered to potentially impact on the student's ability to study on return to the university, the Faculty may refer the case to the Fitness to Study procedure.

9. Final Review Procedure following an Attendance Appeal

- 9.1 Where a student has received a formal outcome following an Attendance Appeal they may request a Final Review of that decision using the [University's Final Review Procedure](#).
- 9.2 Requests for a Final Review must be submitted using the Final Review Form within 14 calendar days from the date of the formal outcome.
- 9.3 A Final Review request received after the 14 calendar days deadline will not be considered.
- 9.4 Only after the formal completion of a Final Review and a student has received a Completions of Procedures letter confirming this, would they be signposted for further External Adjudication.

10. External Adjudication

Students who have been issued with a Completion of Procedures letter following a Final Review, are able to complain to the Office of the Independent Adjudicator (OIA) if they remain dissatisfied with a final decision of the University providing that their complaint is eligible under its rules, which are available on the OIA website at <http://www.oiahe.org.uk>.

Students will need to send a Scheme Application Form to the OIA within twelve months of the date of the Completion of Procedures letter. A Scheme Application Form can be downloaded from the OIA website.

11. Student Guidance

Guidance for students on our attendance monitoring policy can be found on the university website [Attendance -Student Guidance](#)

Students can seek independent, free, and impartial advice from the GSU Advice Service: <https://www.greenwichsu.co.uk/advice/>

Appendix A

Definitions

1. Taught Student—This term applies to those students studying on an Undergraduate or Postgraduate programme which is based on Attendance with timetabled sessions.
2. Distance Learner—This term applies to those students who are registered for a programme that does not meet physically but uses online means only through which to deliver the teaching and associated learning.
3. Flexible Learner—This term applies to those students who are registered for a flexible degree programme that is delivered predominantly online with one day of study on campus.
4. Postgraduate Research (PGR) Students—This term applies to those students undertaking a research degree where there is a varied amount of on campus engagement.
5. Higher and Degree Apprenticeship Students—This term applies to those in employment who are studying on an apprenticeship course which is based on off- the-job training and includes Attendance with timetabled sessions.
6. VLE—This term stands for Virtual Learning Environment and in most cases refers to the use of Moodle.
7. Students on a Visa – This term applies to Taught and Postgraduate Research Students who hold a student visa that falls under the sponsorship and sponsor license of the University of Greenwich.

Appendix B

Higher and Degree Apprentices

The procedure for monitoring the attendance of higher and degree apprentices will follow the processes set out for students on taught programmes of study in the main body of the Student Attendance Procedure with the additions set out below:

1. Authorised absence

1.1 An apprentice must seek approval if they wish to take leave for a period of up to 4 weeks. Approval needs to be sought from the programme lead and employer using the absence procedures of both the university and the employer. Authorisation cannot be granted unless the programme lead, and employer are in agreement.

1.2 Apprentices can, in conjunction with their employers, apply for a formal break in learning where they need to take a period of leave from work in excess of 4 weeks. The duration of the apprenticeship will be adjusted in line with the period of authorised absence.

2. Measuring attendance and engagement

2.1 There is a minimum requirement of 85% attendance for all apprentices in timetabled sessions. Attendance with university-based study days will be monitored in accordance with the sections in the main policy and procedure relating to taught students.

2.2 The definition of off-the-job (OTJ) training where attendance must be monitored includes teaching of theory, practical training such as shadowing, mentoring, industry visits and participation in competitions along with learning support and time spent writing assessments. Apprentices are asked to record non-timetabled sessions in their OTJ Log, and these are reviewed at tripartite reviews.

3. Attendance monitoring escalation procedure

3.1 After a second consecutive week of absence or non-engagement, the RSO will report the apprentice's status to the Programme Leader and Apprenticeship Manager. The Apprenticeship Manager may at this stage contact the apprentice's employer.

3.2 The Apprenticeship Programme Leader determines whether the Missed Contact is authorised. Support and intervention arrangements may be required to support apprentices to catch up on their work.

3.3 After a third consecutive week of absence a meeting will be arranged with the apprentice, employer, and Apprenticeship Manager to discuss whether a break in learning is required. This replaces sections 6.4 to 6.7 above for taught students.

3.4 If an apprentice submits a request for a break in learning this must also be submitted to the respective Apprenticeship Manager.

3.5 The Apprenticeship Manager is responsible for notifying the apprentice's employer in the event of any concerns regarding attendance in relation to informal and formal progress reviews.