Personal Tutor’s guide to...

Process updates for the 2017/18 academic year

Attendance Management

- A revised Attendance Management Policy was approved by APC in September 2017, full details are on the website.
- Just like last year, all students need to ‘swipe green to be seen’, by using their ID cards with the readers located in most of our teaching spaces.
- New students need to activate their card for it to work - they can do this by holding the card against a reader for 10 seconds until the reader turns green. Students with new/replacement cards will also need to do this.
- If a student hasn’t registered their attendance, they need to tell both the lecturer at the teaching event and a departmental administrator.
- Students not attending any teaching events for a full teaching week will receive a first stage email to their UoL account. Details of all the stages are in the Attendance Management Policy and on the website.
- New functionality in the AMS system (https://attendance.le.ac.uk) to add students to an event, where no card reader exists in the room.
- QR codes built into the AMS system, which students can scan to register their attendance using the MyUoL QR code scanner; useful in back to back lectures or rooms with no reader; piloting in School of Medicine.
- New Business Objects reports providing patterns of attendance at a glance (http://www2.le.ac.uk/offices/itservices/ithelp/services/business-objects).

For more information, students can visit www.le.ac.uk/attendance
For more information for staff, please visit http://www2.le.ac.uk/offices/sas2/attendance-management

Mitigating Circumstances

- The Mitigating Circumstances Policy (approved by APC and Senate) went live in August 2017. This means changes to the current process for students and for yourselves.
- Students will need to decide before any exam or assessment, if an event that was out of their control will prevent them from attending or submitting.
- Students will need to apply for mitigating circumstances before the exam/assessment or up to seven calendar days after the exam date or assessment due date if they did not attend or submit.
- Students can only apply for mitigating circumstances after an exam/assessment that they have attended or submitted, if they can evidence that their judgement was affected when they decided to attend their exam or submit their assessment.
- Mitigating circumstances claims after results are known will not be permitted, so the process will not be able to be used in any circumstances where a student isn’t happy with their mark.
- Decisions and outcomes will be made by departmental Mitigating Circumstances Experts; only complex cases will require a panel; panels will comprise both academic and professional services staff.
- There are clear step-by-step instructions for students online, outlining acceptable criteria, required evidence, potential outcomes and signposting for further support

For more information visit http://www2.le.ac.uk/offices/sas2/regulations/mitigating-circumstances

Course Transfers

- All students will use an online form to request to transfer course from the start of term. Departmental administrative teams (Course Transfer Experts) have access to completed forms to process.
- Course Transfer Experts, Admissions and the Compliance Team will make all the necessary checks to process the request and make decisions.
- Students won’t need to take a paper form to different departments or require you to sign anything.
- Course Transfer Experts will work closely with Student Records to turn transfer requests around and notify the student of their outcome and next steps.

For more information visit http://www2.le.ac.uk/offices/sas2/courses/transfercourse