



UK COLLEGE  
OF BUSINESS AND COMPUTING

# Student Attendance and Punctuality Policy and Procedure

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## Introduction

UK College of Business & Computing is aware of the enormous investment that learners make, both in terms of time and money, in choosing to pursue a course of Higher Education. As a responsible institution, UKCBC encourages students to attend College regularly and punctually, recognising that their commitment to attend regularly also indicates a commitment to make the most of all the learning opportunities available. Regular and punctual attendance are qualities that are highly valued by employers who want to assure that the workforce is reliable, and therefore the College seeks to develop these qualities in all its students.

UKCBC endeavours to minimise disruption to the lives of its students by arranging teaching and learning activities on regular days. These can be planned in the context of busy modern lives with existing caring and employment commitments. Generally, students have a maximum College commitment of 3 full days on campus attendance.

## Links to QAA Quality Code

This document is designed to underpin the process of attendance and punctuality management, including the meetings with students whose attendance or punctuality falls below standard. In doing so it takes reference from the Quality Code expectations for standards and expectations for quality core practices:

*Learning and Teaching – Guiding Principles 1-9*

*Monitoring and Evaluation – Guiding Principles 1-7*

*Student Engagement – Guiding Principles 1-7*

## Links to other policies

The remainder of this statement will relate to the Management of Student Attendance and Punctuality in line with the college's Teaching, Learning and Assessment strategy. UKCBC recommends that this policy is understood in the context of the wider management of student engagement and particularly in relation to the following policies:

- Recruitment Policy
- Fitness to Study Policy
- Extenuating and Mitigating Circumstances Policy
- Student Disciplinary Policy

## Scope and definition of Attendance and Punctuality

The policy applies to all students on all courses irrespective of course duration, 'including deferred students repeating units as full attendance expectations are required'.

**Attendance** is the term to describe the presence of a student in class and actively engaging in the learning process with the lecturer and fellow students. **Punctuality** is concerned with time management and reliability of a student to be in class at the start of a designated teaching session. The development of strong attendance and punctuality behaviours are recognised as important employability skills and is actively favoured by employers. Therefore, UKCBC actively supports the development of this skillset.

It is the policy of UKCBC to **expect 100% attendance and punctuality**. However reasonable adjustments may be made to attendance requirements based on medical evidence of mitigating and extenuating circumstances.

The College agrees with current research that good attendance and punctuality are necessary in order to achieve the learning expectations. UKCBC recognises that in order to obtain maximum benefit from the programme, students need to attend 100% of the programme sessions, including tutorials, professional development classes, and other additional activities where applicable.

Where a student or College programme are subject to external monitoring requirements as set by Awarding Bodies, government departments, funding agencies or other validating bodies, the more robust attendance requirement will take precedence.

UKCBC utilises attendance registers to track and monitor student attendance and punctuality effectively, leading to relevant corrective measures where performance falls below standard. In this situation, UKCBC will work with a student to identify any academic or personal issues that have a bearing on their performance. A support plan is developed with the student to assist in improving their attendance and punctuality and potential for academic performance.

Attendance monitoring is central to the requirements of various funding agencies including HEFCE and the Student Loan Company. These agencies require confirmation of attendance three times per academic year and at other times on request.

The aim of this policy is to ensure consistent treatment of student attendance in all areas of the College and that students understand the requirements to enable their successful achievement of the programme and qualification.

## Process

The remainder of this document relates to the implementation of Attendance and Punctuality Policy as it impacts on Students, Staff and other stakeholders.

## Part A: Attendance

### The Standard

Student attendance is expected to be **100%** for all timetabled activities. (Some students, due to special requirements, may have absence approved as a reasonable adjustment)

### Students' responsibilities to attain this standard

#### Regular Attendance

Students enrol at UKCBC to achieve qualifications. **Attendance at lessons is the single most important factor in assisting students to successfully complete the programme.** All students are expected to achieve the final qualification, and so it is of maximum importance for students to attend all the classes and achieve full attendance.

**If students are continually late, they may miss important parts of the curriculum,** therefore, putting themselves at a disadvantage and in the long term by not achieving the grades/qualifications that they will need to progress in higher education and/or employment.

Living a long distance away from the UKCBC, especially residing outside of London, does not constitute a valid reason for adjustments to be made. It is the **responsibility of the student to reside within a reasonable travelling distance of the Campus** they are enrolled at.

If the student is aware that full and regular attendance may pose a problem due to a disability or a caring responsibility and this is supported with enough evidence, then the UKCBC can adjust in certain circumstances. Students will be advised about the process required to put this arrangement in place, however once in place, students are always expected to adhere to this policy, considering the adjustments made.

UKCBC understands that occasionally students may have personal problems, but **we expect students to make their attendance at College a priority.** Students should *only* miss classes if they are ill or if there is a major *close* family emergency or bereavement.

#### Authorised Absence (Planned in advance)

The following pre-planned absences may be authorised:

- Medical appointments which could not be made outside of College hours
- Visits to university/HE Open Days or career-related interviews
- Work placement which is an integral part of the student's course
- Attendance at a funeral of a close family member
- Attendance at a probation meeting or a meeting with a social worker which cannot be arranged outside of College time
- Severe travel disruption that leaves students with no method of travel
- Student representative meeting (on- or off-site)
- Genuine family emergencies
- Religious Holidays

- Exceptional extra-curricular activities such as sport at national level

The points above are not an exhaustive list, and each request is considered on its merit. Pre-planned absence may require documentary evidence for it to be authorised.

#### **Authorised Absence (Retrospective adjustment for sickness)**

Illnesses may constitute an example of authorised absence, however:

- Students must produce a letter/note if they are absent for up to 3 days due to illness.
- After 3 days of consecutive illness, the student must produce a medical certificate.
- Patterns of requests for authorised absence due to sickness are monitored, and continued patterns of short-term sickness without medical proof may warrant current and previous authorisations that were granted to be revoked, with subsequent action taken against the student.

#### **Unauthorised Absence**

**Absences are unauthorised unless proven otherwise.** It is the responsibility of the student to provide a reason as to why absence should be authorised.

If a student is aware in advance that they will be absent, then it is expected of them to seek authorisation in advance for this pre-planned absence.

The following are considered unacceptable reasons for authorising absence:

- Holidays during semester
- Part or full-time work which is not part of a programme of study
- Leisure activities
- Birthdays or family celebrations
- Regular childcare arrangements
- Driving lessons

The points above are not an exhaustive list, and each request is considered on its merit.

#### **Actions a student should take if they are absent**

If a student is absent, the College will **only** authorise their absence **later** when the student has either informed the Campus Manager and/or has presented documentary evidence to justify the absence, and only **after** it has been investigated, **and** approval for authorisation has been sought from the Head of Administration.

Action should be taken by the student in the following ways:

### **Absence due to illness**

If a student needs to stay at home because of illness, they should notify the UKCBC Campus on the first day of their absence by 9.30 am. Until they inform the College why they are absent they will be considered as an **'unauthorised'** absence.

### **Absence due to illness whilst in College**

If a student should fall ill during the College day, they are not permitted to go home until they have been assessed by the Campus Manager, except in emergencies.

### **Absence due to an appointment**

If a student needs to leave the campus during the day because they have an appointment, they must inform their tutor and the Campus Manager at the time of leaving. Appointments should be made outside of College hours as far as possible so that the programme of study is not interrupted, and appointments will only be classed as **'authorised absence'** when the relevant evidence has been submitted.

### **Absence due to an accident**

If a student cannot attend classes following an accident, then medical certificates must be submitted to the College for the absence to be authorised.

### **Consequences of Below Standard Attendance**

If a student has low attendance rates, the College will seek to explore any underlying issues with the student. Severe and consistent low attendance rates may result in disciplinary action and eventual termination of enrolment at UKCBC.

## **Part B: Punctuality**

### **The Standard**

Students are expected to be **on time** for all timetabled activities. (Some students due to special requirements may have lateness approved as a reasonable adjustment)

### **Responsibilities of the college to help students attain this standard**

The College will ensure that this Policy is communicated to all students. UKCBC will achieve this by making students aware of this standard at the time of enrolment, during the student induction, on programme induction, and during the programme at frequent and regular intervals. This is supported by physical notices around the campuses.

Students will be issued with a copy of their course timetable (*details of days and times of classes*) and a teaching plan (*an academic plan with start and end dates of tuition periods, and coursework submissions*) at the start of each semester. Changes to timetabling will be kept to the very minimum to limit any disruption and only in response to a significant emergency. Students will be notified of subsequent changes in advance to allow for students to make necessary personal adjustments.

### **Actions taken when a student is late**

Students who are up to 30 minutes late may be admitted to class by the Lecturer.

Students may be permitted by the lecturer to join the current session after 30 minutes of lateness may do so, after the class interval/break. They will be marked on the register as 'late'. Any students who do not attend at the start of the class or re-join the class following the interval/break will be marked as 'absent' on the register.

To monitor habitual lateness, or what is perceived as a lack of responsibility or awareness by the student, all late students are to visit the Campus reception to request a '**Late Entry Slip**'. This is to be submitted to the lecturer on admittance to the class. This procedure serves as an opportunity for an on-the-spot discussion of the late student with the Campus Manager or a suitable colleague.

Persistent late arrivals will be discussed with the student.

### **Consequences of Below Standard Punctuality**

If a student has low punctuality rates, the College will seek to explore any underlying issues or valid reasons for late arrival with the student. Severe and consistent low attendance rates may result in disciplinary action and eventual termination of enrolment at UKCBC.

## **Part C: Monitoring of Student Attendance and Punctuality**

### **Standard**

Attendance is recorded for every timetabled activity, on class registers, by lecturers. The coding is "**P**" for present, "**L**" for late, "**A**" for absent, and "**AA**" for authorised absence.

### **Responsibilities of the student to attain this standard**

Lecturers will mark the attendance register at least once and at an appropriate time during each session. It is the decision of the lecturer whether the attendance register is updated at the start, middle, or end of the current session, and this is subject to change daily, on a tutor to tutor basis. It is encouraged that the register is marked at the beginning and the end of each session.

**It is the responsibility of students to ensure they are present for the full duration of the session in order to guarantee that their attendance is recorded accurately for that session.**

Absence and lateness will only be authorised in accordance with Part A and Part B of the Attendance and Punctuality Policy.

Adjustments for discrepancies will only be made following acceptable confirmation by campus administration colleagues and the relevant lecturer.

## **Responsibilities of the College to monitor attendance records**

UKCBC is responsible for monitoring attendance records for all courses and pays particular attention to students' levels of absence and lateness during each semester.

The College will ensure that adequate resources are made available to communicate and promote this policy effectively and is committed to reviewing this policy on a regular basis.

### **Home / EU Students on Designated Courses (Student Loan Company)**

The College will report failure to achieve the required attendance standard by students on designated courses, to the Student Loan Company within 10 working days of their occurrence. The student will be informed simultaneously of the notification to the Student Loan Company. This may affect the maintenance loans received by the student and the student may also need to immediately pay back the loan already paid to the student.

Where an appeal is made by the student to UKCBC, the college will not inform Student Loan Company until this process is complete is the appeal is rejected.

### **International Students**

In the case where a student is subject to immigration rules that dictate the level and manner of attendance, the College will follow the more robust attendance monitoring, reporting, and disciplinary procedures that apply.

The College will report students' failure to achieve the required standard to UKVI within 10 working days of their occurrence. The student will be informed simultaneously of the notification to UKVI.

Where an appeal is made by the student to UKCBC, the college will not inform UKVI until this process is complete is the appeal is rejected.

## **Part D: Levels of the Student Disciplinary Process**

### **Standard**

Any breach of the Attendance and Punctuality Policy may trigger disciplinary action taken against the student.

### **Disciplinary Action**

UKCBC will support each student to achieve the attendance standard, however the college will instigate the 3 stages of the Student Disciplinary Process if a student's attendance deteriorates in any current semester. The College reserves the right to commence the disciplinary process at any stage in accordance with the severity of the attendance or punctuality issues.



At each stage of the process, the student will be notified of the concerns and invited to a discussion meeting utilising the letters found in Appendix 1-4. UKCBC expectations will be clarified and agreed with the student through the utilisation of a Student Learning Contract.

The stages of the Student Disciplinary process are as follows:

- Informal – Early resolution,
- Formal – stage A,
- Formal – stage B.

For details of the UKCBC Student Disciplinary Process please refer to the specific policy. The information below presents a summary of these stages including the specific Attendance and Punctuality communication documents and potential outcomes.

If a student is unsure about the process or their obligations, it may help to discuss the issue with someone confidentially and independently. The Student Representatives may be familiar with your experience and suggest ways to deal with the issue or support you through the process. Furthermore, a student may receive support and assistance by being represented by a (Lead) Student Rep during any stage of the process.

#### **Informal – Early Resolution**

UKCBC wishes to support each student in their achievement of learning, and this extends to the achievement of satisfactory attendance or punctuality to enable this learning. In the first instance, this is accomplished through informal discussion between the student and lecturer or administration colleague.

In this situation the college may issue a **Decreasing Participation Letter** (Appendix 1) if the student has not engaged in the discussion or support provided.

#### **Formal – stage A**

If following the informal discussion or receipt of the Decreasing Participation Letter, the student fails to improve his/her attendance without any valid reason for absence, he/she will be issued with an **Attendance Warning** (Appendix 2) by email and post.

On receipt of the Attendance Warning the student is to meet with the Campus Manager to discuss the context of the absence or punctuality issues and develop an action plan to ensure full engagement with the teaching and assessment activities available to the student. At this meeting it is expected that the student presents any extenuating and mitigating circumstances to the College for consideration.

#### **Formal – stage B**

If after receiving an Attendance Warning the student's attendance or punctuality does not improve over a four-week period, the College will then issue a **Final Attendance Warning** (Appendix 3) by email and post. The review of the attendance and punctuality will consider current and past semesters to ensure comprehensive analysis.

On receipt of the **Final Attendance Warning** the student is to meet the Head of Administration to discuss the situation.

If the student

- a) does not engage with or meet the Head of Administration,
- b) the student's attendance or punctuality does improve or
- c) the student does not engage in the actions of the Learning Contract,

over a four-week period, the College will then issue an **Intention to Withdraw letter** to the student by email and post.

### **Appeals Process**

At each stage of the disciplinary process, the student will be informed of the opportunity to appeal the decision. An appeal must be made within 10 days of the decision being made.

If at the conclusion of the UKCBC Student Disciplinary and Appeals processes, the student remains unsatisfied with the outcomes or the process, they have the right to direct the appeal to the Office of the Independent Adjudicator (OIA). Details can be found at <http://www.oiahe.org.uk/making-a-complaint-to-the-oia/guidance-for-students.aspx>

## Appendix 1 - Decreasing Participation Letter

### **DECREASING PARTICIPATION LETTER**

Mrs Student  
D.O.B:31/12/1970  
Student Registration No: 13579  
Course: HND in Travel and Tourism – Campus Name

Dear Mrs Student,

It has been noted with much concern that you are not attending your classes. We hope that you are OK.

Please call the Admin Team or speak to your lecturer as soon as possible to discuss the reason of your non-attendance. Please note that in the event where you have been ill or absent on compassionate grounds, we may be able to authorise your absence.

Kind regards,

#### **Campus Admin**

#### **UK College of Business & Computing**

Tel: +44 20 8518 4994

Fax: +44 20 8518 0978

Web: [www.ukcbc.co.uk](http://www.ukcbc.co.uk)

Registered office: 350 Eastern Avenue, Wentworth House, Gants Hill, Ilford, Essex, United Kingdom, IG2 6NW

Registration number: Registered in England and Wales No. 04294645

## Appendix 2 - Attendance Warning

### **ATTENDANCE WARNING**

Mr Student  
D.O.B:01/01/1991  
Student Registration No: 12345  
Course: HND in Business – Campus Name

Dear Mr Student,

It has been observed that you have failed to maintain the minimum attendance required on your course. Without keeping adequate attendance at your college, you are not helping your studies and the achievement of your course is likely to suffer. You are also breaching your student conditions, and this may result in your studentship being revoked. The college is obliged to report all non-attending students to the concerned authorities.

This warning gives you an opportunity to satisfactorily explain reasons for your absence from the college. Please make an appointment to speak with a member of the Administration team in your campus in the next 2 weeks.

Failure to respond within 2 working days from the date of this warning and attending classes regularly and promptly will initiate further disciplinary actions, potentially leading to withdrawal from the college and reporting the same to the Student Finance England or UKVI.

Kind Regards,

#### **Campus Admin**

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### Appendix 3 - Final Attendance Warning

Miss Student  
111a Home Flat  
London  
E11 1AA

1<sup>st</sup> December 2015

Student Number: 11111

### **FINAL ATTENDANCE WARNING**

Dear Miss Student,

We are very concerned about your Attendance, Punctuality and how you have engaged with UKCBC as we have tried to support you leading to an improvement.

This is a **FINAL WARNING** to remind you of the college policy on attendance as specified in the college handbook and Student Attendance Policy. **You are expected to attend classes regularly and maintain a satisfactory level of attendance during the period for which you are enrolled. Persistent absence may jeopardise your course progress.**

You now have **five (5) working days** from the date of this letter to contact your Campus Manager to arrangement a meeting at the college to provide a satisfactory explanation for your absence. Failure to do so will result in your **student enrolment being withdrawn**. It is also in our duty to inform any relevant authorities of such significant changes to your circumstances who may also take disciplinary actions against you themselves.

Kind Regards,

**Campus Manager**

## Appendix 4 – Intention to Withdraw

Mr Student  
987 Student Flat  
London  
W12 1ZZ

1<sup>st</sup> December 2015

Student Number: 12345

### **INTENTION TO WITHDRAW**

Dear Mr Student,

As your tuition provider, it is our responsibility to monitor your progress and your attendance on the course to ensure that you are maintaining satisfactory attendance and making progress on the course.

It has been observed that you have failed to make satisfactory attendance and punctuality on the course and despite several attempts, you have failed to make any reasonable improvement.

Considering the above, with deep regret, we would like to inform you that we intend to withdraw your admission on the course. As a result, we shall inform the Student Finance of England or UKVI, and the respective awarding body that we have withdrawn your admission to studies.

In case you have extenuating or mitigating circumstances which the college needs to take into consideration, kindly report to the Head of Administration to discuss your situation within **five (5) working days**.

Kind regards,

**A Kazi**  
**Head of Administration**

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