



Student Attendance and Academic Performance Monitoring Policy (DMU Registered Students)

Version 1.0

Approved by the Board of Governors

Last Amendment: September 2025

The following sets out the School's approach to monitoring student attendance in classes and the steps it will take where it has concerns about a student's non-attendance. It should be read in conjunction with the School's *Personal Academic Tutoring Policy* and *Student Support Policy*.

This policy has been developed with due regard for *England's Regulatory Framework for Higher Education*, and in particular the accompanying guidance on Enabling Student Achievement, and addressing Complaints, Concerns and Appeals.

Equally, this policy has been produced in line with LSST's partner universities' Student Attendance Monitoring and Academic Engagement Policies as shown on their websites (Appendix 6).



Document Information

Document owner(s)*:	Head of Registry
Date of next review:	September 2026
Document Status:	IN USE
Dissemination:	For general publication

*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

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1. Introduction

- 1.1. The London School of Science and Technology (“the School, “LSST”) recognises that, as a responsible institution, it has a duty to monitor students’ attendance and to intervene where a student is not on course to successfully complete their study programme. Such interventions will seek to determine the reasons for non-attendance and explore all options for getting students back into their studies in a way that gives them the greatest possible chance of success.
- 1.2. The following is intended to clarify LSST’s procedural approach to recording and monitoring student attendance, and the stages of escalation that will be followed in the event of continued non-attendance. The procedures described are applicable to all students on all programmes delivered by LSST.

2. Our Approach to Attendance Monitoring

- 2.1. LSST’s approach to monitoring and managing students’ attendance and academic performance will be characterised by the following:
 - The School will establish systems that accurately and effectively monitor students’ attendance and academic performance in their timetabled classes.
 - Students will have an accessible means of excusing themselves from lessons they cannot attend for any reason, and will be reasonably supported in catching up with their studies.
 - Students will be given sufficient means to explain and excuse instances of non-attendance where prior authorisation was not given, whether for medical, personal, or other reasons. The School will ensure that such explanations are appropriately supported by reliable evidence and will investigate them fairly.
 - The School will be proactive in engaging students with deteriorating attendance at an early stage; administrative teams in the Registry will liaise with Personal Academic Tutors and other School support departments, mainly campus academic engagement officers, to provide a coordinated approach to supporting a student in difficulty with their attendance.
 - Agreed support arrangements will be monitored by campus academic engagement teams until the School is satisfied that a student is no longer at academic risk.
 - The School will make every effort to support students who have valid reasons for prolonged periods of absence.
 - Students can apply for self-certification leave for up to seven calendar days per semester. When applying for self-certification, students must declare the reason (s)



for their absence. However, no evidence is required for such an application.

- Students are permitted to self-certify absence for up to seven calendar days per academic year to cover unexpected short-term illness or emergencies. The seven-day period begins on the first date declared and includes weekends and non-teaching days. Only one self-certification form should be submitted per absence period; where a declaration spans two teaching weeks, it will still be treated as a single seven-day allowance, and a Leave of Absence form with evidence will be required for any remaining days not covered.
- On occasions where reasonable evidence is applicable for leave or the leave is greater than the self-certification allowance, students can apply for a "Leave of Absence." For example, medical appointments, hospitalisation, court hearings, jury service, affected by a natural disaster, or bereavement of a close relative, such as parents, grandparents, children, and siblings only. Students must submit a Leave of Absence form along with supporting evidence to request such leave.
- Other extenuating circumstances not included in the aforementioned categories may be considered for authorised absence on a case-by-case basis. Students should liaise with the LSST Student Support Team of their campus to discuss their circumstances.
- 'Leave of Absence' can be applied for a maximum of four weeks within a semester or six weeks per academic year. For absences of two consecutive weeks, the attendance officer will review the application and inform the student accordingly on the outcome of the request. If two weeks have already been approved and further leave is required in the current academic year, any further 'leave of absence' requests will be referred for an academic review by your campus. If necessary, the School will make efforts to get in touch with the student and seek if any reasonable adjustments can be made as per the LSST Reasonable Adjustments Policy.
- If concerns arise regarding a student's physical or health-related ability to continue their studies, the School will initiate the Fitness to Study Policy.
- Both Self-Certification and Leave of Absence requests can be applied on one or multiple occasions in a semester as long as the requested time of leave does not exceed the set allowance as mentioned above.
- The School will not accept Self-Certification or Leave of Absence requests for holidays and other events, including weddings, religious observances, or normal work commitments.
- During the induction, students are required to attend the sessions as scheduled. Should exceptional circumstances arise, students are advised to inform LSST as soon as these occur by making use of the Leave of Absence as a course of action to have their absences authorised during induction.



- Self-Certification requests should not be used for absences during the induction period.
- If the students' circumstances are ongoing and can affect their attendance and academic performance, students will be advised about the Interruption of Studies option, which will put a break in their studies and allow them to return in the next academic year when they may be better suited to continue with their studies. Please view the Withdrawals, Interruption of Studies and Transfers Policy and Procedures.
- Where students find themselves no longer available to attend the current timetabled classes or at the campus they initially enrolled in, they should immediately seek assistance from their Campus Student Support team for further guidance.
- The School will take prompt and decisive action where continued non-attendance requires the suspension or withdrawal of a student.
- Students will be informed of their right to appeal any formal decision made by the School which affects their academic status, including a decision to withdraw a student on the basis of insufficient attendance, academic performance or their finance status.
- Students will be made aware of any implications that persistent non-attendance or poor academic performance may have on their eligibility to receive financial support, and any potential liability to repay maintenance payments in the event of withdrawal from studies following a suspension.
- The School will use information from attendance & academic performance monitoring procedures as a key indicator by which it will benchmark the quality of its provision.

3. Expectations

- 3.1. Students are expected to attend all lectures, tutorials, seminars, projects, assessments and all other scheduled activities according to their timetable for their course of study.
- 3.2. Students are expected to submit all their required assessment on time according to the submission deadline set at the beginning of each semester.
- 3.3. Students are required to arrive for their classes on time and remain for the duration of the teaching session.
- 3.4. Where a student cannot attend a lesson or other scheduled activity, they should contact School by submitting the appropriate form as mentioned above, with



evidence if applicable to excuse themselves from the class. They should also contact their Personal Academic Tutor (PAT) and make arrangements to catch up on any lesson content missed.

- 3.5. Where a student misses a lesson or other scheduled activity due to unforeseen circumstances, they should use the correct procedures for authorising periods of absence (see Appendix).
- 3.6. Students are expected to pay their tuition fee on time to the School. If the students are paying through Student Finance England (SFE) loan then it is the student's responsibility to have the agreement in place so the fee is paid to the School on time.

4. Recording Attendance

- 4.1. The following convention will be used by the School's Registry in recording students' attendance for the purposes of applying this policy:
 - Students arriving up to 15 minutes after the start of the lesson will be marked 'in attendance'.
 - Students arriving between 15 and 45 minutes after the start of the lesson will be marked 'late'; attendance will still be recorded for the purposes of claiming student finance, however persistent lateness may result in a review of a student's academic performance by the School – see Section 5 below).
 - Students arriving 45 minutes or more after the start of the lesson will be recorded as 'absent' for that lesson, but may enter the lesson at the discretion of the lecturer.

5. Addressing Poor Punctuality

- 5.1. Students who arrive late (between 15 and 45 minutes after the start of the lesson) or leave early will be expected to make personal study commitments to make up for the sed lesson content. For the first and second instance of lateness, the lecturer will usually challenge the student directly on the matter.
- 5.2. Continued incidences of lateness, which the lecturer has been unsuccessful in addressing with the student, will be recorded on the Student Management System (SMS) and raised at The Student Attendance Panel.
- 5.3. The Student Attendance Panel will convene on a monthly basis and will consider a referred student's pattern of attendance since their registration, along with any other contextual information and will agree an appropriate course of action, which may include, suspension from studies or, as a last resort, withdrawal from the

programme.

- 5.4. A student may use the School's Appeals Policy to challenge the decision of the Student Attendance Panel, where they have grounds to do so; the notification of the Student Attendance Panel's outcome will inform them of this recourse.

6. Addressing Early Leavers

- 6.1. Students who depart the lesson before it is scheduled to end are recorded as 'early leavers'.
- 6.2. Frequent incidences of departing a lesson early, will result in an attendance and engagement review with the student and their PAT to find out if any support or reasonable adjustments may be needed to support the student in remaining in their lesson.
- 6.3. The Student Attendance Panel will convene on a monthly basis and will consider a referred student's pattern of attendance since their registration, along with any other contextual information and will agree an appropriate course of action, which may include, suspension from studies or, as a last resort, withdrawal from the programme.

7. Addressing Non-attendance and Poor Attendance Behaviours

- 7.1. Attendance reminders and warnings are triggered by successive instances of absence at timetabled classes or arrival 45 minutes or more after the start of a lesson or by a pattern of irregular attendance or frequent lateness and/or early departure which effectively constitutes an inability to constructively engage with the course.
- 7.2. LSST has implemented the **Student Academic Performance Review system (SAPR)** as a part of Attendance monitoring process (see Appendix). This proactive tripartite system RAG rates students based on the overall academic engagement.
- 7.3. There are three stages that LSST follows to inform students about their decreasing attendance and repercussions:

Stage	Engagement Threshold %:	Email
Stage 1	55% below to 30%	Amber Engagement Warning
Stage 2	Below 30%	Red Engagement Warning
Stage 3	Below 30% for two monitoring points	Suspension Notification

- 7.4. Students will receive an engagement email according to the steps listed in the table above at each review point if their engagement falls below the required percentage of



55%. These are not structured as a ladder; for example, a student can go directly to stage 2, but before they can reach stage 3 and be withdrawn, all students must receive a stage 2 warning. Students have three weeks until the next checkpoint to improve their attendance records.

- 7.5. Students will automatically be sent an Attendance Reminder from the Registry for unsatisfactory attendance **from the commencement of the semester on a weekly basis**, urging them to contact Student Support or their Personal Academic Tutor to discuss their attendance.
- 7.6. If the student is at Stage 3, student will be served with the suspension noticed and student will remain suspended for up to four weeks before they are automatically withdrawn following a suspension. The suspension allows the students to request an informal resolution. Should this be aimed by the student, they should contact their local Student Support campus or the Registry Department for further advice and guidance.

NB: Students on suspension will normally be restricted from accessing the School's classes and learning resources until a decision has been reached about their continuance on the programme.

- 7.7. The School will, at its discretion, be flexible in lifting the suspension whilst the suspension period is ongoing where the student provides satisfactory evidence and justification for their nonattendance, and genuinely commits to attending their scheduled lessons. If attendance and engagement requirements are not met following the lifting on suspension, then the suspension will be re-imposed, and students' maintenance funding will once again cease. Student support services will be available to all students following their return to class.
- 7.8. The School will specify appropriate actions to reintegrate the student within the course, in such a way that gives them the best chance of success (this may include deferral to a new intake). A set of learning objectives, which include attendance requirements, will be included within the student's PDP and SAPR with the understanding that these must be achieved for the student to continue on the programme.
- 7.9. Should a student fail to communicate with LSST during their suspension period the School will proceed with the next stage and withdraw the student.
- 7.10. Once the decision to withdraw the student is ratified by the Panel, the Registry will terminate the student's registration with the awarding body and move to withdraw any further financial support from the Student Loans Company (by submitting a Change of Circumstances notification to the Student Loans Company to withdraw financial support).
- 7.11. A final Notification of Withdrawal will be sent to the student, which will indicate any liability to repay student finance maintenance paid to them by the Student Loans



Company from their last recorded attendance in class, up until the start of their suspension.

- 7.12. Students will be given the opportunity to appeal the withdrawal within 10 working days of the date of the Notification of Withdrawal using the School's Appeals procedure.
- 7.13. No refund will be available to students whose registration is terminated for poor attendance, or who withdraw or are withdrawn after receiving a suspension for unauthorised absence.
- 7.14. Where applicable, a transcript detailing the student's achievements on the programme will be claimed from the awarding body and sent to the address the student has provided.

8. The Student Attendance and Academic Performance Panel

- 8.1. The Student Attendance and Academic Performance Panel convenes on a monthly basis to review students whose academic status is considered 'at risk' owing to poor attendance/punctuality or assignment submission.
- 8.2. The Panel is additionally responsible for overseeing the implementation of this policy, as well as compliance with any external reporting protocol or service standards (such as those of awarding bodies or the Student Loans Company).

9. Breach of Attendance Monitoring Procedures

- 9.1. The misuse of the procedures for recording attendance is classified as a breach of this policy and the Students' Code of Conduct policy.
- 9.2. Students are responsible for ensuring their attendance is monitored accordingly for the class attended, whether the attendance is registered via the electronic card system or through the paper register, and they should only swipe their Student ID card and provide their student details for attendance monitoring purposes.
- 9.3. When students are found to be marked present despite not attending the class or providing falsified documentation for a leave of absence request, the case will be treated as a disciplinary offence and investigated accordingly under the Student Code of Conduct and Disciplinary Procedures - DMU Registered Students.

10. Responsibilities



- 10.1. It is the responsibility of the lecturer/tutor to ensure that the School's electronic card system is working at the start of their lesson or that some form of paper register is taken and promptly submitted to Student Support after the lesson.
- 10.2. The Tutor or Lecturer will additionally be expected to:
- Start and finish classes on time and inform the students and Registry staff promptly of any changes (i.e., classroom move).
 - Advise students of the School's Attendance & Academic Performance Monitoring Policy and Procedure.
 - Accurately mark attendance, absence, lateness and early leavers if keeping a paper register, or ensure students use their card to clock-in when joining the lesson.
 - Assist administration staff to make spot checks on attendance.
 - Discuss punctuality with students if they are late for the first two occasions and refer the matter to the student's Personal Academic Tutor on the third occasion.
 - Allow administration staff to carry out spot checks on SMS and attendance.
 - Discuss non-submission of their work during SAPR.
 - Conduct SAPR with the student at least once a semester and accurately record this on SMS.
- 10.4. It is ultimately the student's responsibility to ensure they have registered their attendance using their student ID cards or by signing a paper register on their arrival at that lesson.
- 10.5. The Registry Department will be responsible for the completeness and accuracy of student attendance records, monitoring instances of lateness and sending warnings and reminders to student.
- 10.6. The Exams Department will be responsible for accurately providing information to the Registry Department regarding student academic performance.
- 10.7. The Student Finance Department will be responsible for accurately providing information to the Registry Department regarding any outstanding balances students have on their account due to non-payment of tuition fee.

11. Storage of Attendance Records



- 11.1. The hard copy of manual attendance register will be retained for 6 months. All manual registers will be transferred to electronic attendance. After the manual registers will be safely destroyed and electronic record will remain.
- 11.2. The detailed day-by-day record of student attendance will remain electronically on the student monitoring system for the duration of the course year. After the detailed record will be archived, the only overall percentage attendance will be visible.
- 11.3. Electronic records of students' attendance, and minutes of the Student Attendance Panel's meetings will be retained within the Registry for a period of six years.
- 11.4. Any evidence of extenuating personal or medical circumstances submitted to authorise a period of absence will be held securely within the Registry in accordance with the School's *Data Protection Policy*.

12. Review of This Policy

- 12.1. This policy will be reviewed annually or as required by changes in external regulations. Changes to it will be reviewed by the School's Executive Committee and ratified by the Board of Governors.



Appendix: Procedures for Authorising Periods of Absence

1. Self-Certification for absences of up to 7 days:

- 1.1. For illness-related absences of up to 7 days, no supporting evidence is required. Students should complete a Self-Certification Form on LSST Connect E-forms or submit it to their campus student support team, or to Registry using the following email address: attendance@lsst.ac
- 1.2. Self-Certification can be used during any one term. Further absences will need to be requested through the Leave of Absence procedure (see below).

2. Requesting a Leave of Absence for absences of over 7 days or multiple absences in a term:

- 2.1. A Leave of Absence covers both medical and non-medical circumstances. For non-medical Leave of Absence requests, students are required to state the type of leave they are applying for. Students should complete a Leave of Absence Form on LSST Connect E-forms or submit it to their campus student support team, or to Registry using the following email address: attendance@lsst.ac if a request is submitted without the form or the supporting evidence, the absence will be rejected.
- 2.2. Suitable medical documentary evidence includes:
 - A medical certificate,
 - A medical report,
 - A note from a hospital,
 - A formal notification of a hospital or clinic appointment
- 2.3. In case of illness, the note from the GP or a Hospital should also state the period during which the student will not be able to attend classes.
- 2.4. Other acceptable documentary evidence for excusing absence includes but not limited to:
 - A court letter,
 - A police crime report,
 - A death certificate or order of service (absence due to a funeral),
 - A death certificate in case of bereavement (only grandparents, parents, siblings, offspring or long-term partners will be included as a close member of family and not aunts, uncles, cousins, nephews, nieces or friends),



- 2.5. Statements from family, friends or a landlord will not be acceptable as the sole supporting evidence.
- 2.6. All evidence must be in English, or accompanied by an English translation from an accredited translator. The School cannot seek evidence on a student's behalf from a third party.
- 2.7. Where the absence falls at a time of assessment (assignment submissions, presentation deadlines or examinations) and the student wishes to request mitigating circumstances, the 'Mitigating Circumstances Request Form' should be used. Please refer to the School's *Mitigating Circumstances Policy* for more information.
- 2.8. The maximum length of leave which can be authorised by the attendance team is two weeks per semester. However, leave requests for a greater duration than two weeks will be assessed on a case-by-case basis by the Academic personnel.
- 2.9. Students will be expected to liaise with their Personal Academic Tutor to make arrangements to catch up with any work missed during their absence.
- 2.10. In certain cases, where this is considered to be in the best interest of the student (e.g., long-term illness preventing the student from attending the classes), the School reserves the right to withdraw the student from the course or transfer them to a different mode of study until their circumstances allow them to return to studies.

3. Maternity-related Absence

- 3.1. Students are advised to inform the Registry of the date they wish to start their maternity-related absence before the due date. This will allow sufficient time for the School to liaise with the student and make any necessary arrangements.
- 3.2. In line with the *Equality Challenge Unit's* recommendation, students are required to take at least two weeks compulsory maternity-related absence.
- 3.3. Students are allowed to decide when they start their maternity-related absence in agreement with the School. If students wish to, they will not be prevented from studying up to their due date.
- 3.4. The maximum length of maternity-related absence is four weeks. In exceptional circumstances, students may need to extend the length of maternity leave that they take beyond the standard time allowed, for example in cases of postnatal depression, serious illness or loss of a new born. The extended maternity-related leave would be processed as the Leave of Absence procedure described above.



- 3.5. It is student's responsibility to inform School of any variation to the given due date otherwise the leave will be processed in accordance with the maternity plan agreed initially.

4. Paternity-related Absence

- 4.1. If a student wants to take paternity-related absence, they are required to inform the Registry of their partner's pregnancy before the due date. Student should follow 'Leave of Absence' procedure to apply for paternity leave.
- 4.2. Students are allowed to take a maximum of two weeks paternity-related absence.

More information on the support available for the pregnant students or students with infants and young children can be found by accessing the LSST Pregnant Students and Students with Infants and Young Children Policy.



Version History

Version	1.0 – 12.0
Original author(s):	Principal Head of Registry
Reviewed by:	Executive Committee
	September 2016 September 2017 September 2018
Version	13.0 – 13.2
Revised by:	Principal Head of Registry Quality Unit
Revision summary:	<i>Updated attendance recording convention and notification procedures. Frequency of Attendance Panel to be increased. Formatting and version control applied.</i>
Approved by:	Executive Committee (Provisional)
	November 2019
Version	13.3 – 13.4
Revised by:	Quality Unit Registrar
Revision summary:	<i>Additional amendments to monitoring and notification of suspension timeframe. Changes reviewed by Publication Committee.</i>
Approved by:	Board of Governors
	August 2020
Version	13.5
Revised by:	Quality Unit Registrar Head of Lifecycle
Revision summary:	<i>Removal of referenced to REAP; replaced with information about SAPR protocol for reviewing students' engagement.</i>
Approved by:	Board of Governors
	October 2021
Version	13.6
Revised by:	Quality Unit Head of Registry
Revision summary:	<i>Annual review; Additions made to these sections: Expectations, Addressing Poor Punctuality, Student Attendance & Academic Performance Panel, Storage of Attendance Records; Minor factual corrections throughout.</i>
Approved by:	Board of Governors
	September 2022
Version	13.7
Revised by:	Quality Unit Head of Registry
Revision summary:	<i>Removal of SAPR Table in Appendix and DMU monitoring procedures link added.</i>
Approved by:	Board of Governors
	December 2022
Version	14
Revised by:	Head of Registry Quality Unit



Revision summary: *Annual review and update; Additions made to addressing non-attendance, responsibilities, storage of attendance records and appendix; Formatting and version control applied.*

Approved by: Board of Governors October 2023

Version 15

Revised by: Assistant Registrar
Quality Unit

Revision summary: *Annual review and update, additions made to Appendix maternity and paternity related absences, minor grammatical corrections, document format applied, version control applied.*

Approved by: Board of Governors October 2024

Version 1.0

Original author(s): Principal

Head of Registry

Revised by: Assistant Registrar
Quality Unit

Revision summary: **Annual review and update –**
Student Attendance and Academic Performance Monitoring Policy split for each awarding body. Removal of point 4.2 on DET. Policy updated as per DMU's requirements. Minor grammatical corrections, document format applied, version control applied.

Reviewed by: Publications Committee September 2025

Approved by: Board of Governors October 2025