

Attendance Policy

1. Introduction

As part of their commitment to their studies, students are required to attend 100% of their course of study. We have reliable data that clearly demonstrates that those students who attend their classes regularly, are generally more successful in their studies.

2. Attendance

Attendance is monitored regularly throughout all TLG schools. If a student needs be absent for any reason, it is important that TLG is informed of this as soon as possible before the absence begins with clear reasons for their absence.

All students are expected to:

- Attend ALL scheduled lessons that form part of their programme of study, regardless of their visa type or immigration status.
- Arrive on time to scheduled lessons and to remain until the end of their lesson.
- Be in class for the attendance monitoring procedure. This is at the beginning of each class or each elective when the lecturers update their daily registers.
- Provide explanations for absence and meet with their mentor to discuss this when requested.

3. Attendance Monitoring Procedures

3.1 Record Keeping

Attendance monitoring is achieved by means of attendance input into the database by lecturers or by the mentor team. Attendance will be taken within the first 15 minutes of each lesson, or segment of a lesson. Students are responsible for attending class on time in order to be marked present.

3.2 Student ID Cards

After the induction session on the first day, students will be issued with a student ID card and lanyard. The student ID card must be worn on the provided colour-coded lanyard at all times, as it is essential for security.

If a student is required by a member of staff to present their ID card whilst on campus, they must do so immediately.

The ID card remains the property of TLG and can be retained by any member of staff, if there are valid reasons to believe that a student is not entitled to have it due to reasons such as:

- being withdrawn from their programme;
- cancellation of a student's visa;
- a breach of the attendance policy; and
- suspension of a student's account due to outstanding fees.

The lanyard that students wear is colour-coded so that the safety and security of all staff is guaranteed. The coding is as follows:

Red: staff

Blue: adult student

Yellow: child student

Orange: visitor

It is important that all students are aware of this as they move about the campus and report any unknown persons not wearing a lanyard to reception.

4. Absences and Notifications

4.1 Punctuality

- Students are expected to arrive on time and stay until the end of every lesson.
- Students will be marked as absent after 15 minutes of their lesson start time. This is to avoid disruption of those who have attended on time and to ensure that all students receive a high quality student experience.
- If a student arrives more than 15 minutes late they will not be allowed to join the lesson and will be marked as absent for the first period of the lesson. **Please note:** The student may enter the class at the break.
- Arriving late and leaving early is distracting for the lecturer and for fellow students.
- Persistent lateness will affect a student's percentage of attendance and may result in disciplinary action, including withdrawal from the programme.
- TLG continually monitors attendance on a weekly basis. Poor attendance will result in a warning letter being sent out to students. Mentors are available throughout the programme if there are issues that are affecting the students ability to attend. It is important that students take the time to speak with their mentor. There is also the option to contact them via e-mail in addition to the student support team.

4.2 Authorised Absences

Although 100% attendance is expected of all TLG students, it is understood that there are occasions, due to unavoidable circumstances, that a student may not be able to attend their scheduled lesson. If this is the case, students are expected to inform either the student support team or their mentor of their absence as soon as possible.

Reasons and evidence that may be considered for authorised absence include but are not limited to:

- Death or illness of a family member;
- Appointments with a physician, dentist or other recognised licensed/certified medical practitioner.
- Serious personal difficulties.
- If you are ill and your attendance would endanger your health or the health of others **Please note:** a medical certificate needs to be provided if the illness exceeds 2 days.

It is the responsibility of the student to catch up on any work missed as a result of any absence.

If a student requires leave for exceptional circumstances, they must inform the student support team and receive authorisation first.

There may be circumstances where a student needs to defer their studies. It is important that you discuss this with the student support team as soon as possible to determine whether this would be possible.

If a student wishes to request maternity or paternity leave, they must request this leave from the student support team. There may be the potential for a student to defer their studies in these cases so it is worth discussing this with the student support team.

Any student who is having any personal issues that may be affecting their attendance, must discuss this with their mentor. Please be assured that this will be kept confidential where they will do their utmost to support all students to provide the best solutions for their needs.

4.3 Unauthorised Absences

Reasons for non-attendance that will **not** be considered for authorised absence include but are not limited to:

- Domestic or personal disruptions such as, moving house and weddings outside immediate family members
- The death or illness of a member of your extended family
- Employment-related issues (for students with the right to work in the UK)
- Holidays outside the official holiday periods. Holiday allowance is determined by the length of your programme of study.

4.4 Holiday entitlement

Students are made aware of their timetable at the beginning of the academic year. It is important that holidays are booked giving consideration to their timetable, when lessons are not taking place. In instances where this cannot be avoided due to a pre-arranged holiday, please contact the student support team to discuss options available.

5. Attendance Monitoring and Attendance Warnings

Attendance will be taken on a daily basis by the teaching staff to ensure students are attending. Lecturers will report non-attendance to the Mentor and student support team.

Attendance via registers will be monitored on a weekly basis to ensure students have satisfactory overall levels of attendance.

Students who do not attend their classes will be sent a warning letter, highlighting the importance of attendance and the benefits of doing so. It will also be made clear in this letter that after two warnings, students are likely to be withdrawn from their programme.

The student support team will assess non-attendance explanations on a case by case basis.

Regular non-attendance without valid reason will be subject to disciplinary action which may lead to students being withdrawn from their programme.

Absence due to illness that does not exceed 2 days may be authorised with a Student Statement of Sickness, available from the student support team. After 3 consecutive days of sickness a medical note is mandatory.

Continuous requests for authorised leave for one or two days unsupported by evidence, may be declined and could result in expulsion and sponsorship being withdrawn.

Students who are studying with TLG must abide by the terms of their visa. TLG must report to the immigration services or the sponsoring organization, any international students who do not have

satisfactory attendance. If a student is regularly absent from classes, this could lead to sponsorship being withdrawn and their visa terminated.

5.1 Absences and Notifications

The student support team must be informed of reasons for a student's absence. If a student is found to be submitting fraudulent documents as evidence of absence, he/she will be subject to disciplinary action which may lead to expulsion and withdrawal of sponsorship and visa.

5.2 Leaving Early

If a student is required to leave earlier than a class is scheduled to end due to valid reasons, he/she needs to inform the student support team at their earliest possible opportunity. Failure to do this will result in the student being marked as absent from their class.

5.3 Mass Absence Request

As TLG embraces diversity and promotes equality, there may be situations where, due to religious celebrations, students may request for a class to be rescheduled or receive a mass absence authorisation. In such cases, TLG works on a case by case basis; ensuring adequate notice is provided. Please note that the request must be submitted and authorised prior to the event.

TLG will make every effort to accommodate the students' request subject to the availability to move the lesson to a time that suits the majority of the class.

Submitting Medical Documents

If student absence through illness persists for three days or longer, a medical certificate is required to support any request for absence authorisation. Please note that prescriptions are not a sufficient substitute for official medical documents and cannot be considered in order to authorise absences.

There are three types of medical documents mostly used:

Statement of fitness for work – those must specify the period the student has been unfit for studies and also must be stamped and signed by doctors

Medical certificates issued by doctors – the period of time the student was unfit for studies must be specified as well and if the document is written on a headed paper, containing surgery's details and the doctor's signature.

Medical certificates issued by hospitals/Discharge from hospital letters.

If there are any doubts over the validity of a medical document, the SEO has the right to contact the surgery/doctor to verify the document. If it is discovered that fraudulent documents have been submitted the student will be subject to disciplinary action which may result in expulsion and withdrawal of any sponsorship and/or visa.

Student Access to the Attendance Policy

Students are regularly notified about the Attendance Policy and are reminded to familiarise themselves with both the Student Handbook and Attendance Policy.

Welcome emails are sent prior to arrival at The Language Gallery prompting students to read the Student Handbook and Attendance Policy.

At Induction students are given information regarding the Attendance Policy.

During induction ALL students will be required to sign the school Code of Conduct that states they understand the expectations and the consequences of the Attendance Policy. Please note attendance is mandatory.