

## Attendance Policy for Handshake appointments and events

Version	Date	Authors	Notes
0	8/10/21	Geraint Hughes	Draft policy for comments
1	8/10/21	Oliver Laity	Notes and comments added
2	6/12/21	Geraint Hughes	Detailed criteria added.
3	17/2/21	Geraint Hughes	Change to self cancellation timeframe

## 1 Introduction

There are a large number of opportunities provided for students to attend careers and employability events and appointments. Demand exceeds supply at times resulting in waiting lists.

Many events and some appointments involve external visitors such as employers or alumni taking valuable time to attend and absences may result in wasted time and create a poor impression.

The missing of appointments and events without notice is therefore a key issue as it can result in a number of negative outcomes. The main ones being:

- Prevention of other students attending event/appointment.
- Inconvenience and poor impression for any visitors such as alumni or employers.
- Ineffective use of staff time.
- Harmful to the overall reputation of a professional careers service for the professionals of the future.

It must be an ambition of this department to seek to reduce the number of missed appointments and to maximise attendance at events and the opportunities for students to book onto events by minimising no shows.

The following should be **key principles** in relation to the policy.

- We maximise attendance and minimise no shows.
- We communicate clearly with students.
- We promote professionalism in our values and the desired values of our students.
- We use automation wherever possible to ensure efficiency.

We expect students and graduates to behave in a professional manner as in the world of work. Being prepared, punctual and cancelling in advance if unable to attend a booked appointment or event.

## 2 Aims

This policy is intended to maximise attendance at events and appointments while potentially providing a warning or sanction for those who fail to adhere to expected professional standards.

## 3 Objectives

The objectives of this document are to:

- To set out the background and principles of the attendance policy.
- To set out how the policy will be implemented.

## 4 Scope

This policy applies to all students booking events or appointments through Handshake and all staff involved in the administration of these appointments and events.

## 5 Policy

**'No show'**. A no show will be recorded where:

- The student does not turn up for an appointment without cancelling with enough notice
- The student is more than 10 minutes late for an appointment.

**Cancellations.** Students can make a cancellation via Handshake in advance of a booked appointment and the cancellation should be made at the earliest opportunity to allow the slot to be reallocated. There is a cancel appointment button available in Handshake up to 10 hours before the appointment is due to start and this should be used during that time. This button can be found by opening up the appointment booking. When the button is not available, cancellations should be made to the Career Zone via email ([careers@exeter.ac.uk](mailto:careers@exeter.ac.uk)), phone (Exeter 01392 724493) in person at the Career Zone or via live chat on our webpages. Cancellations cannot be made after the start time of the appointment.

**Mitigating circumstances.** There may be cases where there are mitigating circumstances such as unforeseen events, accidents or sudden illness where a student is unable to attend a booked appointment or they are unavoidably delayed. It is not possible to provide an exhaustive list. The principle to be considered is whether the student was able to have reasonably avoided the absence or late arrival and whether it would have been reasonable for them to have contacted Career Zone in advance of the appointment in the circumstances.

**Reminder of responsibilities:** The Career Zone will send an email to students who have recorded a 'no show' for an appointment to remind them of the attendance policy and to remind them to cancel any bookings they are unable to attend.

**Suspension of Handshake account** – where the service considers a user is misusing their account – booking multiple appointments and not turning up and not cancelling in advance, Handshake accounts will be suspended and any event or appointment booking that is due to take place during the period of suspension will be cancelled. The trigger point will be missing more than 2 appointments in the past 30 days. The service will suspend the user's account in Handshake as follows:

- If there are 3 or more no shows recorded within 30 days then the Handshake account will be suspended for 14 days and any appointment or event bookings during this period will be cancelled and the student will not be able to attend any careers appointments or events during the period while the account is suspended.
- On the third time a student triggers an account suspension (at least 9 no shows), the Handshake account will be suspended for 30 days. Any appointment or event bookings during this period will be cancelled and student will not be able to attend any careers appointments or events during the period while the account is suspended.
- If, in the unlikely event, a student subsequently triggers another account suspension (at least 12 no shows) we reserve the right to take further measures as appropriate.

### **Appeals – suspension of account.**

Should a user hit the trigger for a Handshake account suspension as outlined above, there will be an opportunity to appeal the suspension within 5 working days of the notification. The appeal should be emailed to [careers@exeter.ac.uk](mailto:careers@exeter.ac.uk) for the attention of the Careers Information and Systems Manager.

### **Communication**

This policy will be published on the University website in the Careers Service section.

### **Handshake automated tasks to aid attendance**

After booking, students receive automated confirmation emails. The automated email includes a calendar link with the booking. The link allows the booking to be added to a personal calendar such as in Outlook.

Students receive a reminder email 24 hours before the event/appointment, and 1 hour before the start time. (Assuming notification emails have not been switched off)

## **6 Further enhancements**

### **Embedding professionalism**

In future students may need to complete a professionalism short course online at the end of their ban.

## **7 Additional Information**

### **What happens when students' accounts are suspended?**

- Students will not be able to access the Handshake system while account is suspended.
- Any event and appointment bookings during the period of account suspension will be cancelled.