

ARU London Attendance Guide



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Importance of Attendance

The University wants you to do the best you can in your studies. There is a wealth of research that has proven that students who achieve well are those that attend well. You owe it to yourself to benefit as much as you can from your investment with us. It will be difficult for us to confirm you as an active student to the SLC if your attendance is not recorded correctly.

Equally, for international students, your continued Tier 4 sponsorship depends on excellent attendance and the academic progression that results from excellent attendance.

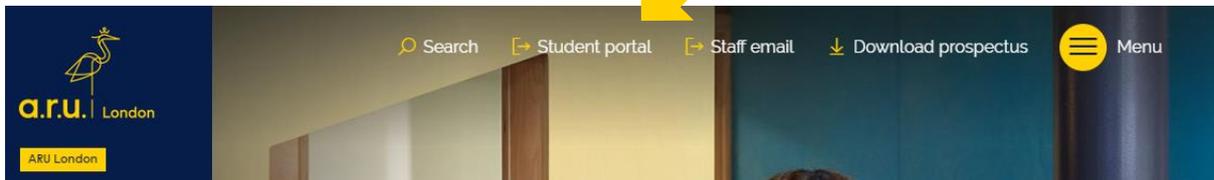
If you are unable to attend a class/activity for a valid reason, e.g. illness, please contact the Information Centre.

You are expected to swipe your student attendance card both on entering and leaving a lecture (swipe point outside the classroom on entry, swipe point on inside of room at the exit).

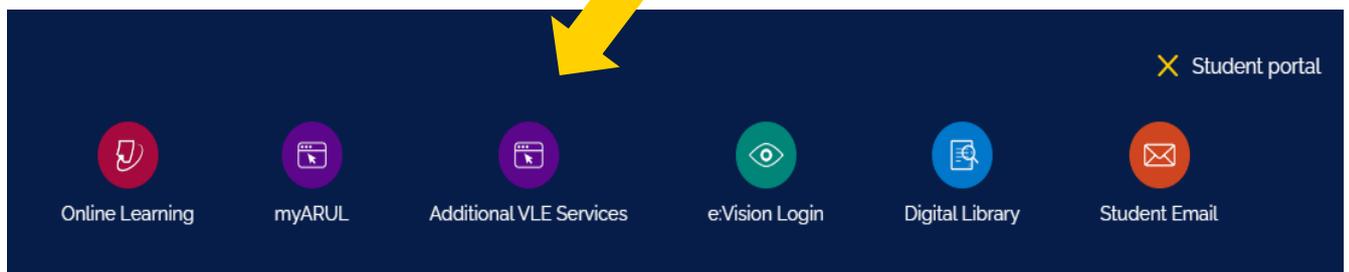
Please arrive on time for your classes as the system records persistent lateness as well as absences. Should you arrive more than 30 minutes late for a class, you will be recorded as absent. You may be required to meet with your Personal Tutor or Course Leader to discuss your attendance or punctuality.

How to Access your Attendance Record

Step 1: Select Student portal from the ARUL Website



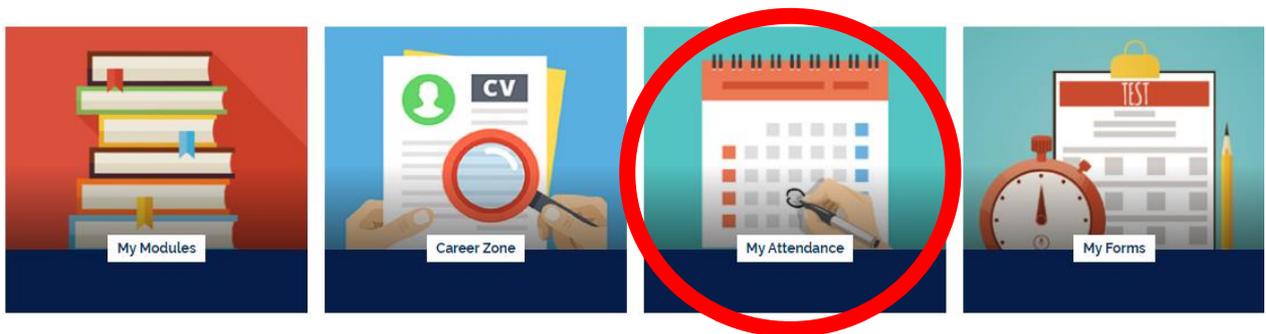
Step 2: Select VLE Login from student portal



Step 3: Enter your VLE login details.

A screenshot of the VLE Authentication login form. At the top, there is a yellow box labeled 'VLE Authentication'. Below it are two input fields: 'Username' containing '3XXXXX' and 'Password' containing '.....'. A yellow arrow points to the Username field, and another yellow arrow points to the Password field. Below the password field is a link for 'Forgot password?' and a yellow 'Sign In' button.

Step 4: Select 'My Attendance' from the Homepage



Step 5: Check your Attendance Record


a.r.u. London

Student Information Management System

Student Attendance Detail

Print Date: 17-03-2020 17:00
 ARU London: 1918813
 Student Id.:
 Student:
 Address:
 Course: BSc (Hons) International Business Management

1

Attendance Summary for Enrollment Reference 426524 for course BSc (Hons) International Business Management 72.73%
 (77 classes: 56 attended)

Business Finance 2001

Class Date	Time	First Name	Last Name	Present
21-January-2020	ev.			<input type="checkbox"/>
23-January-2020	ev.			<input checked="" type="checkbox"/>
30-January-2020	ev.			<input checked="" type="checkbox"/>
28-January-2020	ev.			<input checked="" type="checkbox"/>
04-February-2020	ev.			<input checked="" type="checkbox"/>
06-February-2020	ev.			<input checked="" type="checkbox"/>
11-February-2020	ev.			<input checked="" type="checkbox"/>
13-February-2020	ev.			<input checked="" type="checkbox"/>
18-February-2020	ev.			<input checked="" type="checkbox"/>
20-February-2020	ev.			<input type="checkbox"/>
25-February-2020	ev.			<input type="checkbox"/>
27-February-2020	ev.			<input type="checkbox"/>
03-March-2020	ev.			<input type="checkbox"/>
05-March-2020	ev.			<input checked="" type="checkbox"/>
10-March-2020	ev.			<input type="checkbox"/>
12-March-2020	ev.			<input type="checkbox"/>

2

Attendance Summary for .
 MOD003219 (16 classes: 9 attended) for course BSc (Hons) International Business Management 56.25%

Economics for Business 2001

Class Date	Time	First Name	Last Name	Present
18-January-2020	a.m.			<input checked="" type="checkbox"/>
25-January-2020	a.m.			<input checked="" type="checkbox"/>
25-January-2020	p.m.			<input checked="" type="checkbox"/>
01-February-2020	a.m.			<input type="checkbox"/>
01-February-2020	p.m.			<input type="checkbox"/>
08-February-2020	a.m.			<input checked="" type="checkbox"/>
08-February-2020	p.m.			<input checked="" type="checkbox"/>
15-February-2020	a.m.			<input checked="" type="checkbox"/>
15-February-2020	p.m.			<input checked="" type="checkbox"/>
22-February-2020	a.m.			<input type="checkbox"/>
22-February-2020	p.m.			<input type="checkbox"/>
29-February-2020	a.m.			<input checked="" type="checkbox"/>
29-February-2020	p.m.			<input checked="" type="checkbox"/>
07-March-2020	a.m.			<input checked="" type="checkbox"/>
07-March-2020	p.m.			<input checked="" type="checkbox"/>
14-March-2020	p.m.			<input type="checkbox"/>

3

4

1. States your attendance summary over the course of your degree and your attendance percentage.

Course:	BSc (Hons) International Business Management
Attendance Summary for Enrollment Reference [redacted] for course BSc (Hons) International Business Management 72.73% (77 classes: 56 attended)	

2. States your module title and the term that the summary below relates to. For this student, they are taking Business Finance in January 2020 so the term code is 20 (for the year) and 01 (for the starting month) so 2001.

Business Finance	2001
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3. States the date that the class was held, the session time, your name, and whether you were marked present. A tick means you have been marked present and no tick means you have been marked absent.

Class Date	Time	First Name	Last Name	Present
21-January-2020	ev.			<input type="checkbox"/>
23-January-2020	ev.			<input checked="" type="checkbox"/>
30-January-2020	ev.			<input checked="" type="checkbox"/>
28-January-2020	ev.			<input checked="" type="checkbox"/>
04-February-2020	ev.			<input checked="" type="checkbox"/>
06-February-2020	ev.			<input checked="" type="checkbox"/>
11-February-2020	ev.			<input checked="" type="checkbox"/>
13-February-2020	ev.			<input checked="" type="checkbox"/>
18-February-2020	ev.			<input checked="" type="checkbox"/>
20-February-2020	ev.			<input type="checkbox"/>
25-February-2020	ev.			<input type="checkbox"/>
27-February-2020	ev.			<input type="checkbox"/>
03-March-2020	ev.			<input type="checkbox"/>
05-March-2020	ev.			<input checked="" type="checkbox"/>
10-March-2020	ev.			<input type="checkbox"/>
12-March-2020	ev.			<input type="checkbox"/>

4. States the attendance summary and attendance percentage for that particular module

Attendance Summary for .MOD003319 (16 classes: 9 attended)	for course BSc (Hons) International Business Management 56.25%
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How can I contact the Attendance Department?

In order to contact the attendance department, you will need to make an online enquiry via **VLE**.

To do this, log into the VLE - go to My Forms and select Attendance Enquiry Form. Fill the form in, providing the date and session you are querying and as much relevant information as possible

Your query will be looked into as soon as possible and you will receive a response within 3-5 working days.



My Forms

Please choose from following:

- Letter Request
- Timetable Change Request Form
- Change of Course Form
- Assessments Extension Application Form
- Notification of Leave Form
- Attendance Enquiry Form
- Request for a replacement Attendance card

Attendance Enquiry Detail

ARU London Student Id. :

Attendance Date :

(if applicable)

Attendance Session :



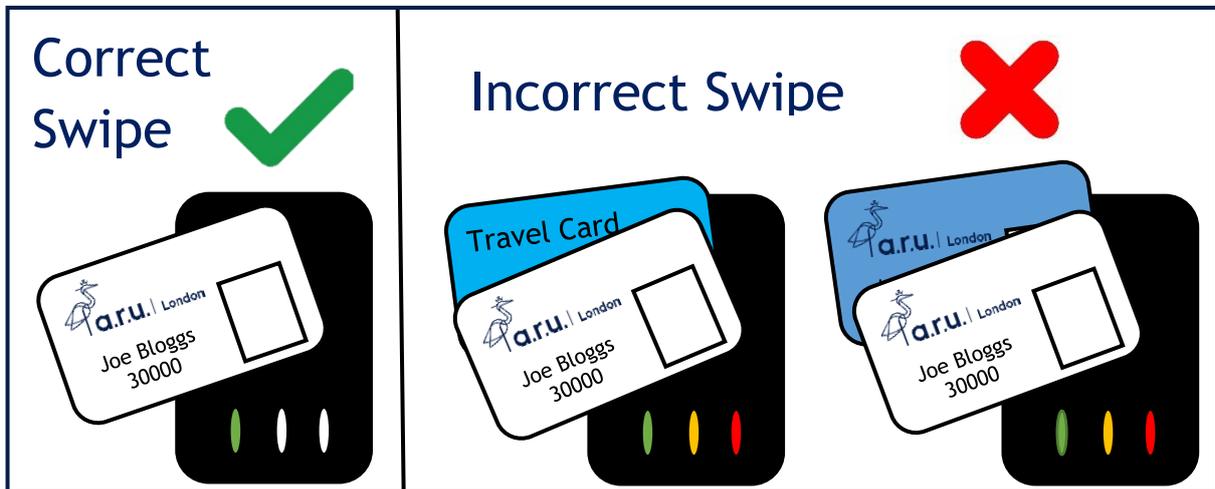
(if applicable)

Enter your enquiry details * :

*Please confirm that you have read attendance [FAQs](#).

Submit

Charterhouse Building Attendance Procedure and FAQs



Morning

- 1) Touch in at the **main entrance** upon arrival at ARU London in the morning.
- 2) Touch in at the **classroom before entering** your lecture. You can swipe your Attendance Card any time before 10am to record your morning attendance.
- 3) If you swipe after **10.30am**, you will be marked as **absent**.
- 4) Touch out of the **classroom upon leaving** the lecture.

Afternoon

- 5) Touch in at the **classroom before entering** the lecture. You can only swipe your Attendance Card any time between 13.00pm to 14.00pm to record your afternoon attendance.
- 6) If you swipe after **14.30pm**, you will be marked as **absent**.
- 7) Touch out of the **classroom upon leaving** the lecture.
- 8) Touch out at the **main entrance** before leaving ARU London at the end of the day.

To avoid incorrect swiping, hold your attendance card within close proximity to the reader. If your scan is successful, the green light will flash and there will be a short beep. If no flash occurs, then your attendance will not be recorded. Instructions are located outside of all class rooms along with the ARU London Attendance Procedure.

Forgotten or Lost Attendance Card

What happens if I forget my attendance card?

If you forget your attendance card, please visit to the iCentre as soon as you arrive to university. You will need to **sign in before 10:30** to record your **AM attendance** and you will need to **sign out after 16:00** to record your **PM attendance**. We will manually update your attendance the next day.

I lost my attendance card; how do I get a new one?

If you have lost your attendance card, you will need to purchase a new one for **£5** through the VLE. To do this, log in, go to My Forms and select 'Request for a replacement Attendance card'. This will take 24 hours to be printed and be ready to collect at the iCentre. If you find your old card after collecting your replacement, please discard it as it will no longer work.

What happens if I forget to swipe into my class?

If you do not swipe into your correct class, we cannot guarantee you attended class on time. Therefore, you will be marked as absent.

Technical Issues

What happens if there is an error with the electronic readers in the classrooms?

If you think there is an error with the electronic readers, please inform the Information Centre. Once the issue has been identified, we will rectify the issue as soon as possible and adjust attendance at the discrepancy of the Attendance Department.

Can someone else swipe into my classes for me?

No. This is a form of gross misconduct. Students found swiping another student's card on the first occasion may become ineligible for the Travel Bursary. Those who persistently swipe for others may risk expulsion from the university.

How do I know if my attendance has been recorded?

To ensure your card is recording your swipes you will need to ensure that as well as a beep the lights change to flash only green.

If no flash occurs, then your card may have a technical error and should be checked at the Information Centre as soon as possible.

My Attendance Record is incorrect

Have you been tapping in on time?

If you swipe in after **10.30 am** you will be marked absent as classes start at **10.00am**.

If you swipe out before **13.00 pm** into your afternoon class, you will be marked absent as this is still during the morning period.

If you swipe in after **14.30 pm** you will be marked absent as classes start at **14.00 pm**.

If you swipe in after **18.30 pm** you will be marked absent as evening classes start at **18.00 pm**.

Did you swipe into the wrong room?

If you do not swipe according to your timetabled classes then you will be marked absent, unless your lecturer has changed the scheduled classroom.

Has your class been moved to a different location?

The Attendance Department are usually informed of such changes, however if you believe there is an issue then get in touch to inform us of the change, citing the lecturer, class, module and group.

Tier 4 Supervised Attendance

If you are a Tier 4 student, the university is responsible for you whilst you are studying. Therefore, as ARU London sponsors your visa, we have a legal duty to:

- monitor your attendance on your course
- report any consistent non-attendance to the Home Office

It is crucial that you make efforts to attend all classes and to let us know of any reasons for non-attendance.

Tier 4 attendance is supervised weekly - it is important that Tier 4 students are aware of the supervised attendance reader and where it is located.

All Tier 4 students must successfully touch their attendance card by the supervised attendance card reader in order to record your attendance weekly.

If you have been away from class due to illness or other personal circumstance the iCentre must be informed so that we can note this on your record.

Failing to meet our University requirements will result in your removal from your course and other serious consequences.



East India Building Attendance Procedure and FAQs

How is my attendance recorded?

Your attendance automatically gets recorded by swiping your card on the entrance and exit readers. Those readers are located on the 3rd floor next to both sets of lifts.

To record your **AM attendance**, you need to swipe your card on the **entrance readers** located by **lift E** from **9:00 - 10:30**.

To record your **PM attendance**, you need to swipe your card on the **exit readers** located by the **glass doors** from **16:00 - 17:30**.

How many times can I swipe during the day?

You can swipe as many times as you like during the day. This **will not** affect your attendance. System will consider only those swipes which been done during attendance recording times mentioned above.

Is it alright if I only swipe in and out on the ground floor barriers?

Students need to swipe in and out on our entrance and exit readers. The **ground floor** barriers are there to give you **access** into the building. Your **attendance** is recorded through the card readers on **3rd floor**.

Can my colleagues' swipe in or out for me?

Your colleagues **cannot** swipe in or out on your behalf. If you or someone else are found doing this, **disciplinary actions** will take place.

What can I do if I forgot my attendance card at home?

If you forget your attendance card, please come to the iCentre as soon as you arrive to university. You will need to **sign in before 10:30** to record your **AM attendance** and you will need to **sign out after 16:00** to record your **PM attendance**. We will manually update your attendance the next day.

What can I do if I lost my attendance card?

You will need to purchase a new attendance card - please note replacement cards cost **£5.00**. You can do this by accessing the tab '**My Forms**' on your **VLE** or in the iCentre (**please note we take only cash payments**). Please ensure you **sign in and out** at the iCentre whilst you wait for your new card to get printed/ activated.

How can I check my attendance?

To check your attendance percentage, please access the tab '**My Attendance**' on your **VLE**.

What can I do if I have an incorrect absence on my attendance report?

If you see an absence on your attendance report and you would like us to investigate it, please make an **attendance enquiry** via the **VLE**. You can do this by accessing the tab '**My Forms**'. Please complete this online form and we will get back to you via your student email in 3 - 5 working days.

Other Attendance Queries

Can an academic amend my attendance?

No, academic members of staff cannot amend your attendance.

My lecturer takes a paper register; can I use this as evidence of my attendance?

If your lecturer takes a physical paper register, this is for their reference only and not evidence of your attendance. You must follow the attendance procedure accordingly in order to record your attendance.

I have attended a class trip organised by the university but I am marked absent, what can I do?

In the event of a class trip the academic staff liaise with the timetabling office to ensure attendance is not affected, however if you believe that you have been marked absent for a trip that you attended it is vital that you get in touch with the Attendance Department to ensure there are no errors.

My classes have had presentations this week and my lecturer told me not to swipe my attendance card – will this affect my attendance record?

If your classes have presentations, then this is removed from your timetable as a formal class is not scheduled. Therefore, this should not affect your attendance record. However, if you believe your presentation classes are incorrectly appearing on your attendance record then please get in contact with the Attendance Department.

I am going to be absent for longer than 2 weeks what do I do?

For an absence of longer than two weeks we suggest that the students get in contact with the iCentre to discuss a potential intermission depending upon their personal circumstances and the point that they are in their studies.

I have provided evidence to support my reason for my absence, will my attendance be amended?

If you are unable to attend a class or several classes at ARU London for any reason, then you are marked absent as you were not physically present in the building. However, when that absence is beyond your control or relates to a personal circumstance we encourage you to provide a reason and evidence for your absence. This is then attached to your student record.

When can my attendance be amended?

Your attendance will only be amended for technological errors involving your attendance card or the card readers.

Can I use my ARU ID card to record my attendance if I forget my attendance card?

No, your official ARU student ID card is not activated to record your attendance.

I have purchased a new card but I have found my old one, can I still use this?

After you purchase a new attendance card your old card is deactivated and will no longer work. Only the new card will record your attendance. We therefore recommend destroying the old card to ensure there is no confusion between them.

Can I attend a class that is not scheduled on my timetable and will it affect my attendance?

You should only be attending classes on your scheduled timetable, which you should check regularly each semester as it is liable to change.

Did you tap in with your card or with your wallet?

Other cards such as Oyster Cards, Contactless Bank Cards and ARU Cards can all cause card clash. This means although the card may beep when it is swiped, the swipe will not be recorded. As this is **not a technical issue it cannot be amended**, so ensure that you always swipe your Attendance Card away from any other cards.

How do I know if my attendance has been recorded?

It is your responsibility to ensure that your attendance is recording accurately. You should check your attendance frequently on VLE.

Can someone else swipe into the building for me?

No. This is a form of gross misconduct. Students found swiping another student's card on the first occasion may become ineligible for the Travel Bursary. Those who persistently swipe for others may risk expulsion from the university.

My attendance record is incorrect, what do I do?

If you think that your attendance record is inaccurate please send an attendance enquiry (VLE) to Attendance Department.