

# Student Performance Procedure

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## 1 Purpose

- 1.1 The purpose of this procedure is to establish a fair and consistent approach to dealing with concerns regarding a student's performance whilst at College. This includes punctuality, attendance, academic progress and attitude to learning. It also makes clear the system of responsibilities and actions to be taken when difficulties occur.

## 2. Scope

- 2.1 This procedure applies to all students enrolled on FE and HE Programmes at Hugh Baird College.

## 3 Attendance & Punctuality

- 3.1 The attendance and punctuality of all students is monitored using the College's electronic system ProSolution. With the exception of maths and English classes, all teaching staff are required to complete a class register, for each teaching session, within 10 minutes, ensuring accurate marks are recorded for students present, late or absent.
- 3.2 All lecturing staff are required to consistently challenge lateness and attendance concerns and work with learners to build resilience and find solutions to individual challenges. Where appropriate, students will be directed to relevant College support services.
- 3.3 Concerns regarding a student's attendance, including attendance at maths and English classes, and or punctuality must be recorded on Promonitor by the relevant member of teaching staff for the attention of the Progress Coach<sup>1</sup>. Patterns of attendance and or poor punctuality will also be monitored by the Progress Coach<sup>1</sup> and a Student Performance Improvement meeting will be held if attendance falls below 90%.
- 3.4 A Student Performance Improvement Meeting, under the formal Performance Management Procedure, will take place if a student's attendance falls below 75% overall or on any aspect of their study programme within the first 6 weeks.

## 4. Informal Recorded Action

- 4.1 The Progress Coach<sup>1</sup> is responsible for meeting regularly with students under their area of responsibility to provide pastoral support and address any factors which may be impacting on academic progress such as attendance, punctuality or attitude to learning.
- 4.2 All action taken either by the academic Tutor and or the Progress Coach<sup>1</sup> to address identified concerns must be recorded on ProMonitor, under the Informal Performance Action Meeting type, and followed up as required. This would include the notes of any discussions with the student and where appropriate parent/carers, setting suitable targets, or signposting for additional pastoral or learning support.

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<sup>1</sup> Progress Coach or equivalent role within HE or South Sefton Campus

<sup>2</sup> Curriculum Manager or equivalent role within HE or South Sefton Campus

<sup>3</sup> Assistant Director or equivalent role within HE or South Sefton Campus

<sup>4</sup> Curriculum Director/Assistant Principal or Dean of Higher Education & Access

- 4.3 If concerns regarding a student's performance continues following appropriate intervention as set out in paragraph 4.2 the Progress Coach<sup>1</sup> will inform the student that their performance will be subject to consideration under the formal Performance Management procedure which could ultimately result in them being withdrawn from their chosen programme of study.

## 5 Formal Performance Management Procedure.

- 5.1 There are four stages at which a student's performance may be considered:

Stage 1: Formal Recorded Action

Stage 2: Formal Written

Stage 3: Final Written

Stage 4: Notice of Withdrawal

- 5.2 At each stage of the Procedure, the student's performance will be considered at a Student Performance Improvement Meeting. These meetings are intended to provide a supportive formal mechanism to address factors which are affecting student performance, progress and academic conduct. The purpose of the meeting is to assist the student in identifying how their performance can be improved to enable them to achieve their qualification(s) and progress to a positive destination. The meetings must not be used to address serious conduct issues which should be managed through the Student Disciplinary Procedure.

- 5.3 Prior to arranging a Stage 1 Student Performance Improvement Meeting other methods of trying to address the issues must be attempted and clearly recorded/followed up on ProMonitor, under the Informal Performance Action Meeting type. Where appropriate, parents/carers should be notified, suitable targets set, and or signposting for additional support (pastoral or learning support) etc.

- 5.4 The Progress Coach<sup>1</sup> is responsible for arranging all meetings under this procedure and informing the student and Parent/carers if the student is under the age of 18. Up to 5 working days' notice must be given and consideration must be given to the days a student normally attends College. Depending upon the nature of the concerns, a representative from the Student Services pastoral team may also be invited to attend plus an external agency representative if appropriate (as directed by the Pastoral Support Team). The academic tutor may also be invited to attend to explain the concerns regarding the student's academic performance.

- 5.5 Responsibility for conducting meetings under this procedure is as follows:

|         |   |
|---------|---|
| Stage 1 | Progress Coach <sup>1</sup>                             |
| Stage 2 | Curriculum Manager <sup>2</sup>                         |
| Stage 3 | Assistant Director. <sup>3</sup>                        |
| Stage 4 | Assistant Principal/Director of Curriculum <sup>4</sup> |

- 5.6 During the meeting, the performance of the student should be discussed, all areas of concern explained and the underlying reasons for the poor performance identified. The discussions should also explore any support measures which could be put in place to help the student address the issues identified.

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- 5.7 The outcome of a meeting under Stage 1 to Stage 3 of this procedure will, as a minimum, include the development of a Performance Improvement Action Plan to support the student to get back on target. The plan will set out a number of realistic SMART targets for the student and make expectations clear. A copy will be provided to the student and, for students under the age of 18, a copy will also be sent to the parents/carers. It will also be made clear that failure to achieve the targets set may result in progression to the next stage of the procedure and ultimately withdrawal from the programme of study.
- 5.8 A Progress Monitoring meeting will be scheduled for 4 weeks from the date of the Improvement Meeting and it will be made clear to the student that failure to achieve the targets set may result in progression to the next stage of the procedure which may ultimately result in them being withdrawn from their programme of study. During the four weeks prior to the Monitoring Meeting, ongoing weekly reviews by the Progress Coach<sup>1</sup> along with the Curriculum Manager<sup>2</sup> should take place to ascertain if targets are on track to be met, or whether further support is needed.
- 5.9 The Progress Coach<sup>1</sup> is responsible for ensuring a full record of meetings which take place under the formal procedure is captured on Promonitor.

## 6 Progress Monitoring Meetings

- 6.1 The date of Progress Monitoring Meeting must be set at the relevant Stage meeting under the procedure. The Progress Coach<sup>1</sup> is responsible for confirming the details of the meeting in writing and providing the student and parent/carers, if the student is under the age of 18, with a copy of all of the documentation to be discussed at the meeting. This should be provided at least three days in advance of the meeting.
- 6.2 The meeting will be chaired by the manager who conducted the relevant stage meeting and the discussion will focus on whether or not the targets set have been achieved. If targets have been met the student will be informed that no further action will be taken however their performance will continue to be monitored by the Progress Coach<sup>1</sup>. They will also be advised that they will remain at the stage of the Performance Management Procedure they have reached for the remainder of the academic year and should further concerns arrive these will be considered at the next stage of the Procedure.
- 6.3 If the targets set have not been achieved the reasons for this will be discussed and a decision reached as to whether the student should be progressed to the next stage of the procedure or a further 4 week monitoring period put in place. A further monitoring period will normally only be applied if there is some evidence of improvement albeit not to the standard required.

## 7 Stage 4 Meeting - Withdrawal

- 7.1 if a student has attended a stage 3 Performance Improvement Meeting and failed to achieve the targets set during the 4 week monitoring period, the student's suitability to remain on their programme of study will be referred for consideration at a stage 4 meeting.

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- 7.2 In advance of the meeting, the Assistant Director<sup>3</sup> will prepare a report detailing all discussions, interventions and actions taken to support the student in addressing the concerns regarding their performance. A copy of the report together with the updated Performance Improvement Action Plan will be circulated to all parties, including the student and their parent/carers if aged under 18, at least 5 days in advance of the meeting.
- 7.3 The meeting will be chaired by the Assistant Principal/Director of Curriculum<sup>4</sup> and full consideration given to the documentation provided and any further information provided by the student and their parent/carer if applicable. If it is determined that the student's performance remains below an acceptable standard and there is no reasonable prospect of the required improvement being made, s/he will be informed that they are being withdrawn from their programme of study and will no longer be a student at the College.
- 7.4 The outcome of the stage 4 meeting will be confirmed in writing within 5 working days. If the student is withdrawn the letter will also explain the right of appeal against this decision.

## 8. Appeal

- 8.1 A student who has been withdrawn from their programme of study under this procedure has a right of appeal to the Vice Principal Curriculum & Quality. Notice of appeal must be submitted in writing to the Vice Principal Curriculum & Quality with 7 days of receipt of the outcome of the Stage 4 meeting setting out the grounds for appeal.
- 8.2 The Appeal Panel will consist of the Vice Principal Curriculum & Quality and Vice Principal People, Organisational Development & Culture.
- 8.3 The student will be invited to present their case with evidence and may be accompanied by a parent/carer or friend. The Assistant Principal/Director of Curriculum<sup>4</sup> who made the decision to withdraw the student will also attend to present the reasons for their decision. A copy of all the documentation to be relied upon at the hearing will be circulated at least 5 days in advance of the hearing.
- 8.4 In reaching a decision, the Appeal Panel will consider:
- Whether withdrawal from the programme of study is fair and appropriate in all of the circumstances
  - That all procedural requirements have been met.
- 8.5 The decision of the Appeal Panel will be notified to the student normally within 7 consecutive days of the Appeal hearing. The decision will be final and binding.

## 9 Application Following Withdrawal

- 9.1 If a student withdrawn from a programme of study under this procedure wishes to reapply to study at Hugh Baird College they must be interviewed by an Assistant Director<sup>3</sup> prior to their application being accepted.

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## 10 Monitoring and Review

- 10.1 This Procedure will be monitored and reviewed annually by the Director of Human Resources and Organisational Development in conjunction with the Director of Quality.

## 11 Equality Impact Assessment

- 10.1 The College is committed to the promotion of equality, diversity and providing a supportive environment for all members of our community. Our commitment means that this Procedure has been reviewed to ensure that it does not discriminate (either intentionally or unintentionally) against any of the protected characteristics of age, disability, gender (including gender identity), race, religion or sexual orientation and meets our obligations under the Equality Act 2010.

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## Procedure for Conducting a Performance Improvement Meeting

1. The Chair of the meeting should introduce every one present and explain the purpose of the meeting. It must be made clear during the introductions that this is a supportive College process to enable the student to be improve their performance and achieve the targets set. It must also be made clear that the meeting is part of a formal process and what stage of the procedure the meeting is being conducted.
2. The Progress Coach should identify the issues, actions taken and student responses to date and provide any supporting documentation which may include attendance/punctuality data, subject/personal reports, student Individual Learning Plan (ILP).
3. The Chair must ensure that parents/carers (for students under the age of 18) plus any external agency (where applicable) and the student's views are listened to and documented. The student should feel supported to raise any concerns they have or any current issues they are facing that is impacting on their performance in College. This is to allow for individualised support to be offered and discussed.
4. The Progress Coach should present and explain the Student Performance Improvement Plan and the SMART targets set for the student.
5. It should be explained that the student's progress will be monitored over a four-week period at the end of which a Progress Monitoring Meeting will be held. The date of this meeting should be set during the meeting and the Chair must ensure that the student and parent(s)/carer(s) if in attendance, fully understand that failure to achieve the targets set could result in progression to the next stage of the procedure and ultimately to the student being withdrawn from their programme of study.
6. A copy of the Student Performance Improvement Plan must be sent to both student and parent(s)/carer(s) (for students under the age of 18), clearly setting out the SMART targets and the date/time of the Progress Monitoring Meeting.

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