



Attendance and Engagement 2023-24

Status:	Live
Approval Date:	19 July 2023
Review Date:	July 2024
Audience:	Public
Responsible person:	DLQS
Approved by:	Academic Board

About this document

1. The Student Attendance and Engagement procedure set out here is intended to provide a clear and impartial process for dealing with matters relating to attendance and engagement that falls below expectations within a reasonable timescale and having due regard to the spirit of natural justice. It has been written to meet the expectations of the UK Quality Code for Higher Education (2018) and follows the QAA Advice and Guidance for [Enabling Student Achievement](#).
2. Academy of Live Technology has a duty to monitor attendance, and to act on non-attendance so that students can be supported to complete their course. Additionally, we are required to monitor students' attendance and report as appropriate to the Student Loan Company (SLC) and, for overseas students, the UK Visa and Immigration Agency (UKVI) to ensure Student Route visa holders are fully engaging throughout the period for which they have been sponsored.
3. Academy of Live Technology wants its students to achieve to the best of their ability. It is widely recognised that attendance and achievement are strongly linked. We also want to enable you to achieve sustained work in the live events industries: your ability to work collaboratively and demonstrate a professional attitude and approach to working will help you to achieve this.
4. You are expected to attend and engage with all scheduled learning activities because:
 - i. the promotion and achievement of collaborative learning, teaching and working is a principle of studying at Academy of Live Technology;
 - ii. you are expected to acquire a professional attitude to your studies, your peers and your tutors and are required to demonstrate a high level of commitment to the collaborative nature of Academy of Live Technology courses.

Expectations

5. The Academic Regulations require all students of Academy of Live Technology Courses to attend all timetabled sessions at the time and venue determined by the course. Failure to attend and engage with taught sessions without mitigation may result in penalties being applied.
6. In this context the following definitions apply:
 - i. **Attendance**
The physical presence on a timely basis of the student at teaching events or other required events as prescribed by the course of study.
 - ii. **Engagement**
The active involvement of students in their studies as evidenced, for example, by meaningful contributions to teaching events, appropriate preparatory work in advance of teaching events, and constructive work with fellow students as required by the structure of the course of study.
7. A register of attendance will be kept at each session and your non-attendance will be recorded and held on the student records system.
8. We will review your attendance periodically and/or on completion of each module.

Notification of Absence

9. Authorised short-term absence

A student may request an authorised notified absence (leave of absence) by completing the online Request for Absence Form **at least two working days** in advance of the scheduled session(s). The form requires you to explain explaining the reason(s) for the absence.

10. Requests for absence are considered by your Course Leader or by the Director of Learning Quality and Standards.

11. Authorised short-term absence is NOT automatic and in reaching a decision the following will be considered:

- the reason for the request;
- amount of work you will miss;
- the effect it might have on other students if you are engaged in group or collaborative projects;
- your attendance and engagement record

12. You will NOT be granted leave of absence for:

- any period that covers practical assessments, presentations and group assessment is not permissible.
- holidays or family engagements during term time.
- to undertake a course outside of Academy of Live Technology

13. Unexpected or unplanned absence (e.g. illness)

We recognise that there will be times when your late arrival or non-attendance is because of matters beyond your control or because of illness or some other unforeseen circumstance. If you are unable to attend, or arrive on time you must:

- i. email attendance@backstage-academy.co.uk or telephone a member of the administration team **before 9.30** am on the day of absence¹.
- ii. complete an online Absence Form (Self certification form) within 5 working days of your return from absence. <https://forms.office.com/e/h5QvCNCBgM> If you do not submit the form within 5 working days of the last day of absence, you will be marked as an unnotified absence.
- iii. if you are ill for more than seven consecutive calendar days, then you should obtain a statement of fitness to return to work (fit note) from your doctor.

Procedure for poor attendance

14. Regardless of whether an absence is an unplanned or unauthorised absence, Academy of Live Technology regards attendance **below 80%** in a module as potentially endangering your progression and achievement since a substantial amount of material may have been missed. A poor attendance record will also be taken into consideration at Assessment Boards and Awards and Progressions Boards. Authorised absences are excluded for the purpose of this calculation.

15. Authorised absences are excluded from the calculation of your attendance.

16. If you are not attending and engaging with your course of study on a regular and consistent basis then, in the first instance, tutors will raise the matter informally.

¹ It is good practice to also copy the person leading the session into your email

17. Where your attendance falls below 80% or the procedure outlined below will be followed. **It should be noted that all unauthorised absences including illness count towards the 80% threshold.**
18. **Stage 1.**
You will be notified in writing that your attendance has fallen below acceptable levels. You will be expected to acknowledge receipt of this communication and copy will be held on your student record until after the next review point.
19. **Stage 2.**
If your attendance and engagement does not improve, you will be invited in writing to a formal meeting with the Registry Manager and your Course Leader. This may result in a formal written warning indicating that you are ineligible to be considered for international exchange or work opportunities, external placement opportunities, or election as a student representative. This position will be maintained to the end of the academic year.
20. If you do not attend this meeting, you will automatically be progressed to Stage 3 of this procedure.
21. **Stage 3.**
If there is still no improvement in your attendance and engagement following stages 1 and 2, or if you fail to attend the Stage 2 meeting, you will be invited in writing to attend a formal academic panel composed of the Registry Director and either the Director of Learning, Quality and Standards or Director of Student Support.

This could result in:
 - i. suspension or exclusion from classes or from the from Academy of Live Technology estate (or any part thereof) for a specified period;
 - ii. your being withdrawn from your course.
22. If you do not attend this meeting, you will automatically be withdrawn from your course and the Student Loans Company notified of your withdrawal. This discussion will be confirmed to you in writing.

Additional provisions for international and visa sponsored students

23. To comply with the Student Visa requirement, overseas students will be notified of 10 compulsory contact points over the course of the academic year. If you fail to attend any of these identified sessions, stage 1 of this procedure will be omitted.
24. The full supplementary provision can be found in the Attendance Monitoring of *Overseas Visa Sponsored Students* document

Your right to review

22. You have the right to request a review of the decisions made as part of this process. The review will be conducted by The Review Board, The Board will not rehear the case afresh but will:
 - i. review the procedures followed to date;
 - ii. establish whether any new evidence that is material and substantial has been presented;
 - iii. consider whether bias has been a contributory factor to the decision
23. Notice of your request for review should be sent to the Registry Director in writing within five working days of the dispatch of the decision and you may submit a written statement for consideration by the Review Board.

24. The Review Board will meet usually within 5 working days. The way the review shall be conducted, and the evidence heard will be entirely at the discretion of the Chair of the Board and in accordance with the terms of reference for the Appeals Board.
25. Having reviewed the case, the Review Board may:
 - i. confirm the original decision
 - ii. uphold the appeal and quash the original decision
 - iii. substitute its own decision for the original one.
26. You will be notified in writing of the Review Board's decision within 5 working days of that decision being made.
27. The decision of the Review Board is final and there is no further process for review within Academy of Live Technology. You will be issued with a Completion of Procedures letter. This provides you with formal confirmation that you have completed all available stages of the Academy of Live Technology's internal procedures.

Other provisions

28. During the formal stages of the process and in the case of a review of a decision, you may be accompanied by a companion. This may be a students' union representative, parent, guardian, carer, friend or fellow student. You may not be represented by an external organisation. You may not be accompanied by a member of staff since this would put them in a position of conflict of interest and their relationship with the student could be compromised.. You will be notified of this right within the letter inviting you to the meeting(s). You should inform the person calling the meeting if you will be accompanied and by whom.
29. The role of the companion is to act as an observer, give moral support and to assist the student to make their case. You may confer with your companion during in the meeting, but they may not answer questions on your behalf. They may provide clarification with the agreement of the Chair. In addition, where reasonable adjustments are required, a student may be accompanied by another support individual to provide these adjustments, e.g. a sign language interpreter or a note taker.

Further action

30. Normally the decision of the Review Board is final, and you will be issued with a Completion of Procedures letter.
31. If after your review, you are still dissatisfied with the decision, you may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA) provided the complaint is eligible under its rules. Should you decide to make a complaint to the OIA, the OIA Complaint Form must be received by the OIA within 12 months of the date of the Completion of Procedures letter
32. Information about the role of the OIA and the procedure for submitting complaints can be obtained from the OIA website: www.oiahe.org.uk

APPENDIX 1 – Engagement: Codes of Conduct

Introduction

1. As an integral part of our community, we want to ensure that all students receive the necessary support and guidance they need to achieve success and to undertake their studies in a supportive and non-threatening environment. Academy of Live Technology expects all staff, lecturers and students to show respect for one another in all aspects of their contact, in a way that enhances the collective experience of Academy of Live Technology.
2. Enrolling at with Academy of Live Technology confirms that students are willing to comply with the Academy's, regulations, and procedures. The following codes of conduct are not of themselves part of the Student Disciplinary Procedure. It is intended as a guide for students and to encourage positive engagement with their learning environments.

Code of Conduct for lectures, seminars and studio learning

3. We have set a standard of behaviours that we believe will facilitate a high-quality learning environment in your lectures, seminar and studio/practical sessions
 - Commit to all elements of your course of study and be punctual for lectures, recognising that a fulltime course requires the equivalent of a minimum 40 hours per week study time.
 - Lateness is disruptive behaviour.
 - Be actively engaged. This includes participating in classroom conversations and being respectful and attentive to those instructing and your fellow students.
 - Give due and proper attention to the member of staff leading the session and any ground rules that have been set.
 - All mobile phones, and other electronic devices must be switched off and put away or put on silent during classes unless agreed beforehand (e.g., for taking notes) with the member of staff leading the session.
 - Laptops must be used for the sole purpose of taking notes and researching content during lectures. Other auxiliary aids required due to disability can be used.
 - Keep appointments arranged with staff and communicate with staff in a timely and courteous manner.
 - Students should ask for consent from their lecturer and fellow students if they wish to make an audio or visual recording of a lecture.
 - **Food and Drink MUST NOT be consumed in lecture rooms, computer labs and studios. Only bottled water is permitted.**
 - If you wish to leave a lecture, seminar or tutorial before its scheduled finished time, the prior agreement of the session leader should be obtained except in the case of departure necessitated by reason of illness or other unforeseen circumstance.

- Students who seriously or persistently flout this code may be subject to disciplinary action.
4. If you feel that your learning experience is being disrupted by the unacceptable behaviour of other students, you are encouraged to report this to a member of academic staff or the student support team.

Code of Conduct for online learning

5. This Online Learning Code of Conduct is designed to allow of all members of the diverse Academy of Live Technology community to participate freely its online activities. It sets out the standards of behaviour that we believe will facilitate a high-quality online learning environment.
- 6.
- Online learning activities should be conducted in a suitable, quiet area sited against a neutral background or, where possible, a virtual/blur background should be used. If no such area or background is available, only audio should be used.
 - Language must always be professional and courteous, including that used by any persons in the background.
 - Staff, Lecturers and Students must wear suitable clothing, as should anyone else who might be visible on screen in both the Lecturer's and the Student's households.
 - Staff, Lecturers and Students should be mindful of any personal information that may be on their computer desktop. Before sharing their screen on a video call
 - Staff, Lecturers and Students are expected to always respect and observe the rules and regulations of Academy of Live Technology while engaged in online learning activities.
 - If a student's behaviour is deemed to be in breach of this Online Code of Conduct, the Student will be subject to investigation in accordance Academy of Live Technology's Student Disciplinary Procedure.
 - Breaches from Staff and Lecturers will be subject to investigation in accordance with the appropriate disciplinary process.

Code of Conduct for Group and Collaborative Work

Please refer to The **Procedures for Group and Collaborative Projects**