

# ARU London Attendance Guide

# Contents

How to Access your Attendance Record .....	4
Other Attendance Queries.....	7
How can I contact the Attendance Department?.....	9
Charterhouse Building .....	10
Charterhouse Building Attendance Procedure.....	12
Tier 4 Supervised Attendance .....	13
East India Building .....	14
Ridgmount Building .....	15

# 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.**

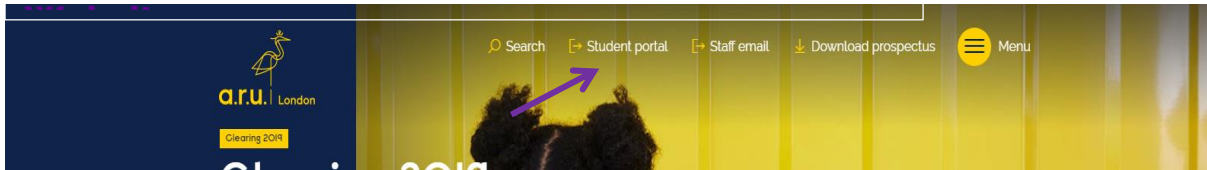
**If you are unable to attend a class/activity for a valid reason, e.g. illness, please contact the Information Centre.**

**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).**

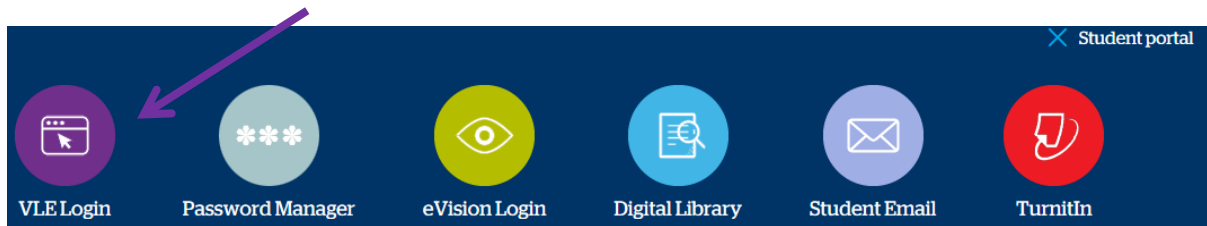
**Please arrive on time for your classes as the system records persistent lateness as well as absences. Should you arrive more than 30 minutes late for a class, you will be recorded as absent. You may be required to meet with your Personal Tutor or Course Leader to discuss your attendance or punctuality.**

# How to Access your Attendance Record

## Step 1: Select Student portal from the ARUL



## Step 2: Select VLE Login from student portal



## Step 3: Enter your VLE login



Username \*

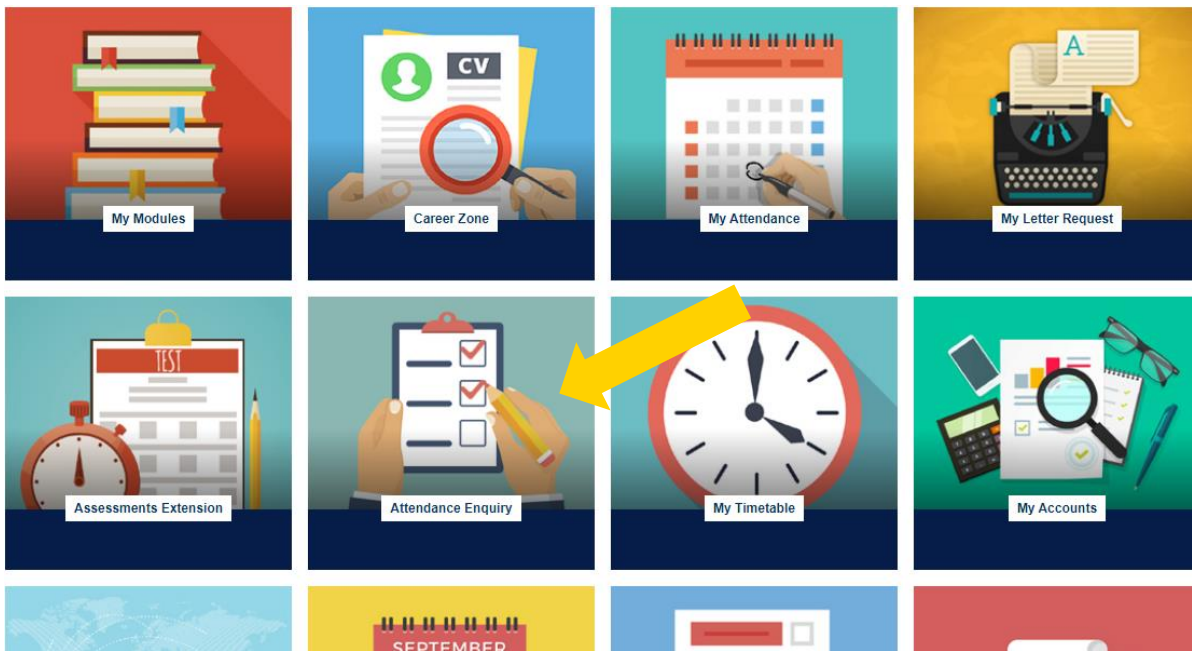
Password \*

[Forgot username / password?](#)

[Sign In](#)

Login with your six digit AR London Student Code e.g. 3XXXXXX

## Step 4: Select 'My Attendance' from the Homepage



## Step 5: Check your Attendance Record

**Student Information Management System**

Student Attendance Detail

Enrollment Ref: 3XXXX/4XXXXX

Student: Mr. Joe Bloggs

Address: 123 Street, London

**1** Attendance Summary for Enrollment Reference 4XXXX for course BSc (Hons) Business and Marketing (15 Classes: 10 Attended) **90%**

**2** Course: BSc (Hons) Business and Marketing Business Strategy (00) 1801

**3**

Class Date	Time	First Name	Last Name	Present
02/04/2018	p. m.	Joe	Bloggs	<input checked="" type="checkbox"/>
03/04/2018	p. m.	Joe	Bloggs	<input checked="" type="checkbox"/>
04/04/2018	p. m.	Joe	Bloggs	<input checked="" type="checkbox"/>
05/04/2018	p. m.	Joe	Bloggs	<input type="checkbox"/>

**4** Attendance Summary for Mr. Joe Bloggs for course BSc (Hons) Business and Marketing. MOD003337 (4 classes: 3 attended) **75%**

- 1** States your attendance summary over the course of your degree and your attendance percentage.
- 2** States your course and the module title that the summary below relates to, as well as your group number in brackets and the semester in which you are taking that module. For this student they are taking Business Strategy in January 2018, so 1801. Whereas an older module from September 2017 would have the semester code 1709.
- 3** States the date that the class was held, the 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.
- 4** States the attendance summary and attendance percentage for that particular module.

# 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 that is for their reference only and is not evidence of your attendance. The only evidence of your attendance is through following the Attendance Procedure.

## **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.

## **When can my attendance be amended?**

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

## **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.

## **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 (as shown above).

**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.



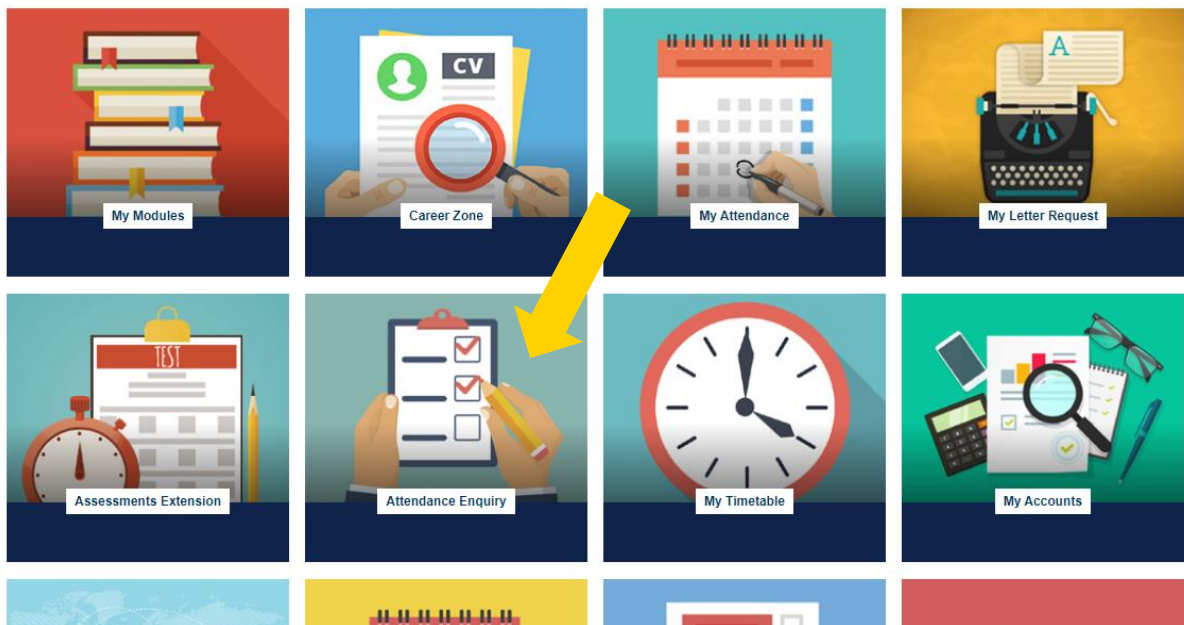
# How can I contact the Attendance Department?

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

Your enquiry should include:

- Your Attendance ID Number (3xxxxx)
- Your Full Name
- The dates that you would like the Attendance Department to investigate
- Whether those dates relate to AM or PM classes

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



# Charterhouse Building

## Forgotten or Lost Attendance Card

### **What happens if I forget my attendance card?**

If you have forgotten or misplaced your attendance card, you can purchase a temporary card from the Information Centre. A temporary card costs £2 and is only active for one day. Temporary cards must be returned to the Information Centre after you have swiped out of the main doors at the end of the day.

The card is deactivated at the end of the day and will not record any further attendance even if it is swiped.

### **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 from the Information Centre.

### **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 not correct?

## **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 14.30pm you will be marked absent as classes start at 14.00 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.

# Charterhouse Building Attendance Procedure

## 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.

**Correct  
Swipe** ✓



**Incorrect  
Swipe** ✗



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.

# 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

For students studying at the East India building, once you have swiped at the main entrance, you must swipe at the doors on the 3<sup>rd</sup> floor to record your attendance for both AM & PM.

## Forgotten or Lost Attendance Card

**What happens if I forget my attendance card?**

If you have forgotten your attendance card, you will be issued with a visitor's card at the reception on the ground floor. This must be returned at the end of the day by the main entrance.

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

If you have lost your attendance card, iCentre staff will provide a one-time access card to get to the floor. iCentre staff will then print and charge students £5 for a new card.

## My Attendance Record is not correct?

**Have you been tapping in on time?**

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

If you swipe before 16.00 pm you will be marked absent as classes finishes 17.00 pm.

# Ridgmount Building

If you are studying at the Ridgmount Building, you will need to sign a paper register for both AM & PM in order to record your attendance with your lecturer.

## **What if I came late?**

If you walk in the class later than 10.30 am you will be marked absent as classes starts 10.00 am.

If you leave class earlier than 16.00 pm you will be marked absent as classes finishes 17.00 pm.

## **What if I forgot to sign in?**

It is very IMPORTANT to remember to sign in each class. If you forget to sign the register you will be marked absent.

## **When I will be able to see my attendance online (VLE)?**

All information from attendance registers should be transferred within 1-2 working days and will be available to see on your attendance record on VLE.

## **Can someone else sign the register instead of me?**

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