

BSC Attendance Policy and Procedures

*Review History:			
Date of review:	Reviewed by:	Reason for review:	Amendments:
July 2023	Compliance and Safeguarding Manager	Policy review	Clearer process and procedure, updated warning process
September 2023	Compliance and Safeguarding Manager	Annual review	Company branding
October 2023	Compliance and Safeguarding Manager	Policy review	Procedure updated with support for students with low attendance
September 2024	Compliance and Safeguarding Manager	Annual review	Postponement of courses

Aim:

BSC (Education, Group and Young Learners Limited) aims:

To provide all team members and students with clear rules and procedures regarding attendance at BSC Education (BSC) Colleges.

Policy:

BSC students are expected to attend all their lessons; it is the responsibility of the student to inform the college of illness or any other reason for absence as soon as practically possible.

Any holiday requests should follow the Holiday Policy in the student handbook. This is also listed within this policy.

If you do not attend 90% of your lessons:

- You will be sent warning letters
- No certificate will be issued at the end of the course; You will only be issued with an academic report
- You may have to attend formal meetings with your College Manager or other team members such as your teacher or a member of the Student Experience Team.

According to our terms and conditions, if you have very low attendance, your course may be cancelled without a refund.

'BSC reserves the right to expel students for lack of attendance. No refund will be given, and any unpaid fees become immediately payable. BSC requires that students maintain an attendance level of a minimum of 90%'.

1. Support and Well-being

At BSC, we are here to help and support you throughout your learning journey, poor attendance can be an indicator of other factors affecting a student's well-being, this is why it's important that students speak to college team members for anything they need help and support with especially if students are struggling to adjust to life in the UK. BSC colleges have Designated Safeguarding Leads and Mental Health support available to any student who may need it. Additionally, it is crucial that BSC team members look out for patterns of poor attendance and the reasons why.

2. Punctuality

It is extremely important for your learning and progress that you attend all your classes and arrive to your classes on time, being late can disrupt classes and will affect your overall attendance percentage. Being on time shows respect and creates a positive learning environment for other classmates and your teachers.

3. UK Visas and Immigration (UKVI regulations)

If you have a Student Visa and you do not meet your visa requirements, we are required by law to report this to the UKVI. Please make sure you come to class every day, on time. This policy should be read in conjunction with our Student Visa academic attendance and engagement policy which sets out clear guidelines and expectations from both BSC Education and UKVI.

4. Attendance Percentage:

Acceptable Attendance– BSC Education expects consistent attendance of a least **90%** as a *minimum attendance percentage*. All concerns with attendance along with notifications and warnings will be recorded on the student's booking on Fidelo.

5. Attendance monitoring:

All BSC colleges monitor attendance daily however an end of week report is run weekly and overseen by College Managers and the Compliance and Safeguarding Manager for oversight and analysis.

6. Absence

6.1. **1st Day of Absence:** Students are required to inform the college if they are going to be absent, ill or cannot come in that day (students must inform the college on that day by telephoning or emailing into their college before their class start time or at the earliest opportunity).

6.2. **Under 18:** Any student under the age of 18 who is absent will be treated as a Safeguarding concern and all efforts will be made to contact that student, including their emergency contacts, parents, guardian, agent, host family and group leader if required.

If we cannot contact the student on the day that they are absent, the police will be informed, and internal safeguarding policy procedures will be followed.

- 6.3. **Attendance notification** – Students will be contacted on the day of absence to ascertain the reason for their non-attendance. If the student hasn't been in the college for 2 consecutive days, college teams will again contact the student via email/WhatsApp/phone call to check their wellbeing and to inform them that there is a concern regarding their attendance. This will be done either by the Student Experience Team or the College Manager.

7.1 Verbal Warnings:

If student absence becomes unacceptable and below BSC standards, students may be given a verbal warning and issued a written notification of this for our records.

This will include current attendance percentages with the requirement that the college sees a visible and immediate improvement. Verbal warnings will be documented on our student management booking system.

8. Written Warnings

Written warnings are given when there is no improvement in a student's attendance and there is a clear breach of compliance with BSC's attendance policy.

BSC acknowledges that students are often on different course lengths, therefore this policy will be applied consistently; however, timelines for improvement may vary therefor from student to student as there may be pastoral or safeguarding arrangements in place. Warnings will be issued on a case-by-case basis.

8.1 Stage 1 Warning

A **stage 1 warning** may be issued if attendance does not improve after the verbal warning or monitoring period.

Students will be issued with a **Stage 1 Warning Letter** where they will be informed that they have failed to meet the expectations set out by BSC regarding attendance. The letter will clearly outline that no consistent improvement has been seen following their verbal warning.

Compliance and Safeguarding manager and Head Operations to be informed at this stage.

Attendance improvement:

- a- You must strive to attend every lesson starting on the day of the first warning in order to improve their attendance.
- b- Attendance must be monitored, and improvements noted
- c- Student reminded that they are here on a 'study visa' or equivalent and are not meeting the terms of their Visa.

d- If there isn't any improvement or evidence of an attempt, they will receive their second formal warning.

The student will be given the first formal written warning, and a copy will be sent to the student, agent and/or sponsor by email. All details of the meeting and the first warning will be recorded in the student's booking on Fidelo.

** College Managers may use their discretion when setting out attendance improvement timescales as this can be dependent on students' length of study with BSC.*

9.2. Stage 2 Written Warning:

If attendance hasn't improved following the first warning:

Students are invited to a second meeting with the College Manager (or Lead Teacher/Student Experience Facilitator (Lead) in their absence) who will inform the student that they have failed to meet the terms of the first warning, i.e. they haven't improved their attendance and therefore will be given a second warning.

Students must be reminded of the consequences of a failing to improve attendance, which are as follows:

- a- Student will receive the third and final warning.
- b- Third and final warning may lead to the termination of their course.
- c- BSC Education is obliged by law to report to UKVI students or those on Embassy Sponsorships who have failed to attend the minimum percentage of lessons, and which could be a breach of the terms of their visa. Failure to meet the terms of their visa might lead to an immediate return to their country of origin.

The student will be given the second formal written warning, and a copy will be sent to the student, agent and/or sponsor by email. All details of the meeting and the first warning will be recorded in the student's booking on Fidelo.

** College Managers may use their discretion when setting out attendance improvement timescales as this can be dependent on students' length of study with BSC.*

3.3. Stage 3 final Written Warning:

There hasn't been any improvement in students' attendance following the second warning.

Students are invited to a final meeting with the with the College Manager (or Lead Teacher/Student experience facilitator Lead in their absence) who will inform the student that they haven't improved their attendance, and this has left BSC Education with no other alternative but to issue a third and final warning.

Students must be reminded that the third and final warning clearly states that they must come to every lesson, no absence is excused unless it is an emergency or beyond their control. If they fail to comply with these terms, the consequences are as follows:

- a- BSC is obliged by law to report to UKVI students or those on Embassy Sponsorships who have failed to attend the minimum percentage of lessons, and which could be a breach of the terms of their visa. Failure to meet the terms of their visa might lead to an immediate return to their country of origin.
- b- Failing to miss further lessons without significant improvement could lead to the termination of their course.

The student will be given the third formal written warning, and a copy will be sent to the student, agent and/or sponsor by email. All details of the meeting and the third warning letter will be added to the student's booking on Fidelo.

** College managers may use their discretion when setting out attendance improvement timescales as this can be dependent on students' length of study with BSC.*

3.4 Stage 4 – Expulsion Letter

Should no improvement to attendance be made after all options have been exhausted, BSC Education may have no other option than to expel students who repeatedly fail to attend their course without valid reasoning or providing evidence as required within this policy. **The decision to expel a student will be raised by College Managers to the Safeguarding and Compliance Manager, Head of Operations and Director of Global Operations**

If at any point during your studies your engagement, attendance or behaviour is such a serious cause for concern, warnings may progress directly to a Stage 3 or Stage 4 warning. This decision will be made by College Team Management including, but not limited to; Compliance and Safeguarding Manager, Head of Operations and will involve the Director of Operations and Academic delivery due to the severity of the situation.

7. BSC Attendance Terms:

BSC reserves the right to withdraw, rescind or escalate warnings in line with student attendance monitoring. BSC recognises that student's length of study can vary and as such attendance monitoring will be consistent but in line with individual student needs and circumstances.

'BSC reserves the right to expel students for lack of attendance. No refund will be given, and any unpaid fees become immediately payable. BSC requires that students maintain an attendance level of a minimum of 90%'

BSC's attendance policy is in place to help and support students to their full potential in their learning environment and will continue to monitor attendance and ensure that students are getting the most out of their educational journey with us. BSC Education takes the safety and wellbeing of all our students seriously and will ensure support is given to all at the earliest opportunity when attendance becomes a concern. Where possible and in line with BSC's terms and conditions and with evidence or

mitigating circumstances BSC Education may work with the student to pause/postpone the student's course with their approval to a time more suitable to complete.

8. Holidays

Throughout the year, there may be periods where the college will be closed; this is due to bank holidays and religious holidays. No refunds or other compensation is available for classes that would normally take place when these holidays fall. UK Public holidays can be viewed on our website. College Teams will also communicate this to students.

If you would like to take a holiday, you must submit a holiday request as per below:

- Please put your request in writing by emailing your local college email address
- You must notify us at least 1 week before you wish to take your holiday. Please do not book plane tickets until this has been authorised
- Your holiday must run from Monday to Friday

Your course will be extended by the same period of time taken as your holiday. Please note your accommodation will not be extended in line with this.

If you take a holiday and do not tell us, then your attendance will be affected, and it may affect your Visa.

Holiday Allowance- for every 12 weeks that you study, you are entitled to 1 week of holiday.

Embassy students must follow their embassy rules and speak to their advisor.