UHI | PERTH

Attendance and Performance Monitoring Procedure

Version Control History

Version Number	Date of Change	Summary of Revisions Made
1.0	September 2015	
1.1	August 2016	Footer updated to reflect new template model. Addition of Sector Manager role.
1.2	October 2016	BRAG now includes a 'NC' code for those individuals who complete much earlier that the rest of the class (predominantly used in the Language school). Bursary attendance, aligning with statutory requirements, now states 100% attendance is required. Revised the monitoring of BRAG from Degrees that are delivered wholly online or are delivered predominantly by another academic partner.
1.3	November 2017	Updated to reflect new roles (eg Sector Development Directors). CELCAT notifier is now set up to email PATs weekly to inform them of student absences. Confirming that the S:\BRAG is a secure folder.
1.4	December 2018	Change of role to Quality Manager
1.5	March 2023	Rebranded

BRAG Attendance and Performance Monitoring Procedure

Purpose

1.1   The BRAG Attendance and Performance Monitoring Procedure (BRAG procedure) is the college system for supporting student attendance and performance (attainment and attitude).

Scope

2.1   The following procedure is in place to improve the overall monitoring of student absence and performance, in order to provide contacts and support consistently across the College at the right time and in a positive way.

2.2   In order to provide appropriate support in a timely manner, the BRAG monitoring spreadsheet should take attendance and performance into account. For example a student that is **G**reen for attendance but is performing below an acceptable standard can be categorised as **A**mber or **R**ed for performance.

2.3   BRAG monitoring spreadsheets lead to the issue of specific contacts (text/email messages and/or letters via SITS) and the creation of personal development plan (PDP) action plans where necessary; BRAG information is considered at regular Course Team meetings and feeds into Curriculum and Business Planning.

2.4   Where student performance relates to a breach of the Student Code of Conduct, the Student Disciplinary Procedure may be invoked either in addition to or in place of the BRAG procedure depending on the seriousness of the breach.

Definitions

3.1   **B**lue: Withdrawn.
        Red: Very serious attendance and/or performance concerns.
        Amber: Serious attendance and/or performance concerns.
        Green: Student attendance and performance are within the thresholds
                          required for success on the programme.
        NC   Student completed course earlier than the rest of the class.

Responsibilities

4.1   The Student Records Manager is responsible for providing and populating the BRAG monitoring spreadsheet and maintaining Celcat and the SITS letter library.

4.2   For BRAG to work effectively several groups of staff need to work cooperatively (Individual Lecturers, Course Team members, Personal Academic Tutors (PATs), PAT-Co-ordinators (PAT-Cs), Subject Leaders (SLs), Sector Managers (SMs), Sector Development Directors (SDD), Curriculum Administration Team (CAT), Student Funding Team, Student Support Workers, Learning Zone staff, International Centre (IC) staff). See summary of role responsibilities in Appendix 1 on page 8.

4.3   Quality approval check of this procedure is the responsibility of the Quality Manager who will arrange for the procedure to be published on the web.

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Version/Status: 1.5   **Owner:** Depute Principal, Academic
Approved By/Date: CMT/11/2017   **Lead Author**: Head of Student Experience
                                                                 Lead Editor: Student Records Manager
Issue Date: March 2023   **EQIA Approval Date: September 2015**

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Procedure

5.1 **Key Principles**

5.1.1 Students should be encouraged to attend 100% of classes.
5.1.2 Students should actively engage in their learning during classes and through VLE.
5.1.3 Students should be respectful, act courteously to their tutors and peers and conduct themselves in a professional manner at all times.
5.1.4 Students should advise staff in a timeous manner about any issues that will affect attendance and/or performance.

5.2 **Thresholds**

5.2.1 Performance: poor behaviour and/or lack of engagement in class, poor quality of work submitted or missed assessment deadlines if considered likely to affect the successful completion of the course and attainment of the award.
5.2.2 Attendance: 100% attendance is a requirement for those in receipt of an EMA; Bursary payments require 100% attendance; BRAG is instigated if attendance falls below 80%.

5.3 **Registers**

5.3.1 Registers for all students are on Celcat and must be updated during or immediately after every class.
5.3.2 Celcat notifier will inform lecturers, SLs and SMs regularly of non-completed registers. Celcat notifier is switched on once registers have been set up and established.
5.3.3 Up until mid-November, Course Teams must discuss attendance and performance weekly and thereafter fortnightly as a minimum.
5.3.4 Celcat that will notify PATs via email, weekly, when students are absent.

Further information relating to registers is provided in Appendix 2 on page 9.

5.4 **BRAG Reporting**

5.4.1 The BRAG monitoring spreadsheets are located in a secure folder on the S-drive; there will be a sub-folder for each subject area. Access will be permitted for those staff who need to use, update and/or monitor the spreadsheet.
5.4.2 PATs should complete and print off the BRAG monitoring spreadsheet every other week (as a minimum) and provide updates to the Course Team meetings and SDD, for onward review by the Curriculum and Business Planning Committee.
5.4.3 Reports (including the emails sent to PATs re: absences) summarising attendance by individual or by class are available in Celcat and should be downloaded before Course Team meetings and annotated with BRAG in the light of Course Team discussions about student attendance and performance. The Student Records Team can provide support and guidance on how to run these reports.

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5.4.4 Once BRAG reports have been discussed within Course Teams actions to support must be noted, agreed with the student and regularly reviewed.

5.4.5 Contacts 1 and 2 take the form of standard text/email messages sent 7 days apart at which time the student's status changes to **A**mber. A student is classified as **R**ed when Contact 3 (letter 1) has been sent 7-10 days later and remains **R**ed when Contact 4 (letter 2) has been sent 10 working days later. When the Final Contact letter has been sent stating that the student has been withdrawn the status changes to **B**lue. See timeline on page 8. CAT will send out the texts/emails and letters.

5.4.6 A BRAG Supporting Attendance and Performance Checklist must be completed for each student who falls in to **B**, **R** or **A** categories. See the template on page 6.

5.4.7 Actions must be taken forward with students and noted in their PDP. Any sensitive information should be recorded separately.

5.4.8 All correspondence with students should follow the standard text and letter format (attendance or performance version as appropriate) supported by the CAT and correspondence recorded on the BRAG Supporting Attendance and Performance Checklist.

5.5 Monitoring of BRAG

5.5.1 All withdrawals to be approved by SDD and SM. This process should trigger notifications by the CAT to the Student Funding Team, Student Records, the IC and Residences staff if appropriate.

5.5.2 All HE withdrawals must be completed online via UHI Records following the UHI process.

5.5.3 Authorised absence and Self Certification forms are to be signed off by the PAT. Monitoring of the number of absences to Authorised and Self Certification lies with the PAT. The IC staff to be advised in the case of international students.

5.5.4 Students should have an appropriate agreed and monitored action plan to support return to **G**reen. This will be actioned through the PAT and tied to support from Student Services.

5.5.5 Course Team meetings will review all **B**, **R** and **A** summaries and use the BRAG monitoring spreadsheet to consider overall numbers, actions to be taken at individual level and themes emerging on an ongoing basis.

5.5.6 BRAG reports and student withdrawals will be audited centrally and Cross college actions to address emerging themes will follow as required.

5.5.7 PAT-Cs to provide updates of all Course Team BRAG reports to the SDD; Student Records to provide updates for monthly Curriculum and Business Planning Meetings.

5.5.8 For degree courses delivered wholly online or the majority of delivery is via another academic partner, where possible, the BRAG monitoring should continue but utilising end of each semester results.

5.5.9 Student Support Workers will have access to the BRAG monitoring spreadsheets and whilst PATs will advise them about students who require follow-up support for attendance or performance following Course Team meetings, the Student Support Workers can work proactively and contact the

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PAT to offer timely support to any student that appears as **A**mber or **R**ed on the spreadsheet.

5.5.10 A 'case meeting' may be considered where a PAT is concerned about the implications of possible withdrawal of a student or they are concerned over wider performance. This may include the Course Team, Student Services staff/Student Support Worker and the IC staff as appropriate.

5.5.11 International student attendance will be monitored and reported in line with the BRAG procedure using text messages and letters specifically drafted to include information relevant only to international students. The IC staff to be informed by the PAT of any international student who becomes a subject of the BRAG procedure and the International Student Referrals file (S/Common/international student referrals) updated.

5.6 Reminder

5.6.1 Funding Dates

5.6.1.1 Further Education

Funding can only be claimed if a student has met the 25% attendance criterion. This means that an individual must be in physical attendance for the first quarter of the length of the course.

For our FE full-time students, the crucial date is **1 November**. FE students therefore need to be in attendance on or after 1 November to allow us to claim the funding.

5.6.1.2 Higher Education

Funding can only be claimed if the student has attended the first 5 weeks of the course. This means that we must still be in contact with HE students on or after mid-October.

Tuition Fees: in the case of HE full-time students who are being sponsored by SAAS, which is the majority, for the College to be in receipt of the tuition fees, we must still be in contact with the students on or after **1 December**.

6 Linked Policies/Related Documents

6.1   Student Charter.
6.2   International Student Attendance and Performance Monitoring Procedure.
6.3   Student Disciplinary Procedure.
6.5   Fitness to Study Guidelines.

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BRAG Supporting Attendance and Performance Checklist

This checklist must be completed for all students at **B**lue, **R**ed or **A**mber. The master should be retained by the PAT and a copy to Student Services for a referral.

Student Name:	

Course:	

Date		Outcome Summary	
		Attendance (A)	Performance (P)
	Contact 1 (text 1 and email 1*) – status **A**mber		
	Contact 2 (text 2 and email 2*) – status **A**mber		
	Contact 3 (letter 1) – status **R**ed		
	Contact 4 (letter 2) – status **R**ed		
	Final Contact (withdrawn, letter 3) – status **B**lue		
	Exit Guidance Interview with PAT		

*An alternative letter exists in SITS if the student does not have a mobile phone number.

Date:

BRAG Status:　　　**B**　　　　　**R**　　　　　**A**　　　　　(please circle)

Notes and Actions	Date

Was a referral made to student services?　　　Yes ☐　　　　　No ☐

Date of Referral to Student Services	

If a referral was made, was it for:

Student Support Worker ☐   Additional Support for Learning ☐
Student Funding ☐   Counselling ☐
Careers Guidance ☐   Study Skills/Learning Zone ☐

Result of Referral to Student Services:

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│                                                                   │
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│                                                                   │
└─────────────────────────────────────────────────────────────────┘
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Student told of implications of withdrawing for future funding?   Yes ☐   No ☐

Student advised of details being passed to SDS for additional support and guidance?

Yes ☐   No ☐

If appropriate, International Student Referrals file updated and IC Manager informed?

Yes ☐   No ☐   N/A ☐

PAT Signature: _____   Date: _____

Student Services Adviser Signature: _____   Date: _____
(if referred)

Please attach relevant HE/FE PDP Interview Record/Action Plan.

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BRAG Supporting Attendance and Performance Timeline

| 1 | Student absence/performance issue identified by Lecturer – initial informal contact by PAT. |

5 working days

| 2 | Problem persists, Lecturer advises PAT who requests Contact 1 by CAT – text/email message 1 as appropriate, status **A**mber, IC staff informed if appropriate. |

5 working days

| 3 | No response, problem persists, Lecturer advises PAT who requests Contact 2 by CAT – text/email message 2, status **A**mber [IC staff informed]. |

10 working days

| 4 | No response, problem persists, Lecturer advises PAT who requests Contact 3 be sent by CAT, SL/SM advised – letter 1 for FE or HE, status **R**ed [IC staff informed]. |

10 working days

| 5 | No response, problem persists, Lecturer advises PAT, CAT requested to send Contact 4, SL/SM authorises – letter 2 for FE/HE, status **R**ed, [IC staff informed]. |

If no communication received within 10 working days

Final Contact: Lecturer via PAT requests permission from SL/SM and SDD to withdraw student from course, CAT to send letter 3, status **B**lue, [IC staff informed].

See accompanying documentation:

Flowchart FT FE on page 11.
Flowchart FT HE on page 13.
Withdrawal Procedure on page 15.

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Appendix 1

Role responsibilities:

Class Lecturer – own classes overall and individuals and responsible for maintain registers timeously.

Course Team – review overall status of students and collective actions.

CAT – provide the administrative support for contacts and liaison with other staff.

SDD – monitoring and actions of all areas under their management.

Head of Student Records – responsible for providing the BRAG monitoring spreadsheet, maintaining Celcat and the SITS letter library.

International Centre staff – liaison with and support for international students.

Learning Zone staff – work with PATs and Course Teams to provide student support.

PAT – course overview reporting and individual students within this.

PAT-C – curriculum subject area collation and reporting.

Student Funding Team – process bursary and EMA payments.

Student Support Worker – work with PATs and Course Teams to provide student support.

SL/SM – curriculum subject area monitoring and actions.

Appendix 2

Registers:

Registers are the core means of tracking BRAG for the attendance aspect and must be completed for each class to ensure that we are using current data to inform actions.

Registers are completed online using Celcat, and the BRAG monitoring spreadsheet will be available to Lecturers, PATs, the International Centre and the Student Funding Team in Student Services.

Resulting BRAG actions will involve cross college involvement to support attendance and performance, including Student Services, Student Support Workers, the International Centre and the Learning Zone.

Reports drawn from Celcat are used to monitor attendance and performance within classes, but also to meet our statutory obligations including international students and other statutory requirements (eg Bursary, EMA and ESF). Increasingly this evidence is also used when dealing with some complaints.

Withdrawal information is collated and used by the college and where appropriate to SDS, to track student destinations, and also accessed by SAAS in respect of HE student loans and future fees.

PATs have access to run attendance reports in CELCAT. For guidance and support on how to run reports and an understanding of the parameters that can be used, please contact a member of the Student Records Team.

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Full Time Students – FE

Attendance and Performance Monitoring Procedure Summary

In weeks 1-9 of a course, Course Team meetings should be held weekly and consider attendance and performance issues. **B**lue, **R**ed, **A**mber, **G**reen (BRAG) reports of attendance/performance should be kept by PATs using the BRAG monitoring spreadsheet and reported to the PAT-C. In subsequent weeks, Course Team meetings should formally discuss attendance and performance as a standing agenda item and BRAG reports updated to PAT-Cs.

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┌─────────────────────────────┐        ┌──────────────────────────────────┐
│ Lecturer completes register │        │ Problem attendance: failure to   │
│ using Celcat during/directly│        │ attend 2 or more offerings of the│
│ after class.                │        │ same class or a pattern of       │
└──────────────┬──────────────┘        │ irregular on/off attendance,     │
               │                       │ which may be taken as 2 of any 4 │
               │                       │ classes in 4 weeks.              │
               ▼                       │ Problem performance: poor        │
┌─────────────────────────────┐        │ behaviour/engagement in class,   │
│ Lecturer identifies problem │        │ work submitted late, work        │
│ attendance or performance to│───────▶│ submitted of an unacceptable     │
│ PAT weekly. Concerns        │        │ standard.                        │
│ regarding either should be  │        └──────────────────────────────────┘
│ raised on a (BRAG)          │
│ **B**lue, **R**ed, **A**mber, **G**reen basis. │
└──────────────┬──────────────┘
               │
               ▼
┌─────────────────────────────┐        ┌──────────────────────────────────┐
│ PAT monitors                │        │ PAT-C collates overview of BRAG  │
│ attendance/performance      │        │ and actions. Course Team         │
│ weekly using the BRAG       │───────▶│ meetings should discuss          │
│ monitoring spreadsheet and  │        │ attendance and performance       │
│ takes appropriate action as │        │ weekly (weeks 1–9), and          │
│ noted below.                │        │ fortnightly thereafter. These    │
└─────────────────────────────┘        │ meetings should include feedback │
                                        │ from serviced classes, and       │
┌─────────────────────────────┐        │ lecturers not present.           │
│ Authorised absences must be │        └──────────────────────────────────┘
│ requested prior to the      │
│ absence. Authorised absence │
│ forms should be submitted to│
│ the CAT. CAT will notify    │
│ PATs, and seek approval from│
│ the SL/SM. PAT to inform    │        ┌──────────────────────────────────┐
│ student of outcome; CAT to  │        │ **Note:** A maximum of 10 days   │
│ forward forms to Student    │        │ Authorised or Self Certification │
│ Records Team.               │        │ absence before funding is        │
└─────────────────────────────┘        │ affected for FE.                 │
                                        └──────────────────────────────────┘
┌─────────────────────────────┐
│ ▪ Doctors Certificate.      │
│ ▪ Self Certification.       │
│ Forms should be submitted to│
│ CAT before being forwarded  │
│ to Student Records Team; PAT│
│ to be notified and IC staff │
│ if appropriate.             │
└─────────────────────────────┘
```

Communication with Students Following Absence or Performance Issue Identified

1   Student contacted informally by PAT and position discussed and actions agreed. Attendance/performance monitored for next week. Absence/performance agreements should be recorded in student PDP on an ongoing basis.

2   If absence/performance problems continue in subsequent weeks, send Contact 1 (text/email message 1) from CAT. Records to be located and maintained by the CAT. PAT commences a Supporting Attendance and Performance Checklist and records all future contact including any direct communication by phone or in person. Responsibility for requesting the CAT to send Contact 1 (text/email message 1) lies with the PAT. IC staff notified by PAT if appropriate and the International Student Referral file updated on S-drive.

3   Contact 2 (text/email message 2) will be sent by the CAT if no response to Contact 1 (text/email message 1) is received within one week and the student absence/performance continues to be unacceptable and unauthorised. PAT has responsibility for monitoring attendance/performance weekly and for notifying CAT and IC staff and updating the International Student Referral file on S-drive.

4   If attendance/performance does not return to an acceptable level after Contact 2 (text/email message 2), the PAT and CAT should try to make contact by phone. If attendance/performance does not return to required level, the Withdrawal Procedure (see separate flowchart) should be initiated and the student advised of this as Contact 3 (letter 1 FE) sent. IC staff notified by PAT if appropriate and the International Student Referral file updated on S-drive.

5   If after improvement, attendance/performance subsequently begins to cause concern again, the Withdrawal Procedure may be recommended at the point previously reached or at an earlier point as appropriate. This decision should be made by the PAT, in consultation with the Course Team.

Satisfactory Attendance Levels

All students should be encouraged to attend 100%.

Students receiving EMA (Educational Maintenance Allowance) will have funding cut if attendance not 100%, and progress satisfactory.

Students receiving Bursary funding will have funding cut if attendance not 100% or more, and progress satisfactory.

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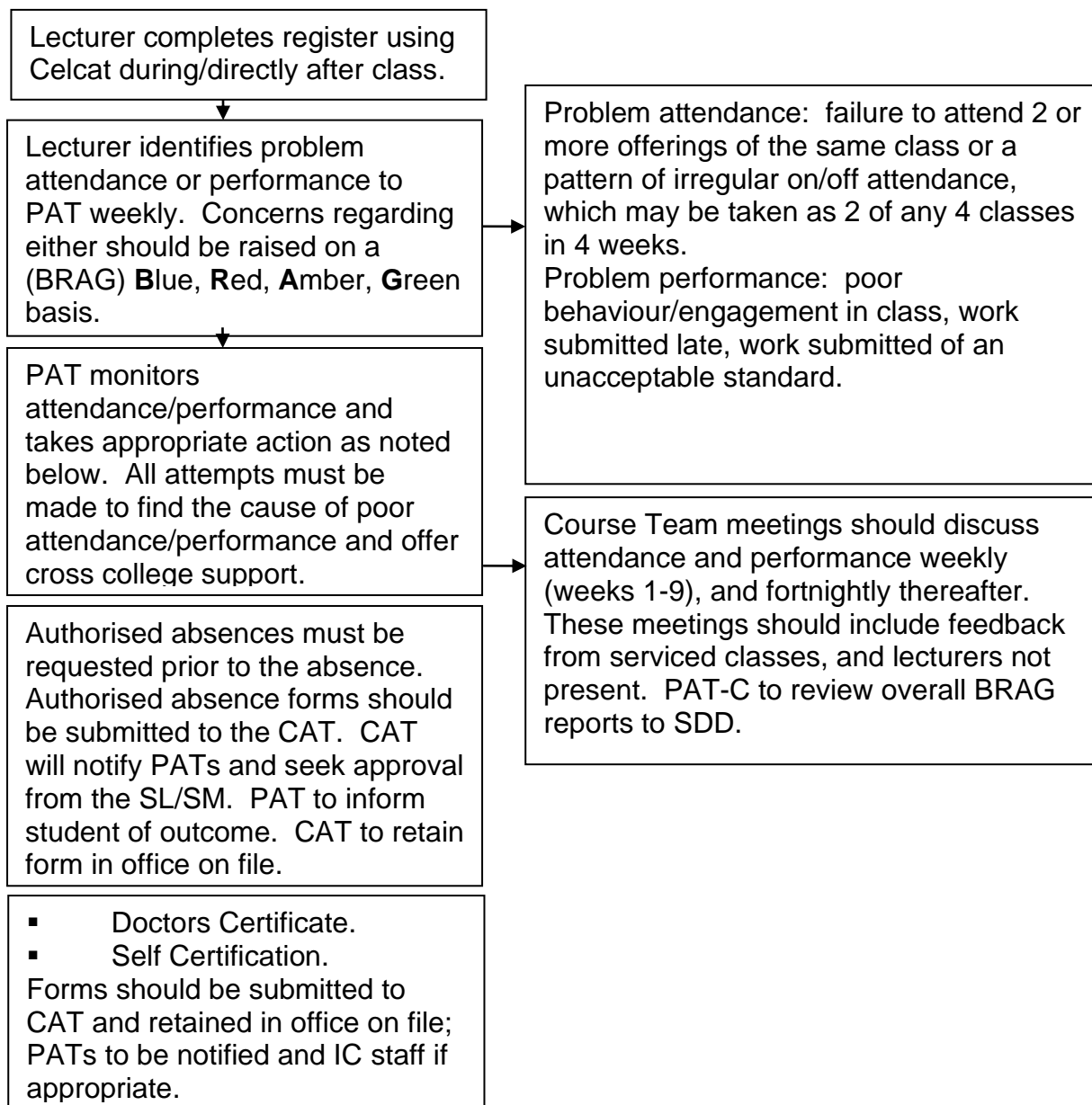**Issue Date:** March 2023   **EQIA Approval Date: September 2015**

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Full Time Students – HE

Attendance and Performance Monitoring Procedure Summary

In weeks 1-9, Course Team meetings should be held weekly and consider attendance and performance issues. PATs should report on student attendance and progress on a **B**lue, **R**ed, **A**mber, **G**reen (BRAG) basis using the BRAG monitoring spreadsheet. Actions being taken to support students on **R**ed and **A**mber should be noted by the Pat-C.

In subsequent weeks, Course Team meetings should formally discuss attendance and performance as a standing agenda item, and the PAT-C will have an overview of the BRAG report of all students.

Lecturer completes register using Celcat during/directly after class.

Lecturer identifies problem attendance or performance to PAT weekly. Concerns regarding either should be raised on a (BRAG) **B**lue, **R**ed, **A**mber, **G**reen basis.

PAT monitors attendance/performance and takes appropriate action as noted below. All attempts must be made to find the cause of poor attendance/performance and offer cross college support.

Authorised absences must be requested prior to the absence. Authorised absence forms should be submitted to the CAT. CAT will notify PATs and seek approval from the SL/SM. PAT to inform student of outcome. CAT to retain form in office on file.

- Doctors Certificate.
- Self Certification.
Forms should be submitted to CAT and retained in office on file; PATs to be notified and IC staff if appropriate.

Problem attendance: failure to attend 2 or more offerings of the same class or a pattern of irregular on/off attendance, which may be taken as 2 of any 4 classes in 4 weeks.
Problem performance: poor behaviour/engagement in class, work submitted late, work submitted of an unacceptable standard.

Course Team meetings should discuss attendance and performance weekly (weeks 1-9), and fortnightly thereafter. These meetings should include feedback from serviced classes, and lecturers not present. PAT-C to review overall BRAG reports to SDD.

Communication with Students Following Absence or Performance Issue Identified

1   Student contacted informally by PAT and position discussed and actions agreed. Attendance and performance monitored for next week.

2   If absence or performance problems continue in subsequent weeks, send Contact 1 (text/email message 1). Commence a Supporting Attendance and Performance Checklist and record all future contact. Responsibility for requesting the CAT to send Contact 1, to inform the IC staff and update the International Student Referral file on S-drive (if appropriate) and to commence a Checklist lies with the PAT. Records to be located and maintained by the CAT.

3   Contact 2 (text/email message 2) should be sent if there is no response to Contact 1 within one week and the student absence/performance continues to be unacceptable and unauthorised. Alternative communication by phone or in person if student comes in to College can be used if required and outcomes recorded. IC staff to be informed if appropriate and the International Student Referral file on S-drive updated.

4   If attendance/performance does not reach an acceptable level after Contact 2 and attempts at contact, the Withdrawal Procedure (see separate flowchart) should be initiated in line with College and UHI Academic Regulations. It should be noted that students may seek temporary withdrawal, permanent withdrawal, a change of programme, location or mode of attendance. IC staff to be informed if appropriate and the International Student Referral file on S-drive updated.

5   If after improvement, attendance/performance subsequently begins to cause concern again, the Withdrawal Procedure may be recommended at the point previously reached or at an earlier point as appropriate. This decision should be made by the PAT, in consultation with the Course Team.

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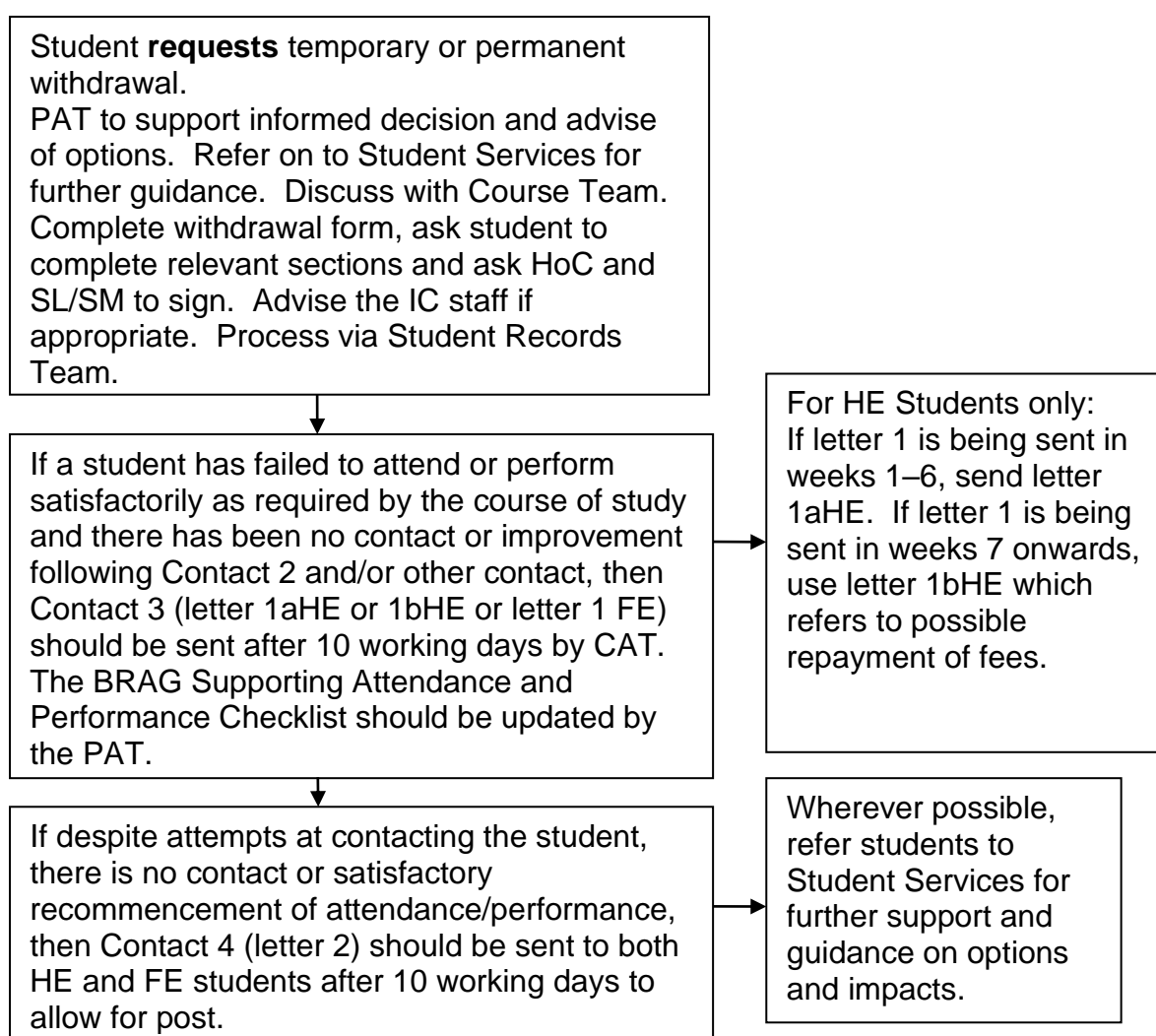**Issue Date:** March 2023   **EQIA Approval Date: September 2015**

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Withdrawal Procedure

The College wishes to support the retention, achievement and attainment of all students. It is recognised that whilst wanting to support students positively and flexibly, the College must act in a clear and consistent manner to process withdrawals to protect both student and College interests.

This procedure should be followed if student attendance/performance continues to be unsatisfactory following initiation of the BRAG Attendance and Progression Monitoring Procedure, and communication of Contact 1 and 2 (text/email messages 1 and 2). The BRAG Supporting Attendance and Performance Checklist should be continued. Students should be referred to Student Services for assistance and guidance to support continued attendance or to discuss the implications of withdrawal.

This procedure should also be followed if a student requests to be withdrawn from their course of study – box 1.

> Student **requests** temporary or permanent withdrawal.
> PAT to support informed decision and advise of options. Refer on to Student Services for further guidance. Discuss with Course Team. Complete withdrawal form, ask student to complete relevant sections and ask HoC and SL/SM to sign. Advise the IC staff if appropriate. Process via Student Records Team.

> If a student has failed to attend or perform satisfactorily as required by the course of study and there has been no contact or improvement following Contact 2 and/or other contact, then Contact 3 (letter 1aHE or 1bHE or letter 1 FE) should be sent after 10 working days by CAT. The BRAG Supporting Attendance and Performance Checklist should be updated by the PAT.

> For HE Students only:
> If letter 1 is being sent in weeks 1–6, send letter 1aHE. If letter 1 is being sent in weeks 7 onwards, use letter 1bHE which refers to possible repayment of fees.

> If despite attempts at contacting the student, there is no contact or satisfactory recommencement of attendance/performance, then Contact 4 (letter 2) should be sent to both HE and FE students after 10 working days to allow for post.

> Wherever possible, refer students to Student Services for further support and guidance on options and impacts.

Once the process of withdrawal is complete, the Final Contact (letter 3) should be sent to the student by CAT.

A Withdrawal form for FE must be completed in all cases, and be signed by the student wherever possible. The online Withdrawal form must be completed for HE. The BRAG Supporting Attendance and Performance Checklist should be updated and signed off.
This process should be completed timeously.
Dates: **HE** last date of **contact**, **FE** last date of **attendance**.
The SDD and SL/SM should countersign withdrawals.

Forms should be forwarded to the Student Records Team to ensure that College data is accurate at reporting times; the IC and the Residences staff to be advised by the Student Records Team.

Course Teams should log the reasons for all withdrawals/known destinations and include reflection on this as part of Course Team reports and Self Evaluation activities.

Notes:

1   If after improvement, attendance/performance subsequently begins to cause concern again, the Withdrawal Procedure may be recommenced at the point previously reached or at an earlier point as appropriate. This decision should be made by the PAT, in consultation with the Course Team.

2   Further detailed information on HE withdrawals and academic regulations, can be found in the UHI Academic Standards and Quality Regulations.