



UKMC Student Attendance and Engagement Monitoring Policy

Date	Author	Summary of Changes	Version	Authorised
15/08/2024	Academic Registrar	Initial publication to ensure transparency, fairness, and consistency in the selection process.	1	Academic Board 17.09.2025
01/09/2025	Academic Registrar	Student Support Tutor - Student Engagement Policy merged with the current version of Student Attendance and Engagement Monitoring Policy – to be ratified by Academic Board by Chair's Action on 17.09.2025 Inclusion of Student Engagement Statement section on Dec 2025 AB Approval Campus manager responsibilities added Reformatted for clarity and table of contents.	1.1	Academic Board December 2025

Policy/Procedure Management and Responsibilities

Policy/Procedure Owner	The policy is overseen by Academic Registry Committee and Chair. Day-to-day implementation and communication responsibilities are delegated to Academic Office and Student Support Tutors and Lecturers.
Equality Impact / Analysis	By EDI Committee TBD
Authorised By	Executive Board (Dec 2025)
Effective From	December 2024
Next Review	July 2027
Version	1.1
Internal/External	Both
Document Location	UKMC Policies and Legislation
Linked Documents Internal	UKMC Student Code of Conduct /] Student Support and Wellbeing Policy UKMC Data Protection and Data Security Students Discipline Policy and Procedure

	<p>Extenuating Circumstances Policy</p> <p>Student Learning Agreement</p> <p>Reasonable Adjustments for Students – Code of Practice</p> <p>Academic Appeals Policy and Procedure</p> <p>UKMC Thematic Student Engagement, Belonging and Academic Challenge Framework</p> <p>UKMC Quality and Academic Governance Framework</p> <p>UKMC Inclusive Curriculum Framework</p> <p>UKMC Career Readiness Framework</p> <p>UKMC English Proficiency Framework</p>
Linked Documents	University of Wolverhampton (2024). Student Engagement Policy and Expectations. , https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/student-engagement-policy/
External	<p>Canterbury Christ Church University (2025). Student Engagement in Learning Policy. , https://www.canterbury.ac.uk/learning-and-teaching-enhancement/policies/Student-Engagement-in-Learning.aspx Student Attendance and Engagement Framework</p> <p>QAA Advice on Student Engagement and Representation , https://www.qaa.ac.uk/sector-resources/student-engagement https://www.qaa.ac.uk/quality-code</p> <p>Office for Students (OfS). Conditions of Registration – B2 , https://www.officeforstudents.org.uk/publications/regulatory-framework-for-higher-education-in-england/part-v-guidance-on-the-general-ongoing-conditions-of-registration/condition-b2-resources-support-and-student-engagement/</p> <p>ICO Guidance on GDPR , https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/</p>
Dissemination Plan	The document will be distributed through staff communication channels, leadership meetings, relevant training events and student induction events. Available on the UKMC Website
Accessibility	Alternative formats on request. Email Quality@ukmc.ac.uk

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1. Introduction

- 1.1. This Policy is in the spirit of UK Management College's (UKMC) (hereafter the 'College') commitment to be a supportive learning environment which enables all students who have chosen to study at the College to achieve their full potential. The College recognises the investment that students and their sponsors make when a student enrols on a course and believes that it has a duty to monitor attendance and engagement, act on non-engagement and support students to complete their programme of study. The College realises the importance to engage students to assist with both their personal and academic growth. Being engaged means not only attending classes but also participating in support services and academic activities.
- 1.2. This policy operates as a procedural component of UKMC's Quality and Academic Governance Framework and must be read alongside the UKMC Student Engagement Statement, the Student Engagement, Belonging and Academic Challenge (SEBAC) Framework, the Inclusive Curriculum Framework (ICF), and the UKMC Student Voice and Survey Feedback Systems. Together, these documents ensure that attendance and engagement monitoring supports academic quality, belonging, progression and regulatory assurance.

2. Purpose

- 2.1. The purpose of the Policy is to provide clarity for students and staff on the expectations relating to student attendance and engagement.
- 2.2. This policy describes how attendance and engagement are monitored, recorded and acted upon, and how concerns trigger proportionate academic and support interventions in alignment with UKMC's Student Engagement Statement. It is designed to provide students with structured learning support based on clear communication, planned interventions, and data-led academic decisions aligned with sector expectations ([University of Wolverhampton](#) and [Canterbury Christchurch University](#))
- 2.3. This way, we address our own requirements and adhere to regulations from external parties such as the [QAA](#) and the [Office for Students](#).

3. Scope and Implication

- 3.1. This Policy applies to all enrolled students at UKMC regardless of how and where they study. It sets out the roles of Academic Office, Student Success Tutors (SSTs), and

Lecturers in supporting and monitoring student attendance and engagement. This policy influences decisions regarding attendance monitoring, student withdrawal, and progression. It must be read in conjunction with related important student support policies (<https://ukmc.ac.uk/policies-and-legislation>)

4. Definitions

- 4.1. Attendance is understood to mean student attendance at timetabled classes, whether these are held online (within a virtual classroom, video or audio-conferencing call) or in-person.
- 4.2. Engagement is defined as “active participation in learning and academic activity, evidenced through attendance, participation, submission patterns, interaction with feedback, and engagement with support where required. Engagement is understood relationally and developmentally, and is monitored through multiple indicators rather than attendance alone”.
 - 4.2.1. Engagement is compulsory and will be monitored and persistent non-engagement may result in students being withdrawn from the course. Satisfactory engagement will be informed by the course requirements considered using a combination of data drawn from attendance monitoring systems and online platforms.
- 4.3. Unsatisfactory attendance / engagement (whether in-person or online) is deemed to be when a student does not attend any scheduled sessions for a period of fourteen consecutive days, and does not have valid reasons for non-attendance. This may include cases of late enrollers, persistent late arrival/early departure, or where there is other cause for concern.
- 4.4. Non-engagement is not attending classes, not logging in to online learning platforms, and not responding when someone attempts to get in touch.
- 4.5. Repeated disengagement occurs when students fail to re-engage subsequent to assistance and subsequent to warnings.
- 4.6. Tiered intervention is an approach applied in steps where there are concerns with involvement.

4.7. The SST call log is the formal method to document connection attempts and the outcome of them.

5. Student Engagement Statement

- 5.1. UKMC's approach to student engagement is set out in the institutional Student Engagement Statement, which defines engagement as an academic condition underpinned by belonging, appropriate challenge and timely support. This policy operationalises that statement by setting out how attendance and engagement are monitored, how concerns are identified, and how staged interventions are applied.
- 5.2. This policy should therefore be read as an implementation and monitoring document, not as a standalone engagement strategy.

6. Policy Statement

- 6.1. UKMC expects students to engage fully with their learning, including attendance at scheduled classes. While the College's expectation is full attendance, engagement decisions are informed by a holistic consideration of attendance, participation, assessment activity and communication.
- 6.2. Academic Office, SSTs and lecturers collaborate and identify early issues and address them politely.
- 6.3. Academic Office and SST's respectively also provide and receive referrals relating to additional support students may require as widening participation early intervention, for example, referral to wellbeing for support, or academic English support sessions.
- 6.4. This policy will assist students while promoting responsibility so that they succeed, reduce the risk of dropping out, and adhere to sound regulations of UKMC.

7. Procedures and Provisions of Attendance and Engagement

- 7.1. Attendance and engagement monitoring at UKMC operates within the SEBAC framework and follows a Monitor > Diagnose > Act > Check cycle coordinated through Student Success Tutors.
- 7.2. Attendance is a vital component in student continuation, completion and progression (OfS). Regular attendance and academic achievement are closely linked.
- 7.3. Students who actively participate in their learning by attending classes regularly (either online or in-person) should: enjoy a rewarding experience in which knowledge, skills and abilities are developed; successfully complete their course; and achieve

better results.

- 7.4. Attendance monitoring allows timely intervention and facilitate an ongoing dialogue between staff and students regarding continuation, completion and progression.
- 7.5. Students must attend all learning and teaching sessions unless they have valid mitigating reasons for not doing so.
- 7.6. The learning and teaching methods for each course and component modules are set out in the Student Course Handbook. Examples of learning and teaching sessions (which maybe face-to-face or virtual) include, but are not limited to: lectures, seminars, tutorials, and workshops.
- 7.7. Students are part of the College academic community and as such are expected to contribute to their fellow students' learning experience. This is particularly the case when engaging in assessed group work where non-attendance at any stage in the learning process can impact adversely on others' experience.
- 7.8. Attendance at UK Management College is primarily tracked through an online system, where SSTs/Lecturers are required to mark student attendance on a live Excel sheet maintained by Academic Services or on EBS. This ensures real-time, accurate recording and monitoring of student participation in scheduled sessions. In circumstances where technical issues prevent the use of the online system, a paper sign-in register may be used as a temporary measure. Lecturers or SSTs who resort to paper-based attendance due to technical difficulties should inform the Academic Services immediately. Once submitted, Academic Services will transfer these records to the online system.

8. Minimum Attendance and Engagement Requirements:

- 8.1. Students are required to register at the commencement of the course and to re-register at the commencement of each year or stage.
- 8.2. The deadline to register and re-register is 3 weeks after the start of teaching. Students that fail to register before this deadline may be subject to an automatic termination of registration or withdrawal (exceptions apply)

8.3. Additionally, students are expected to attend their scheduled teaching and engage with their learning at the start of their course, but if they are identified to have no attendance at the point of the formal deadline to register (3 weeks after the start of teaching for the academic year/intake), then their registration may be automatically terminated, or they may be withdrawn. The only exception to this is if scheduled teaching for a student on a reassessment with attendance is not due to commence until semester 2.

8.4. Different awarding partners may have different attendance thresholds, and for example, University of Wolverhampton has a 50 day threshold for disengaged students <https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/student-engagement-policy/>

8.4.1. Attendance and Engagement at UKMC also aligns with the with awarding partner requirements.

8.5. The College expect 100% attendance. Attendance that falls below 100% may be subject to review by the College. Students with attendance between 60- 65% (depends on Partner regulations) or with a pattern of non-attendance that has a negative impact on their studies may be at risk of withdrawal.

8.6. This minimum threshold will be monitored via agreed attendance and engagement monitoring processes. Attendance thresholds are considered alongside other engagement indicators, including assessment submission, participation, communication and use of academic support, before decisions relating to progression or withdrawal are made. Where a student's attendance has been identified as falling below the threshold i.e. between 60%-65% (as per Partner University regulation), the student's other forms of engagement with learning will be considered when assessing what interventions or support may be required.

8.7. Since UKMC expects 100% attendance for all scheduled activities, a three stage process is triggered as soon as a student misses a class:

8.8. A first warning email is sent to students and it triggers Stage 1 if a student has unauthorised absence for two consecutive teaching weeks. If the student re-engages after the first warning their attendance is expected to improve otherwise further monitoring will continue.

8.9. A second warning is sent if there is continued absence for two more weeks and Stage 2 is triggered.

8.10. Absence for another 2 consecutive teaching weeks results in Stage 3 (in addition to email warning a letter is sent by post to the registered address of the student) Students are advised to contact the Academic Office and justify their situation and sign a Learners Agreement within a week to continue to study for the rest of the term.

8.11. At the 3rd stage, together with non-attendance, other forms of engagement (such as VLE activity, assessment submissions, and contact with SSTs) will be considered. This allows the Academic Services team to make a holistic judgment before deciding on progression or initiating withdrawal.

8.12. Failure to engage in Stage 3 results in withdrawal from the course

8.13. The awarding partner will be notified.

8.14. The student's sponsor or the Student Loan Company may be informed about the ongoing unsatisfactory attendance.

8.15. In order to achieve the student's full potential the College encourages engagement with programme-related quality activities, and a range of extra-curricular and co-curricular activities in addition to attending learning and teaching events. SSTs will advise on and monitor engagement throughout the student journey.

8.16. There are a range of other digital systems within the University with which the student will need to interact with e.g. Canvas, Blackboard. Should the student have a low level of engagement, and this is impacting on their progress, this information will be shared with staff including module tutors, SSTs, and course leaders to enable student to be supported.

8.17. Student is required to complete pieces of academic or practical work on or by specified dates throughout the academic year. These pieces of work form part of assessment for the academic level on which they are enrolled. If a student does not submit work for assessment, or if the submitted work receives a low mark, they are unlikely or less likely to be able to achieve an overall pass for a given level of study. The College records the submission and non-submission of work by students. If multiple

non-submission of assessments is recorded - a student may find that progression on the programme is affected. There are penalties for late and non-submission of work.

- 8.18. Students will be subject to an attendance and engagement referral process, if:
 - 8.19. attendance falls consistently below the threshold.
 - 8.20. the student demonstrates consistent non-engagement with learning.
 - 8.21. the student consistently fails to submit assessments or attend examinations.
 - 8.22. repeated pattern of irregular absence (not just consecutive weeks) may also lead to warnings or withdrawals.
- 8.23. SSTs receive weekly reports from EBS on non-engaging students who have missed classes, bi-weekly reports relating to low VLE activity and time-relevant reports on non-submission of assignments from the assessment team. It is a responsibility of the SST to ensure consistent review of these reports and to contact the affected student at the earliest possible opportunity.
- 8.24. SSTs must attempt to contact the student at least three times using a combination of methods such as email, telephone, MS Teams, or in-person meetings before informing the academic office and recruitment teams. The SST has to maintain a record of every contact attempt.
- 8.25. All SST engagement and intervention activity is recorded through the formal call log and contributes to Course Performance Plans and institutional engagement monitoring.

9. Consequences of Non-Engagement

- 9.1. Withdrawal for non-engagement may take place at any time during the year and does not need to be ratified by a board of examiners.
- 9.2. SSTs and academic tutors are available to support students in times of difficulty. If a student is experiencing difficulties, they should seek a discussion regarding their options at the earliest opportunity and not wait for the College to raise concern about their lack of engagement.
- 9.3. It is recognised that in certain circumstances the student may be unable to continue with or complete their programme of study as originally planned. However, there are a

range of opportunities available (for example leave of absences or a mode of study change, extenuating circumstance) which can be explored before withdrawal is decided, and should withdrawal be inevitable, then the student will be advised on their options for returning to higher education.

- 9.4. Ongoing unsatisfactory attendance and non-engagement with the above processes will result in the student being removed from their programme of study. Where a student is withdrawn from their course due to unsatisfactory attendance, they will have the right to appeal via the Academic Appeals Policy and Procedure. If a student wishes to appeal a decision to withdraw from their studies as a result of the application of this policy, they may submit an academic appeal. Student should note that to make a successful appeal about a withdrawal they must demonstrate that there has been a significant irregularity with the application of this policy that impacts the reasonableness of the decision.
- 9.5. Deliberate misuse of electronic systems or paper registers with the aim of falsifying attendance records will be treated seriously and will result in disciplinary action in line with the Student Discipline policy.

10. Planned and unexpected absences

- 10.1. The College understands that students may face difficulty in attending all sessions, and as such recognises that there will be cases of both planned and unexpected absence from either in-person or virtual classroom teaching, or both, usually as a result of:
- 10.2. short-term illness, self-isolation, accident or injury, or medical appointments where rearrangement is not possible.
- 10.3. the death or serious illness of a close family member or dependent (of a nature which, in an employment context, would have led to an absence in accordance with compassionate leave regulations);
- 10.4. adverse personal or family circumstances directly affecting the student.
- 10.5. interviews or associated opportunities to gain paid or voluntary work where

these appointments cannot reasonably be rearranged;

10.6. other significant exceptional factor.

10.7. Students are encouraged to make SSTs/Academic Services aware when they are unable to attend sessions due to any of the above. Wherever possible, advanced notice should be given of absence.

10.8. Where illness or other circumstances impact on engagement and/or attendance, student should report their absence from scheduled timetabled events and activities to their SST/Lecturer or Academic Services. Student may be required to provide documentation where relevant or appropriate. Absences authorized by Academic Services, will not count negatively against the student's attendance rate and should be recorded as such in the Attendance Monitoring System. This does not mean the non-attendance does not count, but the information the student provides will be taken into account when interventions are required. Where student expect their absence to exceed two teaching weeks they should contact their SSTs or Academic Services who will be able to advise on the best course of action (including leave of absence).

10.9. If a student thinks that there are good reasons why they will not be able to meet deadlines for the submission of coursework or attend an examination, they should apply for an extension or claim extenuating circumstances. Please see [UKMC Policies and Legislation](#) for the policy.

10.10. If a student experiences academic or other difficulties , a range of support is available from SSTs and Academic Services.

10.11. Authorised absences (e.g. illness, emergencies) must be requested through Academic Services via the official absence reporting process by emailing: uow.attendance@ukmc.ac.uk or cccu.academicoffice@ukmc.ac.uk (depending on the Partner University you are a student of).

10.12. Valid evidence is required for any authorised absence longer than one week, and that the submission of fraudulent or falsified documents will be treated as a disciplinary offence.

10.12.1. Valid evidence includes and is not limited to, official documents from reputable sources, for example, GP Letters.

11. Compliance and Review

- 11.1. This policy will be reviewed every two years, or earlier when rules change or partner universities require something differently.
- 11.2. SST Leads and the Academic Office ensure intervention practice and student contact information are reviewed each month.
- 11.3. Compliance is reported through internal management and assists in refreshing UKMC's key performance dashboards.

12. Roles and Responsibilities

- 12.1. Students are responsible for:
 - 12.1.1. Attending all learning and teaching sessions
 - 12.1.2. Engaging with the registration mechanisms in place within their location of study, including electronic swipe-in or sign-in where paper registers are used, or logging in to virtual classrooms using an agreed identifier (such as student number or full name);
 - 12.1.3. Notifying their SST/Lecturer and Academic Services regarding any unavoidable absences prior to or as soon as is practicably possible after the event;
 - 12.1.4. Notifying the Academic Services of any concerns regarding recording attendance, such as failure of electronic systems;
 - 12.1.5. Making applications in good time for Extenuating Circumstances where absence is impacting their ability to study and submit work to prescribed deadlines

13. SST/Academic staff:

- 13.1. Are responsible for encouraging a culture of student attendance/engagement, including providing information, advice and guidance to students at induction and key points throughout their programme of study;

- 13.2. Are required to attend lectures on time ready to take attendance and commence learning.
- 13.3. Are required to encourage students to engage with registration processes either electronically or in the appropriate completion of paper registers, and that where used, paper registers are passed to Academic Services promptly after teaching events. This extends to include compliance with any back-up systems used in the event of electronic system failure;
- 13.4. Identify emerging engagement concerns, record them appropriately, and trigger proportionate staged interventions in partnership with SSTs.
- 13.5. In line with implementation of the preceding paragraph, should advise relevant Module Leader/Module tutor, this is not confirmed by electronic records.

14. Academic Services Office:

- 14.1. Is responsible for monitoring and retaining student attendance records;
- 14.2. For Following up with lecturers regarding staff attendance issues.
- 14.3. Will liaise with students and staff to arrange meetings with Course Leaders/Module Tutors regarding unsatisfactory attendance as required;
- 14.4. Will provide formal attendance monitoring data on request to support relevant student success and progression monitoring processes.

15. Campus Managers

- 15.1. Are responsible for ensuring classes commence on time and staff are available, or cover is arranged to support students attendance registration and commencing learning on time.
- 15.2. Are responsible for notifying of any disruptions to systems that record attendance and working with Academic Services to implement temporary measures if required. (e.g. in the event of system or IT issue).