

## **Student Attendance, Engagement and Prolonged Absence Procedure**

### **1. Purpose:**

- 1.1 This procedure outlines the steps for monitoring student engagement and attendance in accordance with the King's College London's Engagement & Attendance Policy.
- 1.2 The objective is to identify students who may be facing difficulties and provide timely support to ensure their well-being and academic success. There may also be circumstances in which students are required to attend for regulatory reasons, including professional registration, funder requirements, or visa compliance.
- 1.3 The procedure also sets out the actions for faculties to take should a student meet the threshold for prolonged absence, to ensure that King's College London has effective and proportionate responses to reports of a student's disengagement from study and failure to reply to university communications.
- 1.4 Students are expected to engage with their studies on a regular basis, throughout the academic year, and – where they do not do so – this may give rise to concerns about their welfare and wellbeing.

The following guidance includes a process to encourage students to engage and access support if a staff member is concerned about their welfare, due to a prolonged absence. Email templates are available on SharePoint.

Student guidance is provided on Student Services Online: [Attendance and engagement with my studies – what's expected of me and what's the role of the University?](#)

### **2. Definitions**

**Attendance:** The physical presence at scheduled synchronous theory or practical learning situations.

**Disengaging:** Falling below the number of expected engagement interactions with a programme of studies (defined as a number or proportion).

**Engagement:** Meaningful and regular interaction with all expected aspects of a programme of study. These include:

- participation in timetabled or scheduled teaching sessions,
- accessing online programme specific materials via the virtual learning environment (KEATs),
- completing assessments,
- and communication or interaction with relevant university staff such as personal tutor meetings.

**Expected Contact Points:** Key academic activities within a programme, which provide evidence of engagement and will typically include attendance. While expected contact points may be broadly consistent, their type may vary during a student's enrolment period.

**Known or potential vulnerabilities:** a student might be known to be more vulnerable due to factors such as disability, mental health challenges, financial issues, personal or familial circumstances, age (for example, students who are under 18), or concerns about academic progress (such as previous fails on modules or assessments, or repeated Mitigating Circumstances Forms submissions). This list is indicative rather than exhaustive, and colleagues are encouraged to consider a range of situations or circumstances which may increase a student's potential vulnerability.

**Prolonged absence:** A student who has failed to attend lectures, submit assignments or reply to university communications for a period deemed significant by the relevant faculty.

### 3. Accountability

The accountability for engagement and attendance monitoring – and addressing prolonged absence – rests with faculties. In practice, arrangements may be devolved to schools, departments or programmes. However, the faculty should maintain oversight of these practices and provide reassurance to College Education Committee and Academic Board that they are being delivered.

### 4. Scope

- 4.1 In the interest of consistency and ensuring equality of treatment this procedure applies to all students with a current enrolment to study in-person foundation, undergraduate (UGT), Postgraduate Taught (PGT) and Postgraduate Research (PGR) programmes.
- 4.2 This procedure acknowledges that disciplinary and professional body requirements for engagement will differ across the university and across UG, PGT and PGR levels of study and the methods used to collate and record that attendance may also differ. Faculties may wish to set parameters on that variation through a faculty engagement and attendance framework, which sits within the institutional policy and procedure. In all cases, the purposes for which the data is used will be the same.
- 4.3 Data collected and processed to provide information on the engagement of students with their studies will include where applicable:
  - Data from the student record held on student record management systems, i.e. to create class lists, monitor change of circumstances, study abroad status etc.
  - Usage and activity data from digital education platforms and systems such as lecture capture, InPlace, TEAMS or other portfolio or practice placement mechanisms.
  - Attendance data (in person attendance capture, reasons for absence etc.) for in-person events – which may include *inter alia* lectures, practicals, seminars, tutorials and workshops.
  - Attendance at personal tutor or supervisor meetings.
  - Clinical or other defined and required placement activity.
  - Online engagement via KEATS, and swipe card access to King's buildings – this information is held on a PowerBI report, built by Analytics (see 4.4 below).
- 4.4 The PowerBI report, built by the Analytics team, is designed to flag those students who have not been active on KEATS or shown to access the campus within a selected period.

The PowerBI report shows:

- Student's KEATS course access (giving an indication of their last engagement with their Virtual Learning Environment).
- Student's Gallagher swipe card usage (giving an indication of when a student last used their access card within the university campuses).

An absence of evidence of engagement does not necessarily mean that the student is a cause for concern / not engaging (e.g. they may not be expected to log onto KEATS during the selected period / they may be away on placement). But can be used as an indicator leading to further follow up checks with local records of attendance at teaching events.

- 4.5 This Procedure has been produced as part of the [Student Engagement & Attendance Policy](#) and both are supported by the [Student Engagement and Attendance Monitoring Code of Practice](#). Template emails are also available via SharePoint.

## 5. Procedure:

- 5.1 Faculties will ensure there are effective mechanisms in place to ensure that the engagement and attendance of each individual student can be monitored throughout the duration of their studies. This will vary by discipline and professional body requirements and may be defined and implemented at organisational levels below the faculty within the institutional policy and procedure framework.
- 5.2 Each defined organisational unit will identify one or more designated members of staff to take ownership of the procedure. Each faculty's Designated Safeguarding Officer can provide additional support and guidance at any stage of the process or for specific cases.
- 5.3 Where there are concerns that the student may be "missing" then please refer to the [King's Missing Person Procedure](#). This applies when a student's whereabouts cannot be established and where the circumstances are out of character, or the context suggests the person may be subject of crime or risk of harm to themselves or another.
- 5.4 Emails to students (for which there are templates on SharePoint) must be sent to King's email addresses, with personal email addresses copied in. Student contact information can be found on Student Records.
- 5.5 Transparent and accountable reporting is an integral part of this procedure. Faculties should hold comprehensive records outlining their communications with students at each stage of the process.

## 6. Identifying Expected Contact Points, i.e. attendance and engagement

- 6.1 Taught students
- i. In recognition of the distinctions between the various academic disciplines across the university, faculties or defined organisational units within faculties are required to specify, expected contact points in accordance with the requirements of the programme or department.

- ii. It is expected that records of attendance will not always be taken at large lectures or events with high volume student participation but should ordinarily be taken in most other teaching session formats, including laboratory-based teaching.
- iii. The regularity of expected contact points will vary by discipline, but it is expected not to be less frequent than weekly during term-time. Where students are following a course of study leading to a professional qualification and [Fitness to Practise](#) requirements apply, more regular forms of monitoring engagement and progress are expected to be in place.
- iv. There is a pause on expected contact points during university vacation periods.
- v. Postgraduate taught students on a 12-month programme are expected to be engaged with their individual project during the summer.
- vi. Examples of contact points:
  - Attendance of in-person events - which may include inter alia lectures, practical sessions, seminars, tutorials, and workshops.
  - Attendance at Personal tutor or supervisor meetings.
  - Attendance at Clinical or other defined and required placement activity.
  - Submitting coursework.
  - Attendance at assessments or examinations.
  - Usage and activity on digital education platforms and systems such as KEATS, lecture capture, InPlace, Teams, or other portfolio or practice placement tools.

## 6.2 Postgraduate Research Students

- i. Faculties or defined organisational units within faculties are required to identify, and document expected contact points to evidence engagement.
- ii. The regularity of expected contact points will vary by discipline but there is a minimum requirement that the regularity of expected contact points is monthly, with recognition of the distinctions between the various academic disciplines across the university which may require more regular forms of monitoring engagement and attendance.
- iii. Postgraduate research students do not have specified vacation periods. Any time taken from study will be agreed as part of their annual leave entitlement, and attendance or engagement are not required during these times.
- iv. Examples of contact points for postgraduate research students include:
  - Participation in research-method or research-panel meeting.
  - Participation in writing-up seminar or doctoral workshop.
  - Completion of Individual Progress Reports.

## 6.3 During agreed periods of off-campus study, faculties must set expected contact points in advance for all students. There is a minimum requirement that the regularity of expected contact points is monthly. Off-campus study includes time spent at non-King's premises for the purpose of undertaking:

- Work Placements
- Study Abroad Placements
- Data collection.
- Research project.
- Joint-degree programme
- Intercalated study modules

The SharePoint site contains template emails for faculties to maintain contact during off-campus study periods.

- 6.4 During Authorised Periods of Interruption, attendance and engagement are not required. Faculties will stay connected with students while they are on an interruption. The frequency and content of the communications will vary depending on the individual circumstances of the student and the reason for their interruption as per the [Interruption of Study Policy](#).

## 7. Attendance and engagement checks

- 7.1 Faculties are expected to check attendance on a rolling basis, throughout each term.
- 7.2 In week 3 as part of the routine non-enrollee census led by Student Records teams, faculties will be provided with lists to review for students who have not engaged or fully completed all Welcome checks or Re-enrolment activity. Where a new or returning student does not complete the enrolment requirements as specified, they may be withdrawn from the University under Academic Regulations 8.27-8.28.
- 7.3 Weeks 6 and 9 of Term 1 and Weeks 6 and 9 of Term 2, will constitute census points for faculties to conduct a full attendance and engagement check for students within scope, for all defined expected contact points as outlined in 3.3 and drawing on institutional reports.
- 7.4 This, however, should not negate more regular attendance defined by the faculty as detailed above.
- 7.5 Within Term 3 contact points may centre around assessment where appropriate or continue to mirror the above schedule.
- 7.6 The new PowerBI report (see section 4.4 above) provides a routinised means of checking engagement, within the context of other faculty/school/department measures.

## 8. Identification of Non-Attendance

- 8.1 If a student is identified as not attending, a range of interventions will be appropriate.
- 8.2 These will normally first be put into effect after an initial period of ten working days, i.e. weekdays during term time (for UG and PGT students) or during expected engagements periods for PGR students, and PGT students who are writing up dissertation.
- 8.3 There are a range of appropriate interventions, depending on circumstance. These are set out in the flowchart at Appendix 1, and can be summarised as follows:
- Stage 1: If a student is not attending, but engaging – and there are no concerns about known or potential vulnerabilities – they should be encouraged to attend via email contact (normally ten days after the last recorded attendance point).
  - Stage 1: If the student is not attending or engaging, and has known concerns relating to suicidality, they should be referred immediately as a [Student of Concern](#).

- Stage 2: If the student is not attending or engaging, and has known or potential vulnerabilities relating to issues other than suicidality, a [Student of Concern](#) referral should be made (no more than fifteen days after the last recorded attendance point).
- Stage 2a: If a student is not attending or engaging, and they do not respond to faculty emails and calls, they should be considered to be a [Student of Concern](#), and referred as such.
- If a student is engaging but not attending – and this situation does not change – then they should be signposted to support and advised of the potential consequences of non-attendance, which may be especially impactful for those who are (a) funded by certain bodies; (b) required to attend due to professional registration rules; and/or (c) required to attend due to the terms of their UK Visa.
- Where there are concerns – at any point – that the student may be “missing” i.e. “anyone whose whereabouts cannot be established and where the circumstances are out of character, or the context suggests the person may be subject of crime or risk of harm to themselves or another” then please refer to the [King's Missing Person Procedure](#).

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- 8.4 In the event of unsuccessful re-engagement with the student, the faculty will assess the student’s engagement or attendance issues, and if necessary, invoke regulation 8.29 of the Academic Regulations to initiate a withdrawal request via Student Records. Student Records will then process the withdrawal and update the student’s status accordingly. Finally, Visa Compliance will notify UKVI of the withdrawal and the cessation of sponsorship.
- 8.5 If the student re-engages with their studies and can complete the course within the current visa permission, the matter will be considered resolved, and no further action will be required.

#### 9. Action following the student’s response

- 9.1 If the student responds at any contact point and indicates that they require support, faculty will initiate a follow-up personal contact by phone and/or arrange a meeting to assess the student’s support needs. The Faculty Wellbeing Team are well placed to work with students seeking support.

Faculties can request telephony provision [via Helix](#), which will enable phone calls to be made through Teams. Our email templates provide students with information on Student Support & Wellbeing Services.

- 9.2 If the student responds at any contact point and advises that they are fine, or states that they do not require support, a further email will be sent to remind them that they can contact the department (e.g. their Personal Tutor or Faculty Wellbeing Adviser) should any issues arise, and that they can access support through Student Support & Wellbeing Services channels.

## **10. Record Keeping**

- 10.1 Data will be used and managed as set out in the [Student Engagement and Attendance Monitoring Code of Practice](#). Faculties should maintain accurate and complete records for all students to demonstrate that they are monitoring attendance and engagement effectively.
- 10.2 As a minimum standard, attendance and engagement data must:
- i. Be recorded locally and consistently by faculties on secure, approved university systems in a manner that facilitates compliant and appropriate hosting, access, sharing and retention.
  - ii. Provide reasons for absence where appropriate, for example, where a student has reported that they are not able to attend or engage due to illness, they should be marked as absent due to illness rather than for other reasons.
  - iii. Include satisfactory documentary evidence for students on a Student Visa, to verify any decisions to support an authorised interruption.
  - iv. Be aggregated, and made available within a reasonable timeframe, at all relevant institutional levels, as required.

## **11. Continuous Monitoring**

Faculties will continue to monitor each student's attendance and engagement throughout the duration of their studies, as per King's College London's Attendance & Engagement Policy.

## **12. Review and Refinement**

This procedure will be periodically reviewed no less than once per academic year and refined to ensure it remains effective and aligned with the university's policies and the evolving needs of the student body.

## Appendix 1: Attendance, engagement and prolonged absence flow chart

Intervention stage	Faculty Responsibilities	Possible responses from the student:
Stage 1 – 10 days of non-attendance:	<ul style="list-style-type: none"> <li>• Faculty Wellbeing Advisors (FWAs)/Designated Safeguarding Officer (DSO)/Faculty Safeguarding Liaison Officer (FSLO) to use Student Support &amp; Wellbeing Services dashboards to check again for any known vulnerabilities.</li> <li>• If there is a high level of vulnerability (e.g. the student might pose a risk of harm evidenced by expressions of suicidal thoughts/plans or attempts – in the previous three months, and there is no evidence of engagement or attendance, <a href="#">refer to SOC</a>).</li> <li>• NB: Under-18 students are monitored weekly by the Faculty DSO</li> <li>• In all other cases, send the Stage 1 email<sup>1</sup></li> </ul>	<p><i>To prevent Stage 2</i></p> <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Student requests approved absence – <a href="#">see links from Student Services Online</a></li> </ul> <p><i>To trigger Stage 2</i></p> <ul style="list-style-type: none"> <li>• No contact or attendance</li> </ul>
Stage 2 – 15 days of non-attendance	<ul style="list-style-type: none"> <li>• Check again for any known or potential vulnerabilities (as above)</li> <li>• If there are other vulnerabilities e.g. as disability, mental health challenges, financial issues, personal or familial circumstances, age (for example, students who are under 18), or concerns about academic progress (such as previous fails on modules or assessments, or repeated Mitigating Circumstances Forms submissions), and the student failed to respond to Stage 1 email, please <a href="#">refer to SOC</a></li> <li>• If there are still no known vulnerabilities, FWA/DSO/FLSO to obtain information on KEATS engagement and Gallagher swipe card info via the PowerBI dashboard.</li> <li>• If there is no evidence of engagement or attendance, the faculty should try to telephone the student, and follow up via email.</li> <li>• In all other cases (where there is engagement, but no attendance), send the Stage 2 email</li> </ul>	<p><i>To trigger Stage 2a</i></p> <ul style="list-style-type: none"> <li>• No response to faculty phone calls, and no evidence of engagement</li> </ul> <p><i>To prevent Stage 3</i></p> <ul style="list-style-type: none"> <li>• Attendance</li> <li>• Student requests an approved absence (as above)</li> </ul> <p><i>To trigger Stage 3</i></p> <ul style="list-style-type: none"> <li>• No contact or attendance</li> </ul>
STAGE 2a – within two working days of the Stage 2 phone call	<ul style="list-style-type: none"> <li>• If there has been no engagement in response to the faculty phone call(s) or emails: <a href="#">refer to SOC</a>, due to prolonged absence</li> </ul>	
STAGE 3 – 20 days of non-attendance (even if engagement is present)	<ul style="list-style-type: none"> <li>• Send the Stage 3 email, and <a href="#">refer to SOC</a>, due to prolonged absence</li> </ul>	

<sup>1</sup> Emails to be sent via Venio for relevant faculties, or manually otherwise. Email records to be kept in all cases

<b>For students on visas only</b>		
STAGE 4 – 45 days of non-attendance (even if engagement is present)	<ul style="list-style-type: none"> <li>• Send the Stage 4 email, copying in Visa Compliance.</li> <li>• Share a full record of re-engagement attempts with Visa Compliance.</li> </ul>	
STAGE 5 – 60 days of non-attendance (even if engagement is present)	<ul style="list-style-type: none"> <li>• Send the Stage 5 email, copying in Visa Compliance.</li> <li>• Share a full record of re-engagement attempts with Visa Compliance.</li> </ul>	

## **Appendix 2: Visa Compliance Requirements for Sponsored Students**

This appendix outlines UKVI-specific requirements relating to attendance, engagement, absence, and interruption for students sponsored under the Student route. These supplement the core Attendance, Engagement and Prolonged Absence Procedure (AEPAP) and ensure the university remains compliant with Home Office sponsorship duties.

### **1. Below-Degree Level Programmes**

For Foundation and Pre-Sessional students:

UKVI requires a minimum of **15 hours of daytime classroom study per week** (Monday to Friday, 08:00 to 18:00).

- Faculties must review attendance **monthly** and document:
  - Any attendance below **85%**, with reasons and actions taken.
  - Any attendance below **70%**, with clear re-engagement steps.
- If attendance remains below **70% for two consecutive months**, a **mid-month check** should be conducted in the third month.
- **No engagement for 60 days or sustained poor attendance** may result in sponsorship withdrawal. Visa Compliance must be notified to assess and report to UKVI where required.
- All monthly attendance records must be available on request.

### **2. Contact During Non-Taught Periods (Taught Programmes)**

Faculties must maintain documented contact with students during non-taught periods (e.g. dissertation stages):

- **Dissertation supervision** should include:
  - Scheduled meetings,
  - Submission milestones,
  - Final submission tracking.
- Contact must occur at least every 30 days (e.g. supervisor meetings or email check-ins with a response). All contact must be recorded against the student record for audit purposes.

### **3. Students Living Overseas**

Students **cannot reside outside the UK long-term** on a Student visa unless for an approved study-related purpose (e.g. fieldwork, data collection). If a student:

- Plans to be overseas for **non-study-related reasons for more than 60 days**, or
- Can no longer complete their course within their current visa validity, then **visa sponsorship must be withdrawn**.

Students should be advised to seek guidance from the Visa & International Student Advice team on the implications for their Student visa or Graduate Route eligibility.

#### **Sabbatical Officers**

- KCLSU is responsible for maintaining and documenting contact with sponsored sabbatical officers.
- If there is **no contact for 30 days**, KCLSU will notify Visa Compliance.

- If there is **no contact for 60 days**, Visa Compliance will report the withdrawal of sponsorship to UKVI.

#### **4. Enrolment and Non-Enrolment**

UKVI requires confirmation that sponsored students are fully enrolled and engaging within **10 days of their latest enrolment date**.

- In **Week 3**, Student Records will identify students who haven't completed enrolment or engaged.
- In **Week 4**, faculties must confirm who has failed to engage and notify Visa Compliance.
- Requests to extend enrolment deadlines must be shared with Visa Compliance, including academic support arrangements.
- Sponsorship may be withdrawn if engagement is not confirmed.

#### **5. Absence, Interruption and University-Initiated Breaks**

- Faculties must keep clear records of **authorised absences**. A **prolonged absence** is defined as more than 30 days or any absence that would delay the student's expected end date.
- Students are generally **not permitted to be absent during teaching or exam weeks**.
- **Absences over 60 days** or those that impact a student's ability to complete their course within the visa validity period must be reported to Visa Compliance.
- In **exceptional circumstances** (e.g. illness or injury), the university may maintain sponsorship beyond 60 days if the student can still complete their course within the visa period. Evidence must be documented.

##### **Interruption of studies:**

- Must be processed via Student Records.
- Sponsorship may continue for up to 60 days if the student can resume study within their visa permission.
- If the student cannot return after 60 days, Visa Compliance must be informed.

##### **University-initiated interruptions (e.g. suspension or mandatory leave):**

- Sponsorship must be withdrawn after 60 consecutive days unless the student can still complete their course in time.
- Visa Compliance will notify the student and UKVI.
- Faculties unsure of sponsorship implications should seek advice from the Visa Compliance team.