Student Attendance and Academic Performance Monitoring Policy (RUL 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

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

Contents

1.   Introduction

1.1.   The London School of Science and Technology ("the School, "LSST") recognises that, as 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, engagement, and the stages of escalation that will be followed in the event of continued non-attendance and non-engagement. 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 of absence/s. However, no evidence is required for such 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, etc. 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.

- 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 work commitments.

- During the induction, students are required to attend the sessions as scheduled. Should exceptional circumstances arise, students are advised to inform the School 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.

- 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.

- If you are an RUL registered student with LSST and wish to view information on the interruption of studies and changes of campus or timetable, please view the Withdrawals, Interruption of Studies and Transfers Policy and Procedures - RUL Registered Students.

- Students should still adhere to the issued timetable and/or course requirements until a confirmation of their request being processed is received on their LSST email account.

- 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.

- 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 responsible for ensuring they are attending and participating in the correct class group assigned to them. Attendance and engagement will be monitored accordingly, and it is the student's sole responsibility to attend and engage as required in the issued timetable. Failure to attend the timetabled classes will result in a decline in the student's attendance records, which will trigger attendance warnings sent to the student and may subsequently lead to a withdrawal notification. Information related to the set threshold is available in section 7.3.

3.3. Students are expected to submit all their required assessments on time according to the submission deadline set at the beginning of each semester.

3.4. Students are required to arrive for their classes on time and remain for the duration of the teaching session.

3.5. Where a student cannot attend a lesson or other scheduled activity, they should contact School by submitting the appropriate form as outlined in this policy, 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.

3.6. 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).

3.7. 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.

4.2. **Engagement:**

4.2.1. LSST recognises student engagement as participation in any scheduled learning, teaching, or assessment activities, including face-to-face sessions, blended learning, and any other form of active academic engagement.

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 missed 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 solely relies on the student's overall attendance to trigger interventions such as attendance warnings. Please refer to the stages listed below for complete information on the points of intervention.

7.3. There are four stages that LSST follows to inform students about their decreasing attendance and repercussions:

Stage	Attendance Threshold %:	Email
Stage 1	70% and below to 50%)	Attendance Alert
Stage 2	50% below to 33%)	Attendance Warning
Stage 3	Below 33% for one monitoring point)	Suspension Warning
Stage 4	Below 33% for two monitoring points	Suspension Notification

7.4. Students will receive an attendance email according to the steps listed in the table above at each review point if their attendance fails below the required percentage of 70%. These are not structured as a ladder; for example, a student can go directly to stage 3, but before they can reach stage 4 and be withdrawn, all students must receive a stage 3 warning. Students have three weeks until the next checkpoint to improve their attendance records.

7.5. Suspended students will be suspended for a maximum of 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.

7.6. **Calculation of Attendance:**

- An accumulative attendance percentage is calculated for each student.

- The calculation period begins from the official semester start date.

- Percentages are carried forward across the academic year to provide a full picture of student engagement.

7.7. **Attendance Review Points for LSST Students:**

Period (Data Collected)	Action Taken
Weeks 1–3	Attendance emails sent to students in Week 4
Weeks 4–6	Attendance emails sent to students in Week 7
Weeks 7–9	Attendance emails sent to students in Week 10

7.7.1. Students will receive attendance warnings during each review point of the monitoring process. This is in addition to the weekly reminders that students will automatically receive from the system if their attendance drops below certain thresholds.

7.8. If the student is at Stage 4, the student will be served with the suspension notice and will remain suspended for a maximum of 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 campus Student Support or the Registry Department for further advice and guidance.

7.9. During Suspension, LSST Registry liaise with the awarding body, RUL to suspend any further maintenance payments from the Student Loans Company (by submitting a Change of Circumstances notification to Student Loans Company to temporarily cease their payments).

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.

7.10. 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 of 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.

7.11. 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.

7.12. Once the decision to withdraw the student is ratified by the Panel, the Registry will terminate the student's registration with their Awarding Body, Ravensbourne University London (RUL), 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).

7.13. 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 engagement, up until the start of their suspension.

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7.14. 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.

7.15. 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.

7.16. 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, assignment submission or.

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 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 (RUL 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.

10.3.   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.

10.4.   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.

10.5.   The Exams Department will be responsible for accurately providing information to the Registry Department regarding student academic performance.

10.6.   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, an 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 calendar days:

1.1.   For illness-related absences of up to 7 calendar 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 Attendance team using the following email address: attendance@lsst.ac.

1.2.   Self-Certification can be used during both terms. 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 calendar 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 Attendance team 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 RUL Extenuating Circumstances Application form should be used. Please refer to the School's Extenuating Circumstances Policy - RUL Registered Students for more information.

2.8.   The maximum length of leave which can be authorised by the attendance team is two weeks. 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 mattering-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.

4.3. 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.

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