Attendance and Engagement Policy and Procedure

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This Policy and Procedure is available in accessible formats on request from the Student Engagement Team. Please contact: attendance@lsbu.ac.uk

Attendance and Engagement Policy and Procedure

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Students who have not met the attendance threshold over a period of **one week**, will be contacted by the Student Engagement Team/UKVI Team to remind students of the attendance policy and provide information about the absence reporting process, downloading the app and signposting to other support services.

Intervention 2

Students who have fallen below the attendance threshold for **two consecutive weeks** will be contacted again with clear details about student expectations around attendance and engagement. Students who have significantly fallen below the attendance threshold will be encouraged to explain their attendance and provided with signposting and information to help remove engagement barriers.

Intervention 3

If a student falls below the attendance and engagement threshold for a third time during the review window then the Student Engagement/UKVI Team will speak to the student directly. If the student does not engage with the team or fails to give satisfactory reasons and/or evidence the student will be flagged for Case Management Review.

Intervention 4

A Case Management Panel (CMP) is convened with Associate Deans for Education & Student Experience, or their nominees and Student Engagement Team to discuss students who have consistently fallen below the attendance threshold. During the panel all available information in relation to the student's engagement will be considered.

Possible Outcomes

Student is allowed to continue based on evidence presented at the panel and the Chair's believe the student is likely to successfully progress with their studies.	A withdrawal or interruption notification is sent to the student, the decision is based on all attendance and engagement evidence, student's absences are unauthorised and they are deemed likely to fail to progress

Review Window

The student will have 2 weeks, after the communication of the panel's decision, to submit a review to appeal the decision.

Outcome Confirmed

If the review deadline passes, no review request is received or the review request does not change the outcome of the CMP the student will have their status confirmed	If no review has been received within the two-week review window, the student's status has decided in the Case Management Panel will be confirmed, in writing to the student. Students who have submitted an appeal within the review window will have their status confirmed once review processes have concluded.

Academic Attendance and Engagement Policy and Procedure

1. **Introduction – attendance and engagement as key to academic success**

   1.1. London South Bank University ("LSBU") is committed to ensuring that students achieve the most out of their time here and helping them to succeed. LSBU considers that attendance and engagement is the key to academic success: students who engage fully with all aspects of study benefit most from their course – they achieve better module marks and degree classification. In order to ensure this success, **LSBU's expects students to attend and engage with all compulsory and scheduled events (teaching and non-teaching). This includes appointments with Personal Tutors, Course Leaders and Module Leaders, and Panel meetings**.

   1.2. The primary aim of this policy is to support students' engagement with their academic programme, helping to detect any possible barriers, providing early support to overcome these and increase their chances of academic success. Students should read this policy and the procedure document carefully to avoid being withdrawn or excluded for non-engagement or non-attendance. In some instances, students might be referred to and considered under the "Support and Fitness to Study Procedure".

   1.3. To help facilitate the process of engagement and attendance, the University uses an online platform to monitor attendance. Students will use a mobile app to register attendance and see a visualisation of their own attendance and engagement data.

   1.4. LSBU can only disburse government maintenance loans, grants, bursaries, scholarships and all other forms of financial support if a student is attending and engaging satisfactorily. It is the responsibility of each student to attend and engage consistently in order to meet the learning objectives of their course, module or studies.

2. **Scope – who is covered by this policy and procedure?**

   2.1. This policy applies to any student studying:

      2.1.1. an undergraduate or postgraduate course or module (during all taught elements);

      2.1.2. on a higher or degree apprenticeship at any level (levels 4, 5, 6 and 7);

      2.1.3. at OnCampus, also known as CEG, in the integrated Foundation or International Year One. These students will be monitored by OnCampus/CEG in accordance with their attendance and engagement policy. Information about attendance will be shared with LSBU, who will report students withdrawn for low engagement to UKVI. Please see Appendix 4 for the CEG Attendance and

Engagement Policy.

3. Who is responsible for this policy?

3.1. The DVC Academic Framework has the overall responsibility for this policy but has delegated the responsibility for its day-to-day operation and implementation to the Academic Registrar or their nominee.

3.2. This policy will be reviewed on a regular basis and at least every two years by the Academic Registrar or their nominee in consultation with University Solicitor to ensure that it remains fit for purpose.

4. The Attendance App and what the students need to do

4.1. All students are required to download "attendance app" from the app store/play store by searching "MyLSBU". Alternatively, students can use the following link to find further information and a link. https://my.lsbu.ac.uk/campusm/home#menu

4.2. Students can find further information, including helpful videos and how to guides on the "Attendance" page on myLSBU (https://my.lsbu.ac.uk/)

4.3. Students will be able to view their own attendance via the app, to help them keep track of their progress.

4.4. If a student does not own a smart device or if their phone is temporarily unavailable, please contact the academic member of staff to advise them of this (at the end of the class). In these circumstances the academic will be able to manually "log" the student into the attendance system after the scheduled timetabled event.

4.5. All timetabled events can be located on "My Account". The events are clearly identifiable as "in person" or "online".

4.6. Where changes are made to the mode of delivery (face to face to online and vice versa), this will be clearly communicated in advance to students and academic staff and will be reflected in the timetable.

4.7. Timetabled events are defined as scheduled lectures, seminars, workshops, tutorials, dissertation supervisions, supervised field trips, laboratory sessions, examinations, personal tutor appointments and revision workshops. Only attendance for compulsory sessions will be included in the attendance score, however attendance at optional and co-curricular events will be considered when looking at the overall engagement picture for a student.

4.8. Students will be able to "check in" via "My Account" for their timetabled event no more than 5 minutes in advance of the start time of their event, assuming they are at the right classroom locations, and typically up to 20 minutes after

the start of the session.

4.9. Students should attend classes at the times they are scheduled for on their timetable. Some classes might not allow late entry (e.g. they might have missed vital health and safety talks), or the academic may only allow this at certain point, in order to minimise disruption. Where late entry is allowed, students should enter the room quietly without disturbing others.

4.10. Any students arriving after the designated 20min (unless notified otherwise) will be considered "late" and therefore this attendance will be recorded as "unvalidated" and counted as an absence. If they have a valid reason, this can be discussed with the academic member of staff overseeing that teaching event and a decision will be made as to whether the record can be amended. Please note that this will be at the discretion of the academic and their decision will be final.

4.11. LSBU expects students to make every effort to catch up should they miss classes. Student can reach out to their module leaders, course leaders and/or personal tutors for academic support. Students can also reach out to the Skills for Success Team (https://library.lsbu.ac.uk/skillsforsuccess.) for study support and access the frequently asked questions (FAQ's) which are available to students via MyLSBU (https://myaccount.lsbu.ac.uk/s/global-search/attendance).

4.12. Students who are repeating modules (with attendance), will be expected to attend all scheduled timetabled classes, even if students have passed certain assessments on that module. This is to ensure that they make the most of the opportunities to consolidate their knowledge.

4.13. Students are expected to attend Semester 2 timetabled events even if they are waiting for Semester 1 results for resit exams and/or the Semester 1 resit coursework. However, students should note that they may incur fees even if it transpires that they had failed Semester 1. Please see the Tuition Fee Regulations https://www.lsbu.ac.uk/about-us/policies-regulations-procedures or contact the fees@lsbu.ac.uk for guidance.

5. Notifying sickness & authorised absence

5.1. Students on taught programmes must keep the University informed of any sickness or other absence from classes. Students who miss timetabled learning events that are half a day or more must record this absence on the day that they are unable to attend classes by using https://myaccount.lsbu.ac.uk/s/login/

Absences of between 1-5 consecutive working days:

5.2. Home students will be able to self-certificate for up to 5 working days.

5.3. Visa sponsored students will be able to self-certify for up to 5 days, unless

they are leaving the country.

5.4. Please contact the module leader/course leader as directed to do so in addition to this process.

5.5. Students who are absent from their work placement are expected to notify the University as well as their placement provider (following the provider's absence procedure where applicable). Health students can contact their Course Leaders for the link(s) to the Practice Learning Guidelines for Nursing and Midwifery and/or Allied Health Professions for further information.

Absences of 6-15 consecutive working days:

5.6. Students who are planning to miss or miss between 6-15 consecutive working days of classes, timetabled events, or work placement days, should normally submit an authorisation request in advance. Absence requests for up to 15 consecutive days cannot normally be approved retrospectively. Such requests will require supporting evidence. Please see Appendix 2 for details of the types of evidence that would be appropriate.

5.7. Authorisation requests should be submitted via "My Account" (https://myaccount.lsbu.ac.uk/s/login/) and selecting the Authorised Absence tile and submitting the relevant information. Student Operations team will consider the request and make a decision.

5.8. Students should discuss their absence and any impact on their academic progress with their academic tutor/supervisor in addition to the formal request. However, absences cannot be authorised by School academics or School administrative staff. Visa sponsored students must also discuss their circumstances with Immigration Compliance team who can be contacted by logging a query on MyAccount and choosing Immigration and Visas.

6. Considerations and exceptions

6.1. The maximum period of absence that can be granted without interrupting or suspending studies is 15 working days.

6.2. Prolonged absences may affect student visa sponsorship. In very exceptional circumstances (e.g. serious illness or injury that prevents a student from attending), LSBU may decide to continue sponsoring a visa sponsored student for up to 60 days if the student intends and is able to resume their studies, provided that:

6.2.1. acceptable evidence can be provided; and

6.2.2.　　the student can still complete their course within their existing period of leave when they resume their studies (subject to the approval of the School).

6.3.　The circumstances of each case will be considered individually by the Case Management Review Panel and the School.

6.4.　If the student's performance at assessment is affected by such an absence, and they meet the relevant criteria under the Late Submission and Extenuating Circumstances Notification procedure, the student must also submit a separate claim for Extenuating Circumstances. Please see the University's Late Submission and Extenuating Circumstances Notification procedure for more information: https://www.lsbu.ac.uk/about- us/policies-regulations-procedures

6.5.　A supported claim for Extenuating Circumstances does not automatically constitute an authorised absence, nor does it mean that the circumstances have been deemed 'exceptional'.

6.6.　Authorised absence will only be granted for exceptional reasons during term time, and this would not include some of the following reasons: work commitments and non-urgent travel, including holidays, weddings or visiting family/friends.

6.7.　Students who are granted an authorised absence will not be granted an extension of the expected end date of studies to reflect the period of absence.

6.8.　For all authorised absence requests over 15 working days the School will need to be satisfied that the student will not be missing critical elements of the course, and that the student will be able to satisfactorily complete their studies by the expected course end date. In circumstances where a student's absence is expected to prevent them from progressing or completing their course by the expected end date, the University may decide that a formal interruption of studies or withdrawal is required.

6.9.　Absences during assessment or examination weeks will not normally be authorised. The student should refer to the Late Submission and Extenuating Circumstances Notification Procedure for what to do if they think they might find themselves in this situation: https://www.lsbu.ac.uk/about- us/policies-regulations-procedures

6.10.　Where a student's absence is expected to prevent them from progressing or completing their course by the expected end date, the University may decide that a formal interruption of studies or withdrawal is required.

6.11.　Please see below some examples of when a student would *not* need to submit a request for authorised absence (this list is not exhaustive):

6.11.1.   During LSBU closure periods, as there is no requirement for students to be present on campus (unless otherwise stated by the School).

6.11.2.   Once teaching on the course has been completed and students are waiting for their results to be published by the University.

6.12.   Students can also seek advice from several specialist support services within LSBU. Please see Appendix 1 for further information regarding some of the specialist services available.

7. Attendance Monitoring

7.1.   Attendance monitoring for new students (undergraduate and postgraduate taught) will start from Induction week. Compulsory events during this week will be clearly communicated.

7.2.   Attendance for returning students (undergraduate and postgraduate taught) will start from the first day of timetabled teaching, at all entry points during the academic year.

7.3.   Attendance for students within the dissertation stage will start once the taught element has been completed.

7.4.   Attendance monitoring will stop on the last scheduled event.

Additional expectations for students on placements/professional practice

7.5.   All students will be monitored whilst they are on work-based learning and/or clinical placements.

7.6.   Where a visa student has started a work placement/internship as part of their programme, their engagement will also be monitored.

7.7.   Engagement is monitored jointly by the Employer and the LSBU Employability team and the same rules apply on number of absences and specific absence reasons allowed.as per this policy.

Additional expectations for apprenticeships students

7.8.   If apprenticeship students are not able to attend university or join a planned face to face or online/live session, they are expected to inform their employer in the first instance and contact the university as soon as possible.

7.9.   Apprenticeship students must keep their off-the-job record up to date, detailing the hours that they have spent in the off-the-job learning elements within their apprenticeship – noting absences and time spent on rescheduled learning.

7.10. If students are absent for a calendar month, they will be required to complete a Break in Learning form.

7.11. Each academic year, students must attend at least three Progress Review meetings between the apprentice, the employer and LSBU. Apprenticeship students are required to book their reviews with their Skills Reviewer ensuring the attendance of their line manager. Apprenticeship students must not cancel these reviews unless in exceptional circumstances and with the agreement of their employer.

Additional expectations for visa sponsored students

7.12. Visa sponsored students, are required to ensure they attend all timetabled activity and engage with their course to comply with the requirement of their student visas.

7.13. Excluding holiday periods as outlined in your academic calendar, visa sponsored students are not permitted to be outside of the UK for long periods. If they are not engaged in their academic studies for a period of 60 calendar days, under the terms of our sponsor license we are required to report their visa to the Home Office.

Additional expectations for students in their postgraduate taught dissertation stage

7.14. Postgraduate taught students will be required to meet with an appropriate member of LSBU staff, face to face at least once per month during their dissertation writing up stage.

7.15. This meeting will be recorded using the appropriate University systems.

7.16. These supervisory sessions will be monitored by LSBU. It is the responsibility of each student to engage with the dissertation meetings. non-attendance could result in interruption or withdrawal from their studies.

Additional expectations for students on research programmes

7.17. Research students are not subject to the processes set out in this document relating to taught attendance and engagement. However, the University expects all full time and part time research students to complete a certain number of hours weekly on their research project to ensure successful outcome and completion of their course.

    7.17.1. 40 hours per week for full-time students

    7.17.2. 20 hours per week for part-time students

7.18. The University expects students to attend all scheduled supervisory meetings

and would expect at least one supervision session to be recorded per month on the appropriate PGR system.

7.19. The expectation is that all supervisory meetings would take place in person. In relevant circumstances, for example where a student might be away on a research trip, running an experiment, or a caring responsibility the supervisory meeting could take place online.

7.20. Further details relating to attendance and engagement for research students can be found in the Supervision Handbook in section 2 (2.2.1), the latest version is available in the Guides section in Haplo Research & Enterprise Manger. Alternatively, the student should contact their supervisor for more information.

7.21. Research students are expected to attend panel meetings for the academic progression, as they form part of the academic engagement requirements.

8. Interventions

8.1. The University will use attendance and engagement thresholds to determine if a student's expected attendance reduces. Any reduced attendance is likely to trigger an attendance intervention. An intervention is designed to promote a return to our attendance expectation plus signposting to support services. Lower attendance can also lead to a student having an action plan put in place and/or being asked to interrupt and withdraw from their studies.

8.2. Any authorised absence requests will also be considered when reviewing if students have met the trigger points and if the University should use interventions.

8.3. The University will normally conduct attendance monitoring checks on a weekly basis.

8.4. Students are expected to meaningfully engage with staff that reach out. Students must use their LSBU email address in all correspondence and respond to any queries from the Student Engagement team and/or the Immigration Compliance team relating to all attendance and engagement issues.

9. Intervention one

9.1. After one academic teaching week (Monday-Friday), students who have not met the attendance threshold (without a prior absence authorisation) will be contacted by the Student Engagement/UKVI team.   Attendance is the main trigger for any intervention, but broader engagement metrics may also be used to support interventions, such as (but not limited to) engagement with Moodle (Virtual Learning Environment), use of Microsoft Teams and entry to the campus buildings (accessed with use of a student ID card).

9.2. The purpose of this communication is to:

9.3. remind the students of the institution's policy regarding attendance and engagement and/or,

9.4. highlighting services available to students and/or,

9.5. encourages them to seek advice and support if there are any concerns and/or.

10. Intervention two

10.1. If a student's attendance continues to fall below the threshold for a consecutive two-week period, they will receive a further communication, making it clear that they are not meeting expectations as set out in the Academic Attendance and Engagement Policy.

10.2. This communication will provide information and links to different types of University support and signposting to support mechanism within the University.

10.3. The communication will state that this is an escalation within the Policy, and should attendance continue to fall below the required expectations, then this will likely lead to further escalations.

11. Intervention three

11.1. Intervention three will be conducted at least once per semester. The first meeting being within the first 6 weeks of the start of the semester.

11.2. Attendance monitoring will be conducted in both semesters or all 3 terms for apprenticeship students in every academic year.

11.3. The student will be contacted to meet with a member of the Student Operations Team, to discuss the reasons for their low attendance and/or engagement. This meeting may be in person or can take the form of a call, or an online meeting.

11.4. Students who attend the meeting, with a satisfactory explanation and/ or evidence for their lack of engagement and/or requests for help with the removal of barriers to engagement will be given an opportunity to improve their attendance and engagement and/or remove the identified barrier(s).

11.4.1. If the student's attendance returns to levels below expectations again, they will be picked up in the interventions one and two.

11.5. If a student evidences a procedural or administrative reason why they have been unable to attend, the Student Engagement/UKVI Advisor will work with that student to eliminate barriers to attendance and engagement. Some

examples of these could be:

11.5.1. haven't got the app installed,

11.5.2. ID card not working so cannot access the building,

11.5.3. clash on their timetable,

11.5.4. timetable not visible,

11.5.5. can't find the rooms etc.

11.6. If more complex barriers to engagement have been identified, the Student Engagement/Immigration Compliance Team will make appropriate referrals to specialist support teams with LSBU, including (but not limited to):

2.1.1 personal tutors,

2.1.2 Course leaders,

2.1.3 student advisors,

2.1.4 student IT support and

2.1.5 Student Life Centre.

11.7. Students who do not respond and/or attend a meeting with the Student Engagement/UKVI Team, or do not have any extenuating circumstances for non-attendance, will be referred to a Case Management Panel.

11.8. Where students have received intervention one and two and then qualify for intervention three but have no attendance and/or engagement at all, they may be taken straight through to the Case Management Panel, without having the opportunity to meet with a member of the Student Engagement/UKVI team.

11.9. At the meeting, the LSBU member of staff will outline attendance data and discuss details around attendance and engagement and relevant information explaining and contextualising attendance. This will be recorded on the student's record. Onward referrals and signposting will be provided at the meeting.

11.10. If the reason for non-attendance can be authorised, the student will be asked to complete the absence request form (see section 5 for further details) Details of this meeting will be recorded on salesforce and all information provided to the Case Management Panel meeting, where required.

11.11. Students can forward information explaining their attendance and engagement via MyLSBU to the Student Engagement/Immigration Compliance Team. Such information should be sent at least 2 working days in advance of the Case Management Panel meeting. Information supplied

will be considered by the Case Management Panel. Information less than two working days before the Panel meeting may not be presented as evidence in the meeting.

11.12. Students that repeatedly fail to meet the threshold for attendance (including but not limited to having received intervention 1 and/or intervention 2 on multiple occasions during one term,) could be fast-tracked to the Case Management Panel for consideration without receiving intervention 3 communication if their attendance has been consistently low and their progress may be hindered due to their attendance and engagement.

12. Intervention four - Case Management Panel

12.1. For home students, the Case Management Panel will normally be chaired by an experienced academic or professional services manager and have at least one other member nominated by the Student Engagement Manager (or their nominee).

12.2. For visa sponsored students, the composition of the panel will be as detailed in para 12.1 with the addition of a member of the Immigration Compliance Team being present.

12.3. For Apprenticeship students, the composition of the panel will be as detailed in para 12.1 but with the inclusion of an appropriate member of the apprenticeship team.

12.4. The student will not be invited to this meeting and cannot request a representative to attend on their behalf.

12.5. Information gathered from all communications and/or interactions with the student, will be noted and presented to the panel.

12.6. The purpose of this meeting (for home and visa sponsored students) is to evaluate **all available information** relating to the alleged lack of attendance and engagement by the student.

12.7. The members of the group (as detailed in point 12.1, 12.2 or 12.3) will look at a variety of sources of data including (but not limited to) attendance data, Teams and Moodle engagement, entry onto campus, any requests for authorised absence and any evidence that was submitted as part of the mandatory meeting in stage 3.

12.8. The panel will also consider a number of academic factors including but not limited to academic progress so far, work submitted, teaching material missed, if the student can successfully complete their studies by the expected course end date and any additional comments and concerns from the School.

12.9. The Case Management Panel will make decisions on each student on a case-by-case basis to determine whether the student has breached the policy and whether they need to be interrupted or withdrawn. Please see the University's

Interruption and Withdrawal procedure for more information on withdrawals: https://www.lsbu.ac.uk/about-us/policies-regulations-.

12.10. A guidance document for the Case Management Panel, as shown in Appendix 3, will be used to support the Panel to ensuring consistency and transparency as to what will be taken into account.

13. Outcome

13.1. The Case Management Panel will make a decision taking into account the information outlined in points 12.7-12.8. The possible outcomes from the Panel could be as detailed below:

13.1.1. to allow the student to continue with their studies, with an action plan to support engagement;

13.1.2. to be interrupted until the next academic year, as too much work has been missed for successful completion or other reason;

13.1.3. to be withdrawn from the University due to lack of attendance and/or engagement.

13.2. Following the Case Management Panel, any recommended decision will be communicated to the student in writing via email, within one week of the Case Management Panel's decision.

13.3. The outcome of the Case Management Review Panel will be recorded on University systems.

13.4. If the decision is to withdraw or interrupt the student, the student will be sent an Intention to Interrupt or Withdraw communication and students will have 10 days from the date of notification to request an Initial Review as set out in Section 14.

13.5. The Initial Review process has two possible outcomes:

13.5.1. The decision to withdraw/interrupt has been upheld.

13.5.2. The decision to withdraw/interrupt has been overturned (student will be allowed to return to study).

13.6. Where the decision to withdraw/interrupt the student has been upheld, the University will also:

13.6.1. Send a communication to the student confirming the outcome and confirming the decision date.

13.6.2. Complete the actions to either interrupt/withdraw the student or enable the student to re-engage with their studies.

13.6.3.   Inform all appropriate stakeholders, such as Student Finance England, Employers (for apprenticeships), Regulatory Bodies etc.

13.6.4.   Notify UKVI, for all visa sponsored students, the decision to interrupt and/or withdraw the student from the University.

13.7. The students University record will be amended to reflect the decision.

14. Requesting an Initial Review of a Case Management Panel's "Intention to Interrupt/Withdraw" decision

14.1. If the student is not satisfied with the decision of the Case Management Panel to interrupt or withdraw them, they may request an Initial Review within 10 working days of the date they receive the notification of the Intention to Interrupt/Withdraw decision by submitting a request in writing to the Academic Registrar to attendance@lsbu.ac.uk.

14.2. The request for Initial Review can be made on limited grounds:

14.2.1.   there was a material and identifiable **procedural irregularity** by the University in its conduct of the Academic Engagement monitoring procedure; or

14.2.2.   the outcome was **not reasonable** in all the circumstances (i.e. no reasonable decision-maker, properly directing him/her/itself and taking into account the relevant facts, could have reached that decision); or

14.2.3.   **new material evidence** is available which the student was unable, for valid reasons, to provide earlier in the process.

14.3. The students should set out their concerns clearly and succinctly and provide evidence in support (where possible). They must explain how their request for a Review falls within one or more of the grounds set out above in para 14.2.

14.4. The Academic Registrar or nominee (the "Reviewer") will review the request, and all information collated for the review, together with any new evidence presented on paper, but may contact the student and anyone previously involved in the case.

14.5. There are two possible outcomes from the review:

14.5.1.   The decision to withdraw/interrupt has been upheld (i.e. decision does not change).

14.5.2.   The decision to withdraw/interrupt has been overturned (the student is allowed to return to study).

14.6. The decision of the review will be communicated to the student in writing,

usually within 10 working days from the review request being accepted.

14.7. A favourable outcome to the student under this procedure does not in itself guarantee an immediate return to study, as all factors, including academic success and ability, as well as class time missed will be considered. The student may be asked to interrupt and wait for the next available opportunity to re-enrol.

14.8. If the student does not request an Initial Review or the Initial Review is unsuccessful, the student will be interrupted/withdrawn from their course.

14.9. Students will have a further opportunity to request a (final) Review by the PVC Academic Framework of the Initial Review decision under the Interruptions and Withdrawal Procedure (Policies and procedures | London South Bank University (lsbu.ac.uk).

14.10. It is important to note that the student will be withdrawn from the University and reports made as per section 13.6. This does not stop the student from requesting the Review, but where the outcome of Review is favourable to the student, the route to re-instatement may involve:

14.10.1. Delayed starts due to length of time missed.

14.10.2. Possible new visa request, due to UKVI reporting and the visa being curtailed.

14.10.3. Possible new placements/re-instated placement for apprenticeship students.

14.11. Students are expected to continue to attend scheduled teaching whilst they are under the notice of the "intention" to interrupt/withdraw and/or have a Review pending.

15. Use of data

15.1. The University collects data on student attendance and engagement, and use the data:

15.1.1. internally for reporting, evaluation, learning and training; and

15.1.2. externally for discussion with regulators in the higher education sector.

15.2. The data used by the University for the purposes set out in paragraphs 15.1.1 and 15.1.2 will be anonymised. For further information about how the University uses your personal data please see our Student Privacy notice.

Appendix 1 – Support Services within LSBU

You are encouraged to seek advice and support regarding this procedure from South Bank Students' Union located in the Student Centre

> Student Union's Advice Team: 020 7815 6060 / hello@lsbsu.org
> Your Support (southbanksu.com)

> Health and Wellbeing Team: 020 7815 6454 / studentwellbeing@lsbu.ac.uk /
>
> Health and wellbeing | London South Bank University (lsbu.ac.uk)

> Disability & Dyslexia Support: 020 7815 6454 / disability@lsbu.ac.uk

> Student Advice: Money 020 7815 6454 / studentlife@lsbu.ac.uk
> Student money advice | London South Bank University (lsbu.ac.uk)

> Student Assistance Programme: 0800 028 3766* 24/7

You can also contact these and many other teams via My Account

> My Account: http://myaccount.lsbu.ac.uk/s/login/

> Support Services: http://myaccount.lsbu.ac.uk/s/my-support

> Attendance: http://myaccount.lsbu.ac.uk/s/my-attendance

> Extenuating Circumstance: http://myaccount.lsbu.ac.uk/s/extenuating-circumstances

Appendix 2 - Guidance for Authorised Absence Requests

When applying for an authorised absence, students are required to state the reason(s) for the absence request. Below is a table listing reasons for absence with guidance notes on when these may be used, and what appropriate forms of evidence will be required. This is not an exhaustive list, and each request will be considered on its own merit.

Reason for absence	Description	Appropriate Evidence
Medical / health reasons	To be used if you require an absence of more than 5 days due to ill health, significant accident/injury, or medical treatment.	Certificate / letter from a UK registered medical practitioner that covers the duration of absence Period. Only in circumstances of ongoing conditions will we accept a medical certificate that is not from a UK health practitioner.
Bereavement / serious illness of a family member	To be used if: • a family member is seriously ill, and you will be visiting them • a family member has passed away and you will be attending the funeral	• Medical certificate / Death certificate • Travel details (e.g. flight confirmations)
Acute emotional or traumatic personal experience	To be used if you require an absence due to shocking or traumatic personal experience, severe and emotional stress. Depending on the circumstances, a formal interruption may be required	Certificate / letter from a registered medical practitioner that covers the duration of absence period.
Victim of crime	To be used if you require an absence due to a violent crime, domestic violence, or harassment.	• Police report • Certificate / letter from a registered medical practitioner
Immigration / nationality documentation reasons	To be used if: • you will be travelling overseas to extend your visa. Please note, academic engagement is normally expected to continue during the period of absence. • you are granted a new type of	• Flight details • Details of new immigration application

Reason for absence	Description	Appropriate Evidence
	immigration permission (i.e. not under student route), your LSBU student sponsorship will be withdrawn.	
PGR Students only: Overseas fieldwork	To be used if you are a student on a research programme and will be undertaking fieldwork overseas. Academic engagement must continue during the period of absence.	Written approval from Director of Studies / Research Degrees Programmes Manager.
Other	To be used if you are requesting an absence for any reason other than those above.	Please provide evidence that outlines the reason(s) and dates of your absence. You may be required to submit additional documentation.

Appendix 3 – Information Considered at the Case Management Panel

Information from the mandatory meeting for consideration			
Attendance Level			
Engagement Score			
Submission of assessments			
Provisional Marks (if known)			
Academic concerns/considerations			
Decisions (please circle/highlight)	Interrupt	Withdraw	Continue
Summary of reasons for decision			

Appendix 4 – CEG Policy

OnCampus Attendance Monitoring Policy

September 2024

Document Control

Current Version Number	4
Date of Last Review	August 2023
Date of Next Review (normally every two years)	August 2026
Expiry Date	NA

Amendment History

Version No.	Date	Summary of Amendment	Author
3	September 2023	Clarification of wording in most areas	C Hooper
4	September 2024	Focus on student wellbeing	C Whitmore

Document Reviewers

Name	Role	Policy Responsibility
SLT		Consulted
Mike Goodwin	GCOO	Accountable
Claire Whitmore	Director of Student Experience and Safeguarding	Responsible
Claire Whitmore	Director of Student Experience and Safeguarding	Author

Relevant Documents

Policies and Procedures

Related CEG team member policies can be found at the CEG Help Centre including:
• Health and Safety Policy and Procedures 2015
• CEG Disciplinary Policy
• CEG Equality & Diversity Policy
• CEG Dignity at Work Policy
• CEG Prevent Duty Policy
• CEG Privacy Policy (https://www.cambridgeeducationgroup.com/privacy-policy.htm)
Legislation and Government Guidance

Approved by:	Signature	Date
Mike Goodwin	M Goodwin	24/9/24

OnCampus Attendance Monitoring Policy

Contents

OnCampus Commitment

Student attendance and engagement is vital to student success and to provide a positive learning experience and to maximise the potential for academic success through engagement with the programme of study. OnCampus expects all students to engage with their programme of study on a regular basis and for missed learning to be at minimal levels throughout the duration of sponsorship.

OnCampus fosters a supportive environment for all students, and the monitoring of attendance is an integral part of this commitment to students and their wellbeing. OnCampus recognises that absence or reduced attendance can sometimes be rooted in mental health or wellbeing issues. The regular review of attendance information provides an insight into the needs of individuals and informs support plans.

OnCampus understands that students want to enjoy the full range of academic and social experiences while they are studying with us. However, OnCampus expects all students to prioritise attendance and engagement with their programme ahead of all other activities – e.g. social activities or work which should be organised outside of scheduled learning. OnCampus reserves the right to take action at any time, including but not limited to, withdrawing students from programmes of study if acceptable levels of attendance are not maintained.

OnCampus will ensure that appropriate policies and procedures are in place to ensure the safety, wellbeing and protection of all students it sponsors. The attendance thresholds set by OnCampus apply in all territories because attendance in lessons plays a crucial role in the monitoring of student wellbeing and achievement.

OnCampus will comply with all aspects of UKVI Immigration Rules and sponsor guidance, and is committed to fulfilling our sponsor duties to ensure that the system is not abused.
For the avoidance of doubt, for centres outside the UK if local immigration policy dictates a higher level of attendance than stipulated in this policy, local requirements take precedence. In all other circumstances, this policy will be applied.

Attendance Monitoring Process

Students who study with OnCampus (including those sponsored via a partner University on an iCAS programme) will be subject to this attendance monitoring policy. These are minimum expectations.

Where a student's attendance falls below 70% for three consecutive months, the student will be withdrawn from their programme of study and sponsorship will be removed unless there is exceptional and evidenced reasons for the non-attendance (e.g., illness).

Where a student has not reached 85% attendance of their classroom-based study in a month, the centre must review the reason for the student's absence and put enhanced monitoring and support in place. The student's record will be annotated with the reason for the non-attendance.
Students who miss 5 consecutive days of class will be contacted to establish the reason for absence and to check on their wellbeing. Where contact is not established with the student within 48 hrs of the fifth day of absence, the case must be escalated to the Centre Director who will inform the central Director of Student Experience and Safeguarding. Students under the age of 18 who miss a class without prior approval will be contacted on the same day to discuss their reasons for non-attendance in line with OnCampus policy on protecting under 18 year olds (see appendix).

It is expected that centres will be monitoring and acting on emerging attendance concerns as soon as delivery begins and should not wait until the first formal attendance review to provide support or raise concerns with students.

Centres are required to provide data on student attendance on a monthly basis. This must include reports on students who have not achieved 85% attendance on the programme in the previous period. Where students are sponsored through a university partner integrated CAS (ICAS) model, this data is also made available to the university.

In order to withdraw a student from a programme of studies, centres must put forward a withdrawal request providing all relevant evidence. Withdrawal requests will be reviewed by the Attendance Panel. Information on extenuating circumstances should be provided at this stage.

Each panel will consist of a minimum of 2 managers from central support functions in OnCampus and will be chaired by one of the following:

- Director of Global Study Centres
- Deputy Director of Global Study Centres
- Director of Student Experience and Safeguarding
- Head of UKVI Compliance

There may also be representation from the University partner for students enrolled through ICAS. All communication with students related to attendance management will be recorded on the learner's record. Reasons for poor attendance must be recorded on the learner's record.

Where there are concerns over a student's attendance the centre will engage the student on an attendance improvement plan. Where attendance does not improve students are at risk of withdrawal from study. When such withdrawal is to be considered, students will be referred to the central Attendance Panel to request notice of withdrawal and, finally, confirmation of withdrawal.

- Attendance below 85% in any given month = note of concern
- Below 70% in any given month = written warning and action plan
- Below 70% in two given months = final written warning and action plan
- Below 70% in three given months = referral to Attendance Panel for notice of withdrawal

NOTE: Any UK student who has attendance below 70% for 3 consecutive months will be in breach of UKVI guidance and will have their sponsorship terminated. Outside the UK, relevant national rules will apply.

NOTE: Any student who has attendance below 85% in any given month must be issued with a note of concern. Reasons for absence must be recorded on the student record. This process must be repeated in every month that attendance falls below 85%.

Centres may put forward recommendations for withdrawal, supported by evidence such as multiple notes of concern, in cases of poor engagement.

Communication Touch Points
Registers of attendance for taught sessions are the primary method of monitoring attendance and

engagement. However, other engagement may be considered in some circumstances, including but not limited to:
- Attending scheduled sessions with their Personal Tutor
- Attendance at examinations
- Submission of assessments and attending examinations
- Engagement with the VLE

Authorised/Unauthorised Absence Requests

Students may request short term authorised absence requests. All absence requests will be considered on an individual basis and evidence will be required to ensure a consistent and fair approach.

A student can submit a short term absence request for no more than 5 days. All absence requests should be submitted a minimum of 10 days in advance of the absence, to be considered. The nominated person within the centre should consider the grounds on which the request is made, the length of time requested and the impact of the absence on the student's academic studies.

Authorised absence definitions: in all cases evidence for the absence is required

i. Illness e.g., medical certificate, doctors' note. Student self-certification of illness may be considered in countries where the NHS service is not available.

ii. Attendance at appointments/commitments considered inflexible e.g., hospital appointments, religious requirements, court attendance.

iii. Mitigating circumstances e.g., bereavements, serious illness of a close family member, childcare, technical issues related to online study.

If the absence request does not meet the grounds for approval and is rejected, the student must be informed within 48 hours of submitting the request and the reason for the rejection will be provided.

Punctuality

Students are expected to arrive on time to facilitate a punctual start. If a student arrives late for class they will be marked as late. If a student arrives after 50% of their lesson has been delivered, they will be marked absent unless they can provide evidence of an exceptional reason that fits within the authorised absence definitions. Persistent lateness will be followed up by a notice of concern and actions taken in accordance with the student conduct/disciplinary policy. These should be recorded on the student record. In the most severe cases, persistent lateness could lead to withdrawal.

Registers

Tutors will mark the register at the start of the class. Each centre will conduct regular checks to ensure registers are completed accurately and in accordance with policy. The Centre Director and other relevant staff will be alerted if registers are not completed accurately and on time.

Storing Sensitive Student Documentation

All student documents i.e., medical certificates, death certificates, medical appointments must be uploaded against the learner record on Ontrack. Student documents should NOT be stored elsewhere.

Communication

In order to ensure that students are fully supported and that OnCampus provides a high level of service and engagement with stakeholders, clear and timely communication with relevant organisations is crucial, subject to appropriate data protection legislation and agreements. These organisations include, but are not limited to:

- Parents
- Guardianship service providers
- Financial sponsors
- Partner universities
- Educational agents
- Internal stakeholders such as student recruitment team

9. Appeals

An appeal process is available to students at Notice of Withdrawal stage.

Appendix Monitoring under 18 years and adults at risk

Students under the age of 18 or identified as a vulnerable adult who do not arrive for class, must be reported to the Attendance Officer 15 minutes after the class start time.

There is a requirement for students under the age of 18 to check-in with the centre on a daily basis. Local protocol will be communicated to students as to how to do this.

If the student has not checked in and/or is not in class within the first 15 minutes of the class start time, the Attendance Officer/team member will attempt to contact the student by all means to confirm their whereabouts, understand their reasons for missing class and to ensure they are safe and well.

If the centre is unable to contact the student before the close of the same day the case must be escalated to the Centre Director who will update relevant staff. He/she will determine at what point to contact the parents/guardians and if a Police report needs to be filed; this will usually be following a period of several hours, whereby all reasonable avenues to make contact with the student have been explored. When contact has been made with the student, the Centre Director will provide a further update to relevant staff and parent(s)/guardian(s) to de-escalate the case. OnCampus has a responsibility towards all its students and this is also applicable to any student deemed to be vulnerable.