



**BISHOP GROSSETESTE UNIVERSITY**  
**Document Administration**

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## Introduction

1. The Student Attendance Policy has been developed as part of the University's commitment to provide a supportive learning environment in which encouragement is given to all students to develop a range of skills, and approaches to their studies.
2. The University recognises the investment that students and their sponsors make when a student enrolls on a programme. It believes that as a responsible institution it has a duty to act on non-attendance so that students can be supported to complete their programmes of study.
3. This policy applies equally to all enrolled students of the University wherever and however their programmes of study are delivered.
4. It is intended to comply with relevant sections of the Quality Assurance Agency (QAA) *UK Quality Code for Higher Education*, specifically *Chapter B3 – Learning and Teaching [2012] (2015)* and *Chapter B4 – Enabling Student Development and Achievement [2012] (2015)*.

## Section 1

5. Attendance is a key component in student retention, progression, achievement and employability. Regular attendance and academic achievement are closely linked. Students who actively participate in their learning by attending classes regularly are more likely to:
  - a. Enjoy a rewarding and collaborative experience in which their knowledge, skills and abilities are developed;
  - b. Successfully complete their programme;
  - c. Realise their full potential;
  - d. Achieve a higher grade.
6. The University expects students to attend learning and teaching sessions associated with the programme on which they are enrolled, unless exemption has been agreed with tutors. The University will work with students to support them to ensure they are able to meet these expectations. The learning and teaching methods for each programme and component module are set out in the Programme Handbooks and/or associated programme materials. The University will keep attendance records for all taught lesson, lecture, tutorial or seminar (relevant to the course).
7. There will be occasionally circumstances where ill health or other legitimate reasons prevent students attending sessions. Students are responsible for informing the Module



Tutor and/or Academic Coordinator of these circumstances. If students are on placement, then the host should also be notified. A list of authorised reasons for absence is given in Appendix A. The University will monitor attendance and absences. Students granted authorised absence will not be eligible for a refund of tuition fees.

8. Students should aim to arrive on time for classes and remain for the duration of the session. Registers will be taken at the start of a session to record attendance.
9. Unsatisfactory attendance includes, but is not exclusively confined to:
  - a. Failure to attend regular learning and teaching sessions (including placements) without providing a satisfactorily reason to tutors for absence;
  - b. Persistent late arrival or early departure from, learning and teaching sessions or placements;
  - c. Failure to attend tutorials and/or interviews with a member of academic staff.
10. As outlined in the Student Charter (2016), students should engage with teaching and learning activities and should take responsibility for their own learning. Students are responsible for:
  - a. Attending learning and teaching sessions associated with their programme of study notifying the Module Tutor and/or Academic Coordinator in advance (e.g., in person, by phone or email) that they expect to be absent from a timetabled session;
  - b. Obtaining prior permission (e.g., in person, by phone or email) from the Module Tutor and/or Academic Coordinator regarding planned absences of two or more days;
  - c. Notifying their Module Tutor and/or Academic Coordinator in respect of unplanned or unforeseen absences from learning and teaching sessions, normally within 24 hours and, if requested, providing a medical certificate or other corroborating evidence to explain their absence (see Appendix A).
11. Academic Coordinators are responsible for:
  - a. Reminding students of the importance of regular attendance at learning and teaching sessions;
  - b. Ensuring that attendance at seminar or breakout sessions is recorded;
  - c. Ensuring that module tutors are aware of their responsibility to report 3 consecutive absences from seminar/breakout sessions/ tutorials to the Academic Coordinator and the Registrar and Secretary (or nominee)



- d. Notify the Schools Administration Office of any authorised absences.

12. Heads of Schools are responsible for ensuring that:

- a. Appropriate systems are in place at School level for students to notify the Module Tutor and/or Academic Coordinator of planned and unexpected absences (see Appendix A);
- b. All teaching staff maintain an accurate record of student attendance via the University attendance monitoring systems;
- c. The Registrar and Secretary (or nominee) is informed of all instances where a student has failed to attend 3 consecutive seminar/breakout sessions;
- d. All students have access to a personal tutor;
- e. Students are advised of the support available to them whether from the School, Student Advice or Learning Development;
- f. In the case of a tutor being absent, students are informed at the earliest opportunity of the alternative arrangements for the session.

## Section 2

13. Where a student's attendance is unsatisfactory i.e. 3 consecutive sessions have been missed with no valid reason and/or evidence has not been received, the following actions should be taken:

- a. The School Administrative Team will contact the student to seek an explanation for the non-attendance;
- b. The Schools Administration Office will notify Academic Coordinator of those being chased for non-attendance. Students will be invited to discuss with their Academic Coordinator (or nominee) how their attendance will be improved and any help that may be required. Even if a student has reported the reasons for being absent, an invitation to a meeting will still be offered to discuss appropriate support for the student.

If there is no change in the student attendance, the following action may be taken:

- c. A second attempt at contact will be made. Following this, a formal report on the student's attendance may be made to the student's sponsor, including an employer and the Student Loan Company;
- d. Students may be withdrawn from their programme if they fail to respond to any warning or breach attendance arrangements agreed with the Academic Coordinator.



14. In the event of no change in attendance despite a meeting being held between the academic coordinator (or nominee) and the student where all appropriate support is to the student, staff writing references for students may refer to a student's record of attendance.
  
15. If an international student holding a student visa has missed 10 consecutive contact points without authorisation, the International Office must be notified by the relevant Head of School. In accordance with UK Immigration Law, the International Office may report the student to the UK Visa and Immigration Directorate of the Home Office (UKVI). Further details are outlined in the Tier 4 compliance policy.



## **Appendix A**

Authorised Absence.

1) Acceptable reasons for absence (and the evidence required) are outlined below:

- Illness notified to the University. A student can self-certify for up to 5 days. Post-5 days a doctor's note will be required.
- Illness or death of a close family member, for example spouse, parent, grandparent, guardian, sibling, son or daughter (official medical certification or death certificate)
- Maternity/Paternity leave (birth certificate or official medical certificate). Maximum absence for paternity reasons is 2 weeks. Absence for maternity reasons should be discussed with the Academic Coordinator and QASA ([QASD@bishopg.ac.uk](mailto:QASD@bishopg.ac.uk))
- Appointments with a doctor, dentist or other recognised licenced/certified medical practitioner (medical note or certificate)
- Serious personal difficulties (letter by someone who has direct knowledge of the problem, for example a counsellor). Duration of absence to be discussed with Academic Coordinator and QASA.
- Involvement in a significant/prestigious event (letter of invitation from the relevant organising body)
- Jury Service (evidence of Jury Service to be supplied) if the applicant is unable to defer service to a later date

If the absence would have an impact on the student's ability to progress, the academic coordinator and student will discuss with QASA if an interruption of study should be considered as an alternative.

More than 3 instance of authorised absence in a semester will result in a meeting of the student with QASA and the academic coordinator to discuss assistance the University can provide to improve attendance.

2) Process for Requesting Authorised Absence

Students requesting authorized absence should complete an authorised request form. This is located on the VLE.

Where possible, requests for authorised absence should be submitted at least two weeks before the date of absence.

Evidence should be submitted with the request for authorised absence and should be translated into English where appropriate.

All requests for authorised absence should be submitted to the relevant academic coordinator for authorization. Copies of the form and evidence supplied should be forwarded to the Schools Administration Office.