



UNIVERSITY OF BIRMINGHAM
**CODE OF PRACTICE ON STUDENT ATTENDANCE AND REASONABLE
DILIGENCE**



Index of points

1. Preamble
2. Expectations
3. Timescales
4. Monitoring of Attendance
5. The First Stage
6. The Second Stage
7. The Third Stage
8. The Right of Appeal



1. Preamble

- 1.1 This Code of Practice applies to all Registered Students, including those on undergraduate programmes, postgraduate taught programmes and postgraduate research programmes. It covers all modes of study including full and part-time students, students on distance learning, collaborative provision programmes, studying abroad and placements. The term 'student' will be used throughout the Code.
- 1.2 This Code of Practice sets out the University's expectation for attendance and reasonable diligence. The Code sets out the process to be followed when a Student is found to be showing a cause for concern in relation to attendance or reasonable diligence.
- 1.3 Students undertaking programmes of study or research that are subject to fitness to practise requirements, and who fail to show reasonable diligence, will be dealt with in accordance with Regulation 8 and the Code of Practice on Misconduct and Fitness to Practise Committees.
- 1.4 Where there are significant concerns over the welfare of a Student, a member of staff in the PAU should contact Student Services immediately.

2. Expectations

- 2.1 Reasonable diligence is an engagement with University systems and support, which includes programme-level requirements. The engagement with a programme of study can determine the success of students.
- 2.2 Reasonable diligence is defined as the proper level of attention and care required to fulfil all necessary obligations and is to be determined by the PAU taking into account programme specific requirements and the standards reflected in this Code of Practice. Any additional requirements to those set out in this Code of Practice must be clearly set out in the relevant module and/or programme specification(s).
- 2.2 Failure to show reasonable diligence shall be defined in accordance with Regulation 7.8.1 (c). PAUs will normally take into account the following:
 - .1 Absence from teaching sessions at which a record of attendance is kept, or that contravene the attendance requirements set out in programme and module specifications. This will normally equate to more than 30% of recordable teaching sessions. However this may vary according to the requirements of the programme.
 - .2 Failure to submit formally assessed work which is required by the module description or programme specification.
 - .3 Failure to adhere to the requirements and timescales for improved attendance and diligence after a formal written warning has been given by the Head of the PAU (or nominee).
 - .4 Failure to register for modules to the required credit value for the programme of study or research (appropriate to the level and stage of learning and teaching required by the programme).
 - .5 Failure to report to the Head of the PAU (or nominee) an absence of more than ten consecutive University working days during an academic session.
 - .6 For Students undertaking research, failure to comply with the responsibilities of research students as set out in Section 6 of the Code of Practice on Supervision and Monitoring of



Progress of Research Students.

- 2.3 A PAU may also initiate reasonable diligence proceedings where a justifiable cause for concern has been raised by an academic or professional services member of staff, e.g. the Personal Academic Tutor, Academic Tutor, Supervisor, Module Leader or Welfare Tutor / Wellbeing Officer.

3 Timescales

- 3.1 In the interests of the Student, a PAU should engage in reasonable diligence procedures at the earliest opportunity. This enables the Student to take steps to engage with their programme and also allows sufficient time for applying the reasonable diligence procedure.
- 3.2 PAUs will identify a suitable cut off point for pursuing reasonable diligence in accordance with the teaching structure of their programme.
- .1 Reasonable diligence procedures may be invoked at any time, however recommendations to withdraw from a module or programme as a result of failure to show reasonable diligence will not normally be made after the end of semester 2.
- .2 For Students undertaking postgraduate research programmes, reasonable diligence procedures may be invoked at any time, and in accordance with the Code of Practice on Supervision and Monitoring of Research Students.
- 3.3 In considering whether to invoke the reasonable diligence procedure, PAUs should take account of the timescales involved in reporting any recommendations for withdrawal to the University Progress and Awards Board. This enables a Student to lodge an appeal against the decision before the main summer examination period.

4. Monitoring of Attendance

- 4.1 PAUs will maintain a record of attendance as appropriate to the requirements set out in this Code of Practice and those required by the programme specification. For Research Students this should be in accordance with the Code of Practice on Supervision and Monitoring of Progress of Research Students.
- 4.2 Individual PAUs shall determine the methods of monitoring satisfactory attendance, including the University's obligations to monitor the attendance of Students in accordance with their visa requirements, and the University's obligations to monitor the attendance of Students on a degree apprenticeship programme
- 4.3 In the first instance, PAUs should utilise section 3 of the Code of Practice on Health, Wellbeing and Fitness to Study to ensure all concerns regarding the welfare of the student has been satisfactorily assessed. If, following the completion of process regarding welfare and concerns still remain, PAUs should enact the procedure in section 5 of this Code of Practice¹.
- 4.4 PAUs must take appropriate steps to draw attention to the need for Students to demonstrate reasonable diligence by achieving satisfactory attendance with regard to their programme of study or research. Such notification should also indicate that failure to show reasonable diligence may result in the imposition of penalties and sanctions, as set out in this Code of Practice. PAUs should also ensure that Students are aware of the sources of advice and support available to them both from the University and the Birmingham University Guild of Students and that this is published through a variety of means.

¹ Any concerns regarding a degree apprentice's attendance will also be flagged with their Employer.



- 4.5 In the case of Joint Honours programmes of study, the lead responsibility for undertaking monitoring and recording resides with the PAU taking primary responsibility for the programme of study. Where modules are taken outside of the Home PAU, the module owning PAU must report any concerns to the Home PAU as soon as possible.

5. The First Stage

- 5.1 Any Student whose attendance and/or academic progress, having been monitored by the PAU, is deemed to be a cause of concern should be informally warned by the PAU at an early stage.

- 5.2 The reasonable diligence procedure is a serious matter but, in the first instance, lack of reasonable diligence may be dealt with by the PAU on a more informal basis. The Student is expected to continue attending the programme during an investigation.

- .1 Where it is determined that there is sufficient evidence to support a cause for concern, the PAU should write to the Student to request that they attend a meeting with their Personal Academic Tutor, research supervisor, or another academic member of staff determined by the PAU. Another member of University staff may also be present at the meeting. Where Students are overseas or on distance learning programmes, suitable alternative arrangements should be made, for example a discussion by telephone.
- .2 The Student will have 5 working days to confirm their attendance at the meeting or seek to rearrange the meeting at an appropriate time.
- .3 The Student may be accompanied to the meeting by a 'friend' defined in the Regulations.
- .4 The meeting is to discuss and/or review the options available for the Student to make improvements to their attendance and/or diligence. The Student should be given the opportunity to present any extenuating circumstances that may have had an adverse effect on their attendance and/or diligence.
- .5 If the Student does not attend or seek to rearrange a meeting with their Personal Academic Tutor, research supervisor and/or other academic member of staff, the Student will be sent a reminder prior to the case being referred on to the Second Stage if no appropriate contact has been made.
- .6 Following the meeting a letter should be sent to the Student setting out the key points raised at the meeting, the reasoning behind the decision and the action the student is required to take to achieve reasonable diligence. This letter will serve as a record of the meeting and a copy should be retained by the PAU.

6. The Second Stage

- 6.1 If, following the informal meeting, the PAU judges that the Student's attendance or reasonable diligence continues to be unsatisfactory and that the action identified for improvement at the informal meeting has not been complied with, the Head of the PAU (or nominee) will send a formal written warning to the Student that clearly sets out the requirements and timescales for improved performance, as determined by the PAU.

7. The Third Stage

- 7.1 If the Student has not complied with the requirements and timescales for improvement following the formal written warning from the Head of PAU or nominee, the PAU will refer the case of the Student for consideration by the Board of Examiners. The PAU will inform the Student in writing, and via email, that the third stage of the procedure has been initiated and



advise them of the possible recommendations of the Board of Examiners.

- 7.2 The Board of Examiners for the Student's programme of study will be convened or, if no meeting is possible or scheduled, the Chair of the Board may take Chair's action, consulting as appropriate, and according to the procedure specified in the Board's Terms of Reference. If the Chair has had any prior involvement with the Student in question, the case should be handed over to the nominated deputy. For students on postgraduate research programmes, a PAU Progress Panel will take the place of the Board of Examiners.
- 7.3 If the Board of Examiners decides to impose a sanction, it shall ensure that it is proportionate to the circumstances of the case. The possible decisions are as follows:
- .1 to require the Student to withdraw from the programme of study or research;
 - .2 to require the Student to continue on the programme of study or research, subject to conditions of an academic nature that are deemed appropriate, such as regular meetings with the Personal Academic Tutor or specific study skills sessions. Failure to follow these requirements will result in immediate referral again to the Board of Examiners;
 - .3 to permit the Student to continue on the programme of study or research unconditionally.
- 7.4 The decisions of the Boards of Examiners will be ratified by the University Progress and Awards Board. For students on postgraduate research programmes, the Research Progress and Awards Sub-Panel will take the place of the Progress and Awards Board.
- 7.5 All warnings and sanctions will remain on the Student's record throughout their academic career and are transferred year-to-year and in the event of a transfer between programmes of study or research.
- 7.6 In order to monitor the implementation of the requirements to show reasonable diligence across the University, the Progress and Awards Board will receive an annual report from the Registry that summarises the cases heard under this Code of Practice.

8. The Right of Appeal

- 8.1 A Student may appeal against the decision of the University Progress and Awards Board as detailed in the Code of Practice on Academic Appeals Procedures.