



Student Taught Engagement Policy



Scope

All taught programmes leading to an award at City St George's, University of London. Specific arrangements for validated provision are set out in the Validation and Institutional Partnerships Handbook.

Summary

This policy covers the need for active engagement and consistent attendance, and it links to academic success, career prospects, and, for international students, visa compliance. It outlines the expectations on student to engage and participation in all learning activities and explains how your engagement is monitored. The policy also details support services, authorised absences, and that there are various programme-specific and external requirements for attendance and engagement.

Approved/re-approved: July 2018, July 2019 (revised), Sept 2020 (revised), Sept 2021 (Revised), May 2022 (revised)

Date for review:

Effective from: September 2025

Should be read in conjunction with:

- Programme Handbooks and Course specific information
- Terms and Conditions for Studying at City St George's
- [Student Charter | Student Hub | City St George's, University of London](#)
- [International student attendance and engagement guidance](#) (update to be linked when ready)
- [Religious-Observance-Policy](#)
- [Interruption-of-Studies-and-Withdrawal-Policy](#)
- [Interruption-of-Studies-and-Withdrawal-Student-Guidance](#)
- [Fitness to Practise Policy and Procedure 21-22](#)
- [Support to Study Regulation](#)
- [1:1 Student Support Policy](#)
- [Student Disciplinary Regulations](#)

In this policy, “you” or “your” refers to the student; “we”, “us” and “ours” refers to City St. George’s

Freedom of Speech

City St George’s, University of London, regards freedom of speech and academic freedom to be fundamental to delivering its mission as the University of business, practice and the professions. Its values in this respect are set out in a code of practice on freedom of speech and academic freedom, which explains how the University will uphold, secure, and promote freedom of speech within the law. See: <https://www.citystgeorges.ac.uk/about/governance/policies/code-of-practice-on-freedom-of-speech> . Nothing in this policy should be interpreted in any way that would be inconsistent with the code of practice and – in the event of any inconsistency – the provisions of the code will prevail.

1. Equality and Diversity statement

2. City St George’s, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.
3. Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

4. Definitions

5. **Engagement** is more than just being present. It involves actively exploring all aspects of your learning, both inside and outside the classroom, to maximise your studies. This includes participating in lectures, seminars, tutorials, assessments, research, and similar activities. It also covers self-directed study, such as regularly accessing and using learning resources in the Virtual Learning Environment, lecture captures, library resources, submitting coursework, and meeting with your Personal Tutor, Academic Advisor or Supervisor.
6. **Attendance** means your physical or virtual presence at in-person or online teaching and learning activities. Attending these activities is one factor contributing to your overall engagement.

7. The Importance of Engaging in your Learning

8. Active engagement and attendance are key to a successful learning journey and a fulfilling student experience at City St George's. Fully participating in your timetabled sessions and all aspects of your learning offers clear benefits:
 - 8.1. **Academic Success:** Consistent engagement, including regular attendance, is crucial for understanding complex concepts and preparing effectively for assessments, which leads to improved academic performance and degree outcomes.
 - 8.2. **Community:** When you engage with your studies and attending your scheduled teaching you become part of a rich learning community. This allows you to learn from peers, share diverse perspectives, and contribute to the collective learning experience. Active participation helps you connect with your programme, School, and the wider university community.
 - 8.3. **Employability and Professional Skills:** Your engagement supports the development of essential employability and professional skills for your future career. For some programmes, attendance is required to meet the minimum learning competency standards for practicing in your chosen field.

- 8.4. **Future Employment Prospects and References:** Your attendance and engagement record will inform references provided by your personal tutor or other academic staff to future employers. Consistently high levels of attendance demonstrate your commitment and professionalism.
9. **Visa Compliance:** For international students, fulfilling attendance requirements is required to maintain your visa status. Non-attendance will jeopardise your visa and may require you to return to your home country. City St George's is dedicated to helping you succeed and thrive by making the most of your studies. Our [Student Charter](#) outlines both our commitments to you and your responsibilities to the University, including the expectation that students actively engage in all learning opportunities, prioritise academic and professional work and take responsibility for their learning progress.
10. You should read this policy alongside your Programme Handbook or information provided by your course team with detail of the specific attendance and engagement requirements for your course of study.

11. Your Attendance and Engagement

12. Your programme is carefully designed to help you develop the skills, knowledge, and understanding essential for your studies. You are expected to engage fully with your learning, including attending all scheduled teaching sessions. To get the most out of your course, you should:
- Come to your scheduled teaching sessions having completed any required preparation or pre-reading.
 - Attend all scheduled teaching. This includes lectures, tutorials, webinars, workshops, lab sessions, and group activities (both on campus and online), as well as non-timetabled sessions like personal and group tutorials.
 - Actively participate in all in-person and online learning, engage in discussions, and contribute to group work.
 - Engage with your Virtual Learning Environment (i.e. Moodle or Canvas).
 - Submit all and participation in all summative assessments on time.
13. If you need advice or support on study skills, contact the [Learning Support team](#) and familiarise yourself with the [available Study Guides](#). We continuously develop these resources based on research and your feedback.
14. If you are struggling to engage or having difficulty attending your timetabled sessions, it is vital to let your School Engagement Team know so that they can help you.
15. Adjustments to attendance requirements for health and wellbeing reasons may be captured in Student Support Plans and relevant staff notified. Refer to the [Reasonable Adjustment Policy](#) for further details.
16. You can find more information about help and support on [the Student Hub](#) and through your Students' Union.

17. Attendance and Engagement Monitoring

18. Your engagement is monitored through a range of measures and is regularly reviewed to ensure you are fully participating in your studies. This includes:
- Your attendance in in-person and online live sessions
 - Online engagement with your virtual learning environment (Moodle or Canva)
 - Use of the library and learning resources

- Assessments

19. Attendance and engagement data is collected through various methods, including SEAtS (Count Me In) attendance monitoring system (via in-classroom tap-ins and app check-ins), physical or virtual registers, data from your campus specific Virtual Learning Environment (VLE), library usage data and your assessment submissions.
20. While incentives are not offered solely for attendance, engagement in in-person or online learning may form part of assessment when it, along with relevant work, demonstrates the intended learning outcomes for the module have been achieved. [Learning Teaching and Assessment Principles](#) and [Assessment for Learning Code of Practice](#) must be followed. Please refer to your programme handbook or module specification for more detail.

21. In-Person Attendance

22. You are responsible for registering your attendance at all sessions using the available attendance recording system.
23. You must always have your University ID card on you when on campus, as it is required to verify your attendance. Your attendance record cannot be updated retrospectively if you do not have your ID card.
24. Please ensure your contact details, including phone number and preferred email address, are kept up to date on your student records so we can contact you directly when needed. If we identify that your attendance and engagement are lower than expected and are of concern, we will contact you directly to address the issue and offer support. (See Low Attendance Patterns section below)
25. Queries about your attendance and engagement should be directed to your School Engagement Team. Further information or programme specific information is available in your Programme Handbook or programme specific information.

26. Misrepresentation of Attendance Records

27. Misrepresenting your attendance record by actions such as swiping your ID card and leaving the class, registering outside the room through the app and not joining the class, swiping another student's ID card, or otherwise stating you or another student were in attendance when you were not, is deliberate falsification of student records. This is considered misconduct and a disciplinary matter. For professional programmes there may be a need to report misconduct to the relevant professional body. Further information in relation to disciplinary procedures and academic misconduct are available on the student hub [Student Conduct & Compliance | Student Hub | City St George's, University of London](#).

28. Programme-Specific and External Requirements

29. Please refer to your Programme Handbook or information provided by your Programme team, for programme-level specifics regarding attendance and engagement, including any attendance requirements. If you are on placement or an outgoing Study Abroad student, appropriate alternatives will be agreed upon with your Programme Director and programme team. For part-time students or those engaged in distance learning, expectations and monitoring systems may differ.
30. Regular attendance is a requirement of several external bodies. Some programmes will set mandatory minimum attendance thresholds, to reflect Professional, Statutory, and Regulatory Bodies (PSRB) requirements, other regulatory body requirements, or professional expectations. In such cases, attendance will count towards the successful completion of a

Module or Programme Stage. These requirements typically lead to a pass or fail and usually do not contribute to your overall Award classification.

31. Clinical placements have separate attendance requirements not covered by this policy; more details are available in relevant Programme Handbooks or information provided by your Programme Team.
32. Certain funders also have requirements (e.g., the U.S. Department of Education who administer Federal Direct Loans). Regular academic engagement is a requirement of the UK Visas and Immigration department of the Home Office for sponsored students.

33. International Students on Visas

34. We have a legal responsibility to monitor your attendance and engagement and report this information to the Home Office. While the support and steps for attendance and engagement concerns are similar for all students, you must meet additional Home Office requirements. Failing to meet your academic engagement commitments could lead to the withdrawal of your student visa or funding, potentially requiring you to return to your home country.
35. Please refer to the International Student Attendance and Engagement Policy for full details on attendance requirements and the escalation process for low engagement.

36. Absences

37. International Students sponsored by City St George's for a Student Visa must following the International Student Attendance & Engagement Policy for specific guidance on authorised absences and the process you must follow.
38. International students should be aware that non-attendance could put their visa at risk, please refer to the [Student Hub](#) for more information.
39. The below information on Authorised Absences relates to non-visa students only:
40. We understand there will be times when, through no fault of your own, you will be unable to attend. You may need to inform us of absences due to illness, medical treatment, bereavement, or similar reasons.
 - **Short-term absences (less than 8 days):** If you are absent for 7 days or less, and this absence is a one-off occasion, you do not need to provide evidence. However, repeated short-term absences may result in contact from your School to discuss the impact. On some programmes, you may be asked to contact your lecturer or programme team to inform them when you are absent.
 - **Longer-term absences (8 days to 3 weeks):** If you are absent for 8 days or more, you should inform your School and may be asked to provide documentary evidence, such as a doctor's note, to support your reason for leave. Please contact your School Engagement Team for more information.
 - **Continuous absence (3 weeks or more):** You must submit a request, with supporting evidence to your School Engagement Team and they will decide whether the absence can be authorised. For some programmes, you may be required to attend an occupational health assessment to assess your health status before returning to study. On rare cases, with applicable evidence, City St George's may consider authorising an absence up to a maximum of 60 calendar days
 - **Long term absences** will require consideration under the Interruption of Studies policy.
41. You are responsible for making up any missed learning. Please check your programme handbook for course expectation or contact your module leader, tutor or academic advisor

if you need help catching up with content.

42. Please refer to the [Religious Observance Policy](#) for information on arrangements related to religious observance.
43. Students who receive an authorised absence will not usually receive a refund of tuition fees, and your completion date will typically remain the same.
44. There may be some programmes where an authorised absence is not applicable. Please refer to your Programme Handbook or information provided by your Programme Team for specific requirements about the maximum length of absence permitted.

45. Low Attendance Patterns

46. Our systems are designed to identify and offer support to students who are not engaging in the learning as early as possible, including those with low levels of attendance.
47. If we identify low levels of attendance, we consider this an indication that you may have disengaged with your studies, require additional support, or are at risk of not successfully completing your programme, we will contact you via email, telephone, or text to:
 - 47.1. Check on your well-being and ensure you have no concerns or support needs.
 - 47.2. Let you know we are concerned and suggest ways to help you re-engage with your learning and attend regularly.
 - 47.3. Ask you for further information on your personal circumstances. Based on this we may suggest ways to help you to re-engage.

48. Continued Low Levels of Attendance and Engagement – Concerns and Escalation

49. If we continue to be concerned about your attendance and engagement, we will contact you to understand the situation. This may be by email or phone, at which point you may be referred to additional support, including a meeting with your Personal Tutor or student engagement staff in your School.
50. It is your responsibility to engage with any offer of support. If you do not, your programme team will be informed, and further action will be taken to understand why you are not engaging with your studies or the available support, and to help you get back on track.

51. Withdrawal

52. Persistent absence from scheduled teaching and learning sessions combined with lack of engagement with your programme, assessments, or virtual learning environment, may lead to withdrawal from your programme of study.
53. Concerns about your well-being or behaviour related to your attendance and engagement may lead to a review of your ability to fully engage in your course, through [Regulation-10-Support-for-Study.pdf](#), [Fitness to Practise Policy and Procedure](#).

54. Welfare Concerns

55. If we are worried about your welfare, your Personal Tutor, Academic Advisor or a member of staff who knows you may contact the Student Welfare Officer in your School. If we have not been able to reach you and there are significant concerns for your welfare, the Safeguarding Lead in your School may alert the City St George's Safeguarding Team to take appropriate steps to contact you and check on your well-being.
56. Attendance and engagement data may be used by teams such as Safeguarding, Student Support, and Health and Well-being to build a comprehensive picture of student support needs. A lack of

engagement could prompt contact from these teams to check on your welfare. This may include contacting your emergency contact or trusted contact.

57. Use of Student Data

58. City St George’s is committed to handling data with care and ensuring compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR) which set out the legislative framework for managing personal data. We collect data for the purposes of supporting your attendance and engagement with teaching and learning opportunities and for monitoring trends. This includes activity in teaching and learning systems and registering attendance at teaching venues. If you are not actively engaging with your studies, City St George’s may contact you to offer support and signpost you to services to help you succeed. All data is held in accordance with the Data Protection Act 2018 and UK GDPR. Anonymised data may be used for analytical purposes in order to generate reports related to student attendance and engagement.

59. Attendance and Engagement monitoring data will be retained for a limited period, as stipulated in City St George’s Data Protection Policy, in accordance with the DPA 2018 and UK GDPR, and shall not be used or shared for any other purposes. For more information about your personal data that we collect and how we use this, please see the Student Privacy Notice.

60. Disclaimer

61. The information in this policy is correct at the time of writing. We subscribe to the Office of the Independent Adjudicator for Higher Education (OIA) scheme. This policy is therefore subject to review. We are committed to complying with any formal decision and/or recommendation(s) issued by the OIA arising from a student complaint, noting that we are not bound to comply with the OIA decision. We reserve the right to make amendments to the policy. If amendments are made, we will take reasonable steps to publicise changes in a timely manner.

Policy Details Table

Document Title	Taught Student Attendance and Engagement Policy
Maintained by	Student Success Team
Owned by	Head of Student Inclusion and Engagement
Approving Committee or Body	Senate
Last Updated	May 2022
Review date	June 2025
Location of master document	TBC
Website Link	TBC
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