
 <p><b>CEU</b> <i>Universidad Cardenal Herrera</i></p>	<p><b>ACTION PROTOCOLS OF THE UNIVERSITY GUIDANCE SERVICE (SOU)</b></p>	<p><b>SHORT-TERM AND LONG-TERM ABSENCES</b></p>
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# **ACTION PROTOCOL**

## **SHORT-TERM AND LONG-TERM ABSENCES FROM STUDIES**

- 1. Definition and scope**
- 2. Process**
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## 1. DEFINITION AND SCOPE

This Protocol establishes the actions that the University Guidance Service (SOU) must take when a student experiences a short-term or long-term absence from their studies, with special attention being paid to any requirement to fulfil compulsory practical training.

This Protocol is applicable to any student enrolled at CEU UCH.


First of all, the concepts of a short-term absence and a long-term absence must be defined.

A **short-term absence** concerns a situation in which a student does not attend academic activities, during a brief and limited period, for justified personal, family or health reasons, as a consequence of illness (with or without admission to hospital), the death of close family members, or any other circumstance which makes it impossible for the student to undertake their normal academic activities.

When such a short-term absence leads to a request for the date of an examination to be changed and the lecturer involved or the student in question requests assistance or the provision of evidence from SOU for this purpose, it will be SOU's responsibility to declare whether the request is justified, based on the information and documents supplied by the student. SOU may then declare that the request is justified, but this does not mean that the lecturer must accede to the request, as it is ultimately the lecturer's decision whether to delay the examination.

A **long-term absence** concerns a situation in which, for reasons beyond the student's control, the student cannot continue with their studies during a particular academic year. This type of absence requires a complete assessment of the situation to be undertaken, in order to determine what impact this absence will have on the student's ability to continue with his or her studies, should the student request to be readmitted to his or her studies at a later date.

These two situations are especially delicate when they occur during the student's first year, as the University's *Regulations for the Continuation of Studies and Enrolment Conditions for Bachelor's Degrees* determine certain criteria that first-year undergraduates must fulfil in order to continue studying at the University (see Annex).

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This Protocol is closely linked to the guidelines established by the Disability Advice and Support Unit (UAPD), especially with regard to those students who suffer from chronic diseases, are undergoing prolonged diagnostic processes or who are admitted to hospital.

## 2. PROCESS

For the definition of the process, it is important to take into account the type of absence involved.

### **In the case of short-term absences:**

The student can decide whether to inform his or her lecturers, coordinator or vice-dean directly or to inform the guidance counsellor assigned to his or her study programme.

Given that the University Guidance treats all matters with the strictest confidentiality, if the student does not wish for the reason for his or her absence to be known, then the process will be as follows.


The student will inform the guidance counsellor, who will then assist the student with the administrative tasks arising from his or absence, in respect of his or her lecturers and the university administration. The student will provide SOU with the appropriate evidence which justifies his or her absence and all such documents will then be stored by SOU under the strictest confidence. Such evidence will also enable appropriate monitoring to take place and psycho-pedagogical support to be provided.

1. SOU will send an email to the lecturers affected by the absence, notifying them that this absence is justified.
2. SOU will monitor the student's situation closely in order to provide whatever support is required.

If the student is unable to perform the above tasks, they may be performed by a family member.

**If a long-term absence occurs during the academic year**, then different situations may arise.

### **General situations:**

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Any student who has been absent for a prolonged period during the academic year for reasons beyond his or her control can request guidance from SOU, whose staff can then assess the particular circumstances and provide the necessary support for the student to continue with his or her studies where this is possible.

One possible consequence of this prolonged absence may be the justified suspension of the student's studies, or, through liaison with the appropriate staff at the student's faculty, a reduction in the number of courses the student is enrolled on, taking into account the student's needs.

If the reasons for the student's absence are subsequently resolved, the courses the student is enrolled on can then be increased in the second semester, as is provided for in University's *Regulations for the Continuation of Studies and Enrolment Conditions for Bachelor's Degrees* (see the Annex).

It must be borne in mind that, for such cases of long-term absence, if the student wishes to request a justified suspension of his or her studies, then the student must request this from the General Secretary's Office and follow the procedure laid down for this effect.

### **Specific situations:**


#### **1. The student wishes to change or discontinue their studies after a prolonged absence:**

If the student has been unable to attend academic activities for a prolonged period of time, and is now considering whether to continue with their studies, the case will be referred to SOU so that an interview can take place to consider the student's academic and professional future, led by the guidance counsellor attached to the student's current study programme.

#### **2. A first-year undergraduates affected by the *Regulations for the Continuation of Studies and Enrolment Conditions for Bachelor's Degrees* who is at risk of losing their place at the University:**

These cases will be dealt with by SOU, as follows:

1. As much information regarding the student's circumstances will be compiled so that the University's Regulations can be applied correctly and any return to the

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University by the student dealt with appropriately, once the student has recovered or a change in circumstances has occurred.

2. SOU will inform the relevant staff members, vice-dean and programme coordinator that the student is to request a justified suspension.
3. If the faculty concerned requests a report for its records, SOU will issue this report and send it to the relevant vice-dean. The report will detail the fact that the student has requested and been given, after due consideration, a justified suspension of their studies and that this will be duly taken into account, should the student later request a return to the study programme, whether in the following academic year or at another time.
4. SOU will also retain a copy of this report.
5. SOU will provide support and advice to the student to help them to address his or her personal or family circumstances.
6. If the student later requests readmission to his or her study programme, SOU will issue a report to the dean's office and the Office of the Vice-Rector for Students and University Life upon request.

## **PROCEDURE FOR READMISSION REQUESTS AND AUTHORIZATIONS**

**If the student requests readmission to his or her study programme after a justified suspension:**

- He or she must contact the guidance counsellor or the dean's office of the relevant faculty (or the campus director's office) to notify his or her wish to be readmitted.
- This request will then be referred to the vice-dean responsible for the study programme for consideration and then passed on to the Vice-Rector for Students and University Life, together with reports from SOU and those responsible for the study programme.
- After due consideration, the Vice-Rector will then decide whether to authorize the student's readmission, and will then inform the General Secretary's Office of the decision.
- If readmission is authorized, the student can then proceed with the enrolment process.

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### **3. MONITORING AND MEASUREMENT**

The guidance counsellor assigned to each faculty/school/campus will be responsible for managing the cases from that area of the University, including individual case monitoring.

If the student is referred to UAPD and communication subsequently continues exclusively between the student and UAPD, then the latter body will be responsible for monitoring the case.

### **4. RETENTION OF THE INFORMATION COLLATED**

The Service that deals with the student's case will also be the one which records and retains the information collated while doing so. This information must be kept for a minimum of five years.

The files, documents and reports of a medical or other nature provided by the student will also be kept in the same fashion and for the same period of time.

### **5. OTHER PARTICIPANTS**


Depending on the individual circumstances, cases may be referred to the Disability Advice and Support Unit (UAPD).

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## 6. ANNEX

### **REGULATIONS FOR THE CONTINUATION OF STUDIES AND ENROLMENT CONDITIONS FOR BACHELOR'S DEGREES**

<https://www.uchceu.com/docs/en/regulations/regulations-continuation-studies-degree.pdf>