



Student Attendance Monitoring and Engagement Policy and Procedure

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1. Introduction

1.1. This document sets out the policy employed by JCA to monitor student attendance and engagement across all courses offered, and is supported by JCA's Attendance and Engagement Procedure. It also outlines the activities JCA undertakes to encourage students to attend scheduled classes and also engage with the full range of learning opportunities and, thereby, increase their success.

1.2. The Policy also sets out how JCA will monitor students sponsored by JCA under the UK Visas and Immigration (UKVI) Student Sponsorship scheme in accordance with JCA's statutory obligations under its UKVI Student Sponsor license.

1.3. The Policy is set in the context of research which demonstrates that student attendance correlates strongly with student performance. While this is not the case for all students, JCA believes that monitoring and encouraging attendance and engagement is important to support students in their academic studies.

2. Attendance and Engagement Requirements

2.1. Engagement is expected of all students on every element of their course. This includes attendance of all scheduled learning sessions, whether face-to-face or virtual, including seminars, workshops, practical sessions, and all other activities that students are expected to engage with. It also includes all activities defined in the Course Handbooks as compulsory and submissions to summative or formative assessment.

2.2. JCA has a particular duty to ensure that sponsored students are in attendance and engaging with their course of study.

For UKVI-sponsored students, engagement must be continuous and demonstrable. UKVI defines engagement as:

- Attendance at all scheduled classes and workshops (recorded either in person or logins).
- Submission of coursework and assessments within deadlines.
- Active participation in online learning activities (e.g., discussion forums, tutorial sessions).
- Regular contact with academic tutors and compliance staff.

Failure to meet engagement requirements may result in the withdrawal of sponsorship and reporting to UKVI, affecting the student's immigration status in the UK.

3. Attendance and Engagement Monitoring

3.1. Attendance monitoring refers to all recording of student attendance. Attendance monitoring will be overseen by the Compliance Officer.

3.2. Student attendance and engagement will be recorded digitally using the Student Records System. The following contact points will be monitored:

- Enrolment and registration onto the course
- Course induction
- Attendance at timetabled in-person or online study sessions
- Use of online learning portal

- Submission of any coursework or assessments
- A meeting with a supervisor, personal tutor or academic panel
- A meeting with a pastoral, welfare or student adviser

3.3 Students are required to swipe their JCA Student ID card to gain entry to the building and check into all scheduled classes including lectures, workshops, seminars etc. at the beginning of the class. This data will feed into the Student Records System.

3.4. Engagement is further monitored through the students' activity on student portal, their use of library resources and their assessment submissions.

4. Use of Data for Monitoring Engagement

4.1. The data collected as outlined in section 3 above is used to support student success. The data on a student's general engagement with JCA and the learning resources, combined with attendance data, is used to model the successful study behaviours which enable students to succeed. It is also used to predict which students might require further support.

4.2. Students who are not attending or engaging with online learning will be contacted by the Compliance Officer to re-engage them with their course.

4.3 Attendance and engagement data are used to assess whether home students are meeting attendance requirements for the Student Loans Company / Student Finance England (SLC/SFE).

4.4 Where a student is not attending or engaging at the point of a census, they may be withdrawn, and this will be reported to the relevant funding and regulatory bodies.

5. Non-attendance and Engagement by International Students

5.1. JCA is required to abide by the student sponsorship duties outlined by UKVI. Under these duties JCA is legally required to monitor all sponsored students and to maintain attendance and engagement records, reporting non-attendance and engagement when necessary.

5.2. A student who has been issued with a Student Visa will be provided with a start date. If the student does not engage within two weeks following the end of the enrolment period (and without exceptional circumstances being agreed where a student may be permitted to enrol late where they can still complete their course on time), the student will be invited to a meeting within 7 days. If there is no good reason or if they don't attend, they will be notified that they are being withdrawn. Their sponsorship will be withdrawn and this will be reported to the UKVI.

5.3. Students are expected to attend all sessions scheduled on campus and engage with online learning. Any student who fails to attend or engage for one week will be sent an email warning them of the consequences. The Compliance Officer will contact the student and ask them for evidence of why they were not in attendance. If the student is still not in attendance after a second week a second email will be sent and again attempts to re-engage them will be made. Students who do not re-engage as required will have their sponsorship withdrawn and the UKVI will be informed in accordance with UKVI requirements. The maximum period of non-engagement before intervention takes place must not exceed 60 calendar days in duration, excepting recognised vacation periods.

5.4. In addition to the expected attendance, students must attend for all enrolment, induction and re-enrolment sessions or enrol online as directed.

6. Non-attendance and Engagement by Home Students

6.1. New students who have not completed their enrolment with JCA within the first two weeks from the start of the course will be cancelled by JCA and their registration will not be forwarded to the awarding body and will be reported to the relevant funding and regulatory bodies.

6.2. Within the first week of teaching, new students who have enrolled but have not attended classes will not be registered with the awarding body and may be reported to the relevant funding and regulatory bodies.

6.3. Returning students who have not enrolled and have not attended will be reviewed to determine whether to be withdrawn and reported to relevant funding and regulatory bodies.

6.4. Returning and new students who have enrolled but have not attended will be monitored in accordance with the steps outlined below.

6.5. From week two of the start of teaching and where a student has not attended, JCA will contact the student regarding their non-attendance with an attendance concern letter. From week three, where the student has not responded to the previous concern letter, JCA will contact the student regarding their non-attendance by issuing attendance warning letter. From week four, and where the student has still not responded to the previous warning, JCA will contact the student with a formal withdrawal notice. By the end of week six, and where the student has not responded to the withdrawal notice, or failed to attend and engage in accordance with the required expectation:

- a) A withdrawal confirmation will be sent to the student.
- b) The Awarding Body will be notified and the withdrawal will be processed.
- c) The relevant funding and regulatory bodies will be notified.

6.6. Masters' students undertaking their dissertation would be monitored and the supervisory sessions would be recorded. It is expected that these sessions will take place once a month in person. The supervisor should have a documented record of all supervisory meetings whether they are in person or online. During dissertations, Master's students are considered to be in term time even if it may be outside of JCA semesters. JCA will also ensure that students are complying with relevant regulation around work as relevant and applicable.

7. Authorised Absence

7.1. Short-term absences due to illness do not need to be authorised, but it is advised that students contact a member of staff to inform them if they are not able to attend scheduled sessions, or individual meetings that have been pre-arranged.

7.2. Students should not normally be absent from scheduled classes or fail to engage with online sessions or materials, without formal approval for a period of more than 3 sessions or 5 working days.

7.3. Instances of illness or other extenuating circumstances that affect an assessment or examination should be reported to JCA. Students who are undertaking assignments affected

by illness or other factors may request extensions and mitigation in accordance with the Academic Regulations.

- 7.4. Students are permitted to apply for temporary leave, suspension of studies, or deferral of their course of study for personal or medical reasons. However, this must be officially approved and if a leave period exceeds UKVI thresholds, sponsorship will be withdrawn and UKVI notified.

8. UKVI Compliant Audit and Reporting

- 8.1. JCA will maintain detailed attendance and engagement records for all sponsored students, retaining them for a period as required by UKVI.

- 8.2. JCA will monitor attendance and engagement, weekly, managers will review monthly and will also conduct quarterly UKVI compliance audits to ensure its ongoing full adherence to UKVI sponsorship duties.

- 8.3. Non-compliance with attendance and engagement requirements may result in:

- a) Suspension from studies
- b) Termination of sponsorship
- c) Withdrawal from JCA

8.4. UKVI Banding

I. Band 1 – For study on courses with a learning aim at RQF level 5 and below. (Foundation level students)

- a. Each student in this band must be required to attend a minimum of 15 hours of daytime, (08:00 to 18:00, Monday to Friday) classroom-based study per week
- b. Where the student has not reached 85% attendance of their classroom-based study in any given month, JCA will review the reason for the student's absence. The student's record will be annotated with the reason for the non-attendance and the steps being taken to improve attendance.
- c. Where a student's attendance falls below 70% for three consecutive months, JCA will withdraw sponsorship due to lack of academic engagement unless there are exceptional and evidenced reasons for the non-attendance (e.g. illness).

II. Band 2 – For study on courses with a learning aim at RQF level 6 and above. (Undergraduate and Postgraduate level students)

- a. JCA's Attendance and Engagement Policy applies consistently to international students across the institution. As outlined in this Policy introduction, JCA has consistent expectations around high levels of attendance and engagement for all students, including home students studying towards degree and master's qualifications alike.

III. Band 3 – Exceptions

- a. During the following periods, JCA will retain student records and contact information as appropriate, but is not required to monitor academic engagement of students:
 - During vacation periods
 - During the post-study period.

- IV. JCA's Attendance and Engagement Policy is supported by its **Attendance and Engagement Procedure**. (See appendix A)

9. Appeal against a withdrawal decision

- 9.1. The student may appeal to the University Secretary against a withdrawal decision under the awarding body's appeal regulation.

9.2. Student Visa holders who have been withdrawn due to a breach of their Student Visa conditions do not have the right to appeal.

Appendix A: Attendance and Engagement Procedure

1. Introduction

This document sets out the procedure employed by Jimmy Choo London Fashion Academy (JCA) monitors student attendance and engagement across all courses it delivers. It therefore supports the Attendance and Engagement Policy alongside the UKVI Sponsorship and Compliance Policy and outlines the processes and activities the Academy undertakes to encourage students to engage with and make use of a full range of learning opportunities, support and interventions designed to maximise student performance and success.

The Attendance and Engagement Policy states that full attendance and engagement is expected of all students on every element of their course. This procedure therefore details;

- How the Attendance and Engagement Policy is applied on a day-to-day basis
- What systems are in place to monitor attendance and academic engagement at all relevant times and delivery modes
- What actions are expected and by whom when a lack of attendance and academic engagement is identified
- Support systems in place for any student who has ceased to attend and engage with their studies and the action to be taken, when and by whom to support the student to re-engage
- The maximum period of non-engagement before intervention takes place
- When and how non-attendance and non-engagement will lead to withdrawal of sponsorship.

2. Key Procedures

2.1 How the Attendance and Engagement Policy is applied on a day-to-day basis

- All staff receive training on JCAs Attendance and Engagement Policy, specifically their responsibilities in relation to their role and function within the organisation
- Similarly, training is delivered to all staff with regard to JCA's UKVI Sponsorship and Compliance Policy, specifically with regard to key roles and responsibilities across the organisation
- Regular staff updates are provided via a variety of means including the Principal's weekly bulletins and communications are disseminated as required via the Compliance Team, Engagement and Registry managers
- Daily registers provide daily attendance data to key managers. Where a student fails to attend or engage as expected, a Compliance Officer will make an attendance enquiry to investigate and make notes in a shared Student Performance Tracker, visible to key managers such as the Director of Programmes, Head of Student Engagement, Head of Registry and the Student Support Manager.

2.2 What systems are in place to monitor attendance and academic engagement at all relevant times and delivery modes

- All home and international students at all levels of study and delivery location are in scope to be included in weekly Student Performance Review meetings, chaired by the Principal.

- These meetings focus on 'at risk' students whose attendance and engagement are or show early indications of falling below JCA's expectations as defined in the Attendance and Engagement Policy and the UKVI Sponsorship and Compliance Policy.
- All affected students in this category are individually reviewed at these weekly meetings on a case-by-case basis. This case review includes reporting from attendees that includes the Director of Programmes, Head of Student Engagement, the Student Support Manager, Head of Registry, and Compliance Officer.

2.3 What actions are expected and by whom when a lack of attendance and academic engagement is identified

- Academic teams and / or the Compliance Officer are the first to note any lack of attendance and/or academic engagement, and will, in the first instance be expected to log any notes and relevant information regarding an individual student 'at risk' of failing to meet expectations
- These key staff will work with the Head of Student Engagement, Head of Registry and the Student Support Manager as appropriate in order that the Student Performance Tracker is fully populated and up-to-date for the weekly Student Performance Reviews.
- The Principal has responsibility for ensuring timely and effective interventions and actions in accordance with relevant Policies. As Chair of the weekly Student Performance Review meetings, the Principal oversees, on a case-by-case basis, the impact of actions undertaken to address all 'at risk' student interventions. These interventions may include a variety of academic, disciplinary or regulatory and compliance measures including course withdrawal and reporting to UKVI where necessary under the Attendance and Engagement Policy and the UKVI Sponsorship and Compliance Policy.

2.4 Support systems in place for any student who has ceased to attend and engage with their studies and the action to be taken, when and by whom to support the student to re-engage

- Of the previously stated key staff, the Compliance Officer will usually be the most appropriate member of JCA staff to make initial contact with a non-attending and non-engaging student via their preferred methods. This contact will establish the reason(s) for disengagement. The information will be captured in the Student Performance Tracker, which is also accessible to key staff such as Student Services.
- As and where appropriate and necessary, Student Services will signpost to relevant support services including wellbeing and welfare support and relying also upon Safeguarding and Prevent legislation, policies and procedures
- Following weekly Student Performance Review meetings, the Principal will agree further actions such as check-ins with the student at an appropriate and agreed timescale and involving third parties where necessary and appropriate to check the efficacy of interventions and to establish if any further adjustments or other strategies are required. This 'feedback loop' ensures that actions are effective and timely and that 'at risk' students are appropriately supported to re-engage with their taught programme at JCA.

2.5 The maximum period of non-engagement before intervention takes place

- The Attendance and Engagement Policy states that any international student who fails to attend or engage for one week will be sent an email warning them of the consequences. The Compliance Officer will contact the student and ask them for evidence of why they were not in attendance. If the student is still not in attendance after a second week a second email

will be sent and again attempts to re-engage them will be made. Students who do not re-engage as required will have their sponsorship withdrawn and the UKVI will be informed in accordance with UKVI requirements. The maximum period of non-engagement before intervention takes place must not exceed 60 calendar days in duration, excepting recognised vacation periods

- The Attendance and Engagement Policy and Procedure together enable a deliverable methodology so that the timescales specified in the Attendance and Engagement Policy and the UKVI Sponsorship and Compliance Policy are adhered to.

