Student Attendance and Engagement Procedure

Classification – *Public*

1. Introduction

At Arden University, we want every student to feel supported and confident in their learning journey. This Attendance and Engagement Procedure explains how we help you stay on track with your studies through regular participation, timely support, and clear communication.

This document works alongside the Student Attendance and Engagement Policy (QA88), which outlines our key principles, and the Withdrawal Policy (QA66), which details what happens if your engagement drops over time. While our approach is supportive and flexible, we also set clear expectations to help you make the most of your Arden experience.

2. Context

2.1 This Procedure reflects the standards set by:

- Office for Students (OfS).

- Quality Assurance Agency (QAA).

- UK Visas and Immigration (UKVI).

- German Immigration Authority.

- Student Loans Company (SLC).

- Department for Education (DfE).

3. Scope

3.1 This Procedure applies to all Arden students, including those studying via:

- Blended Learning (on-campus), including international students under university sponsorship.

- Distance Learning.

- Apprenticeship programmes.

3.2 Students at partner institutions should follow their local procedures. Arden expects all students to meet the same core expectations for

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attendance and engagement, but monitoring and follow-up are managed by the partner institution in line with their policies and national regulations.

3.3 This Procedure outlines the minimum requirements for all students. You may have additional requirements depending on your programmes of study – for example, if you are an international student subject to UK Visas and Immigration (UKVI) regulations, German immigration regulations or if your course is governed by a Professional, Statutory and Regulatory Body (PSRB).

3.4 Further information, guidance, and student training materials on using the Arden Engage App can be found on the Student Hub. These resources will be maintained as the central location for support and updates related to attendance recording.

4. What We Mean by Attendance and Engagement

4.1 Attendance means being present for scheduled teaching, learning, and assessment activities, whether on campus or online.

4.2 Engagement means actively taking part in your learning, this includes using iLearn, and other relevant virtual learning tools, submitting assessments on time, attending scheduled meetings and coaching sessions and responding to Arden communications.

4.3 Milestones are early checkpoints in Weeks 1 and 2 to confirm you are getting started successfully. Whilst important, Milestones are not the only engagement requirement. Students must continue to attend and engage throughout each semester. Disengagement at any point during your studies—whether during or after the Milestones period—may result in formal interventions, withdrawal, and the loss of financial support or visa sponsorship. Milestones apply only to Blended and Distance Learning students. Apprenticeship students are monitored through alternative mechanisms as defined below.

4.4 Structured Interventions are our three-stage support process when engagement concerns arise.

4.5 Arden Engage App means the mobile application used by Blended Learning students to record their attendance and absences for timetabled, in-person teaching sessions. Students are responsible for using the Arden

Engage App in accordance with these procedures to ensure their attendance is recorded accurately.

5. What We Expect from You

5.1 Blended Learning (On-campus) Students:

- Attend both parts of your StartSmart orientation.

- Complete the StartSmart for Milestones module.

- Attend all in-person classes, assessments, and workshops.

- Access and participate in your online learning via iLearn.

- Submit assessments on time.

5.2 International students:

International students enrolled on Blended Learning programmes are expected to meet all the requirements outlined in 5.1. In addition, they must:

- Comply with the conditions of their visa, including full attendance at face-to-face teaching and assessment activities.

5.3 Distance Learning Students:

- Join your live StartSmart orientation.

- Complete the StartSmart for Milestones module.

- Register your first module during the Milestones period.

- Engage with your iLearn content regularly.

- Participate in discussions and access recorded/live classes.

- Submit assessments on time.

- Continue to register for modules in accordance with your programme outline.

5.4 Apprenticeship Students:

- Join all required orientation activities.

- Attend every scheduled class and coaching session.

- Regularly engage with online learning platforms, including iLearn.

- Submit assessments on time.

- Share evidence of learning every four weeks, as required.

6. How We Monitor Engagement

6.1 Milestones

We check that you are engaging with your course during the first two weeks. If you receive funding from the SLC, we use these Milestones to confirm your attendance (See Appendix A). This process applies to Blended and Distance Learning students only.

6.1.1 First-Year Students and Ongoing Monitoring

In line with the Arden's academic expectations and funding compliance obligations, engagement monitoring does not end after the initial Milestones period. Whilst Milestones (Weeks 1–2) confirm a student's initial participation, attendance and engagement are monitored throughout the first semester and continue across all semesters in the first academic year. This extended monitoring is especially critical for first-year students, whose consistent participation is essential to confirm academic progress and ongoing eligibility for Student Loans Company (SLC) funding.

Failure to maintain regular attendance and engagement across the first year may result in consequences, including:

- Ineligibility for SLC or other funding support;

- Impact on progression or academic standing;

- Withdrawal from the programme.

Students are expected to attend all scheduled sessions and engage fully with learning and assessment activities. Absences must be reported via Arden's standard process.

6.2 Blended Learning Students

Blended Learning students are required to record their attendance for each timetabled, in-person teaching session using the Arden Engage App.

6.2.1 Attendance Recording

- Students must check in to each timetabled teaching session using the Arden Engage App.

- Attendance is validated through a one-time code provided by academic staff and the student's device settings, including location-based verification where required.

- Students must record their attendance only during the scheduled timeframe of the session.

- Students must be physically present in the teaching room when recording their attendance.

- Students must not attempt to record attendance when not physically present in the session. Any such attempt will be treated as a false attendance record and may be subject to disciplinary action.

It is the student's responsibility to record their attendance using the Arden Engage App for every timetabled, in-person teaching session. The University will not record attendance on a student's behalf except where there is verified evidence of a technical issue.

6.2.2 Engagement Monitoring

Attendance recorded via the Arden Engage App forms part of Arden's broader engagement monitoring, including:

- assessment submission;

- iLearn engagement;

- Consecutive missed classes:

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- Missed assessment submissions without an approved extension or extenuating circumstances.

Attendance data for Blended Learning students contributes to the identification of students who may require support and may trigger structured interventions as outlined in Appendix B

6.2.3 Absence Notification

Blended Learning students who are unable to attend a timetabled session must log their absence directly within the Arden Engage App. Absences—whether logged or unlogged—remain part of engagement monitoring and may contribute to referral to support services or formal action.

Further details on absence recording for Blended Learning students are provided in Section 10.

6.2.4 Academic Staff Discretion

Academic staff may amend a student's recorded attendance where the Arden Engage App record does not accurately reflect the student's presence in the session. This includes circumstances such as:

- the student leaving early;

- the student recording attendance without being physically present;

- confirmed technical issues; or

- other reasonable discrepancies observed by staff.

Where academic staff amend attendance, the decision reflects their academic judgement of the student's presence in the session and will stand unless clear, verifiable evidence demonstrates a factual error.

6.2.5 Technical Issues

Students must always attempt to record their attendance using the Arden Engage App during the scheduled session timeframe. Where the app is available, students are required to use it.

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Where a student is unable to check in due to a technical issue:

- the student must inform the academic staff member during the session; and

- academic staff may verify the student's presence and adjust the attendance record as appropriate.

Where wider technical issues affecting the Arden Engage App genuinely prevent attendance from being recorded during a session (including system-wide issues), students will not be disadvantaged. Attendance for the affected session will be recorded appropriately, and no further action is required from students.

The existence of technical issue safeguards does not remove the requirement for students to use the Arden Engage App whenever it is functioning and available. Adjustments will only be made where a technical issue is confirmed during the session, and the student was present.

6.3 Distance Learning Students

- Your use of iLearn.

- Contributions to online forums and discussions.

- Progress through your modules.

- Submission of your assessments.

6.4 Apprenticeship Students

Apprentices are monitored through apprenticeship funding rules, including monthly checks via Individualised Learner Record (ILR) reporting. The Corporate Learning Team reviews:

- Attendance at scheduled teaching and coaching sessions.

- Engagement with iLearn and other virtual platforms.

- Ongoing progress toward apprenticeship Knowledge, Skills and Behaviours (KSBs).

- On-time assessment submissions.

- Logging of Off-the-Job (OTJ) training activity.

Structured interventions (see Section 8) do not apply to apprenticeship students. Instead, support is tailored to individual needs and coordinated with employers and assigned coaches.

7. How We Support You

7.1 Our approach is all about support, not punishment. If your engagement drops, we will contact you with friendly, constructive help to get back on track.

7.2 Our Support Network:

- Student Hub Advisors.

- Student Success Coaches.

- Academic Skills Tutors.

- Wellbeing Services.

- Careers and Learning Success Hub.

- Students' Association.

- Your Academic Team (Lecturers, Module Leaders, Head of Department, Academic Director)

7.3 If you have a disability or personal circumstances affecting your studies, we can make reasonable adjustments under the Equality Act 2010.

7.4 Working with Academic Staff

Academic teams are also involved in supporting your engagement. Tutors, lecturers, and Academic Directors may be consulted as part of our process.

8. Our Three-Stage Support Process (See Appendix B)

We use a clear, structured system to support you if you are struggling to engage:

- Stage 1: A friendly check-in from a member of Arden staff.

- Stage 2: Continued support from relevant support or academic teams.

- Stage 3: A final meeting with appropriate university staff to review options and next steps.

- You will never be penalised without support. These stages are here to help you stay on track.

This support model applies to Blended and Distance Learning students. Apprenticeship students follow a distinct model of support coordinated by the Corporate Learning Team and employer, rather than through the formal intervention stages described in Appendix B.

9. Lateness

All students are expected to arrive on time for scheduled teaching or learning activities relevant to their mode of study.

9.1 Blended Learning students are expected to arrive on time for all timetabled teaching sessions.

9.1.1 Recording Lateness

- Lateness is determined automatically by the Arden Engage App based on the check-in timestamp.

- Students who check in more than 15 minutes after the scheduled start time will be flagged as late for reporting purposes.

- Students will continue to see their attendance marked as Present within the app, even where a lateness flag applies.

- Lateness indicators are visible to staff through engagement reporting but are not displayed to students as a separate status.

9.1.2 Lateness in Engagement Monitoring

- Lateness contributes to a student's engagement profile and may be considered when reviewing patterns of low or inconsistent attendance.

- Repeated lateness may lead to follow-up as part of the staged intervention process set out in Appendix B.

9.1.3 Expectations for Students

- Students are expected to arrive for the scheduled start time and attend the full duration of the session.

- Students arriving late remain responsible for checking in as soon as possible using the Arden Engage App.

- Where a student was on time but experienced a technical issue that prevented timely check-in, academic staff may update the attendance status in accordance with Section 6.2.5 (Technical Issues), but this does not adjust lateness flags in reporting

- Students remain responsible for checking in promptly using the Arden Engage App. Staff are not expected to update attendance records where a student has not checked in on time.

10. Absences

This section applies only to Blended Learning and Apprenticeship students. These students are required to record absences when they are unable to attend scheduled, in-person teaching activities. Absences—whether logged or unlogged—form part of engagement monitoring and may result in support referrals or formal action where sustained non-engagement is identified.

10.1 Blended Learning Students

Blended Learning students must record absences on a session-by-session basis through the Arden Engage App.

- Absences must be logged for each individual session a student is unable to attend. Logging an absence for one session does not apply to any future sessions.

- Absences cannot be logged in advance or for multiple days at once; attendance is monitored per session.

- Failure to check in and failure to log an absence will be recorded as an unlogged absence.

- Logging an absence provides context but does not prevent engagement interventions, support outreach, or compliance actions where patterns of non-attendance or wider concerns are identified.

- Logging an absence does not count as a response to an intervention.

- Students experiencing difficulties that affect ongoing attendance should contact the Student Hub, Wellbeing Services, or their academic team for support.

- Students are responsible for recording their own absences through the Arden Engage App. The University does not record absences on behalf of students.

Arden does not operate a long-term or advance absence notification process. Absences must be logged on a session-by-session basis, and logging an absence for one session does not apply to future sessions.

10.2 Apprenticeship Students

- Apprenticeship students must notify absences in line with apprenticeship attendance requirements.

- Email apprenticeattendance@arden.ac.uk.

10.3 Monitoring and Compliance:

For students sponsored under the student visa route, Arden University monitors attendance and engagement in accordance with UKVI sponsor duties. Where sustained non-engagement is identified based on attendance data, assessment activity, or broader participation concerns, the University will conduct a formal review. If a student is deemed to have disengaged, this may result in withdrawal and notification to UKVI within regulatory timelines.

Monitoring is based on the data available through timetabled sessions, assessment records, and engagement with learning platforms. The

University retains discretion to determine when a student is no longer meeting engagement expectations, with each case considered individually.

10.4 Support

10.4.1 Students experiencing challenges that affect their attendance or engagement are encouraged to contact:

- the Student Hub,

- Wellbeing Services, or

- their academic/Apprenticeship team

to explore support options such as wellbeing referrals, Fitness to Study, or Break in Learning (where permitted).

10.4.2 For students sponsored under visa or immigration regulations, Breaks in Learning are not generally permitted and may result in withdrawal and reporting to the relevant immigration authority (e.g., UKVI or the German immigration authority).

If you need advice or support, please contact the relevant Immigration Compliance Team:

- UK students: immigration@arden.ac.uk

- Berlin students: visaberlin@arden.ac.uk

11. If Engagement Continues to Drop

11.1 We will always try to help first. But if things do not improve:

- You may be withdrawn if you do not meet early Milestones.

- Continued disengagement may lead to formal withdrawal (QA66).

- Arden may withdraw you if there is little chance of improvement.

- International students may lose visa sponsorship if they fail to meet engagement expectations. Where sustained non-engagement is identified, Arden will review the case and, where required, notify the

relevant immigration authority (e.g., UKVI or the German immigration authority) in line with sponsor obligations and regulatory timelines.

- Apprentices may be withdrawn if they fail to meet full engagement expectations, irrespective of academic progress. This may also result in the suspension or withdrawal of Apprenticeship Levy funding, in line with DfE rules.

- Where Arden identifies sustained non-engagement, the University may notify SLC, which may then suspend or withdraw financial support in line with national funding regulations.

12. Timetable Changes

If personal circumstances affect your ability to attend your current timetable, you can request a change from Semester 2 onward. Availability is limited, so speak to your Student Hub for advice. For timetable changes, Apprentices should contact Apprentice Support.

13. Where to Find More Information

Here are some key documents that support this Procedure:

- Student Attendance and Engagement Policy (QA88)

- Student Withdrawal Policy (QA66)

- Break in Learning Policy (QA75)

- Fitness to Study Policy (QA73)

- Extension to Assessment Deadlines Policy (QA68)
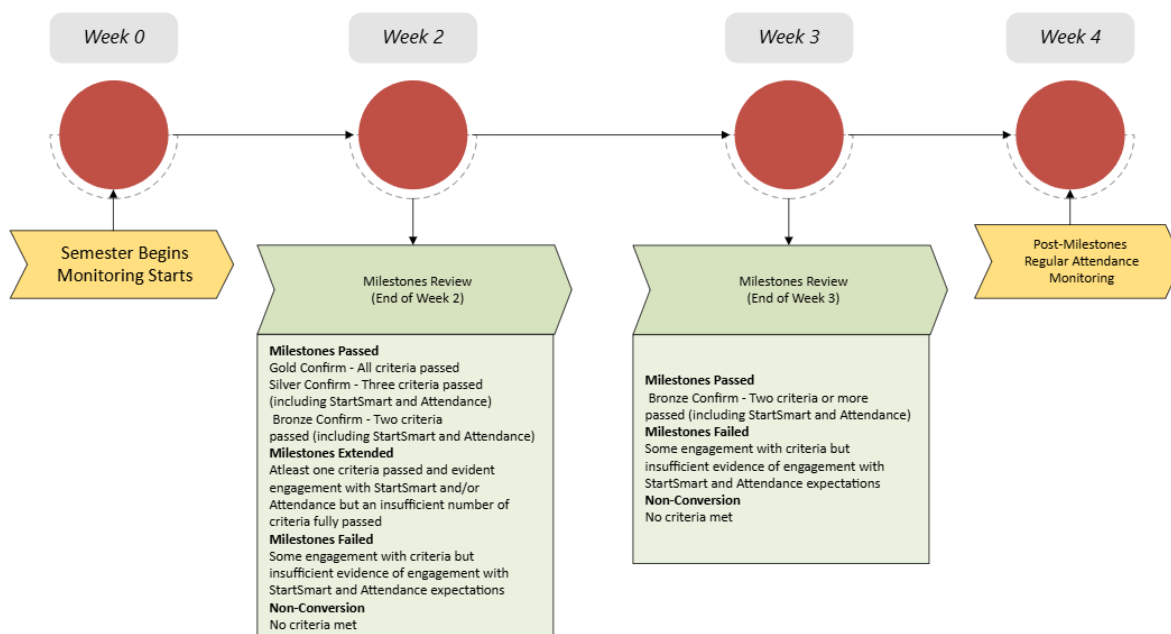
- Extenuating Circumstances Policy (QA41)

These are available on the Student Hub or the Policies and Procedures webpage.
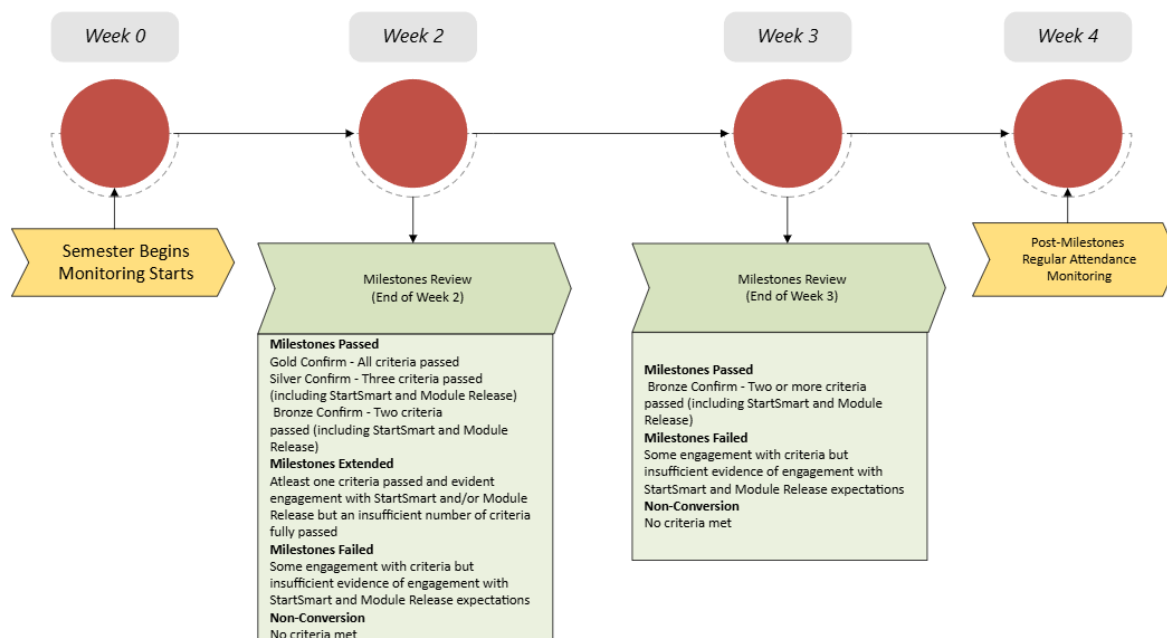
Appendices

Appendix A
Milestones Process
Blended Learning (On-campus)

| Week 0 | Week 2 | Week 3 | Week 4 |

Semester Begins Monitoring Starts

Milestones Review (End of Week 2)

Milestones Passed
Gold Confirm - All criteria passed
Silver Confirm - Three criteria passed (including StartSmart and Attendance)
Bronze Confirm - Two criteria passed (including StartSmart and Attendance)
Milestones Extended
Atleast one criteria passed and evident engagement with StartSmart and/or Attendance but an insufficient number of criteria fully passed
Milestones Failed
Some engagement with criteria but insufficient evidence of engagement with StartSmart and Attendance expectations
Non-Conversion
No criteria met

Milestones Review (End of Week 3)

Milestones Passed
Bronze Confirm - Two criteria or more passed (including StartSmart and Attendance)
Milestones Failed
Some engagement with criteria but insufficient evidence of engagement with StartSmart and Attendance expectations
Non-Conversion
No criteria met

Post-Milestones Regular Attendance Monitoring

Distance Learning

| Week 0 | Week 2 | Week 3 | Week 4 |

Semester Begins Monitoring Starts

Milestones Review (End of Week 2)

Milestones Passed
Gold Confirm - All criteria passed
Silver Confirm - Three criteria passed (including StartSmart and Module Release)
Bronze Confirm - Two criteria passed (including StartSmart and Module Release)
Milestones Extended
Atleast one criteria passed and evident engagement with StartSmart and/or Module Release but an insufficient number of criteria fully passed
Milestones Failed
Some engagement with criteria but insufficient evidence of engagement with StartSmart and Module Release expectations
Non-Conversion
No criteria met

Milestones Review (End of Week 3)

Milestones Passed
Bronze Confirm - Two or more criteria passed (including StartSmart and Module Release)
Milestones Failed
Some engagement with criteria but insufficient evidence of engagement with StartSmart and Module Release expectations
Non-Conversion
No criteria met

Post-Milestones Regular Attendance Monitoring

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Milestones Support:

If you have questions about financial support during the Milestones period, or if you are considering deferring your start date or withdrawing from the course, please contact your Student Hub team.

For further guidance, you can find the contact information for your Hub team, through the Student Hub Portal here: Student Hub Portal - Home
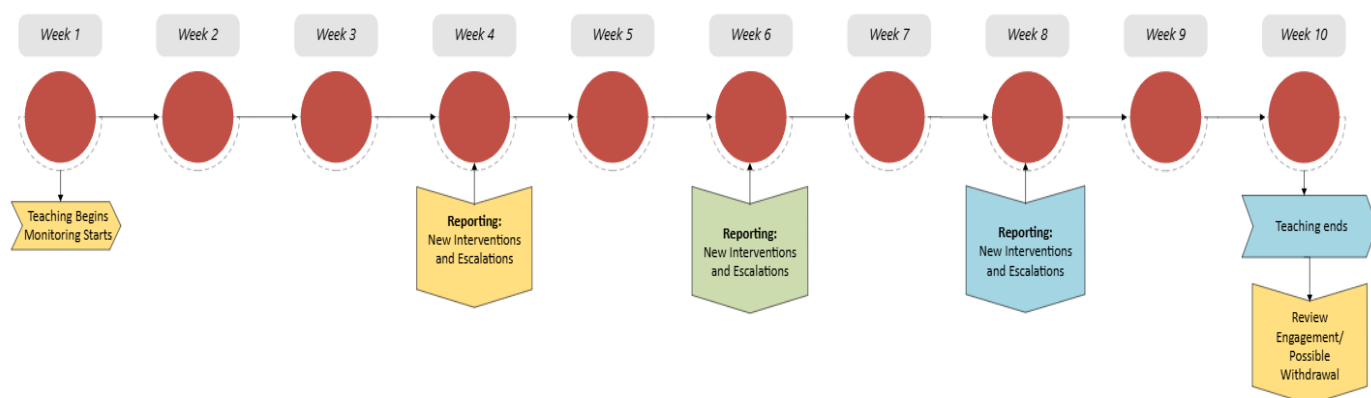
Note: Whilst successful Milestones outcomes will be shared promptly with the Arden Finance Team, there may be a short delay before you receive your maintenance loan. Attendance confirmation must first be processed by Arden University and then by the Student Loans Company (SLC).

Not applicable to Apprenticeship students. Apprentices are monitored through ILR reporting and other criteria defined in Section 6.4.

Appendix B

Staged Intervention Process and Timeline

Arden uses a three-stage support process to help students where engagement concerns arise. While many students will progress through these stages in sequence, Arden reserves the right to move a student directly to a later stage (including Stage 3) where disengagement is serious or sustained.

This staged model aligns with the reporting points shown in the timeline above but may be adapted depending on when concerns are first identified and the level of risk.

Stage 1: A friendly check-in from a member of Arden staff. Triggers include sustained low attendance, two or more consecutive missed assessments without mitigation, or disengagement from iLearn.

Stage 2: Continued support from relevant support or academic teams.

Stage 3: A final meeting with appropriate university staff to review options and next steps.

This process is not just about the start of your course, it is here to support you throughout every semester, especially if things get tough later.

This process applies to Blended and Distance Learning students only. Apprenticeship students follow a different model of employer-linked support and are not included in the three-stage intervention framework.

Note: For international students, a referral to the Immigration Compliance Team may occur at any stage where there are concerns about visa compliance, particularly where engagement does not improve after initial outreach.

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Policy Name:	Student Attendance and Engagement Procedure
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