



Fairfield School of Business

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Student Attendance and Engagement Monitoring Policy

Version	1.3 Public
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Category	Regulations
Approved by	Board of Governors

Abstract:

This policy sets out:

- i. Fairfield School of Business' expectation for students to physically attend and participate in the programmes they have enrolled on,
- ii. how Fairfield School of Business will monitor and record this participation,
- iii. the ways in which the School will intervene where students do not participate in their course and are at risk of not successfully completing their programmes,
- iv. the procedures students should use in the event they are unable to attend their classes (Appended).

It should be read in conjunction with our Code of Conduct and our Student Support policies, which can be found here: <https://fsb.ac.uk/school-policies/>

Applicability:

This policy applies to all higher education programmes at taught at Fairfield School of Business.

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1. Attendance and Engagement Monitoring Policy

- 1.1. Fairfield School of Business (FSB) recognises that students are unlikely to achieve their degree award if they do not attend and engage with their programme of study. The School distinguishes between attendance – the physical presence at timetabled events connected to the programme – and engagement – general interaction with academic and support staff and submitting formative and summative assessments. As a responsible academic institution, it has a duty to monitor students' and to intervene if the level of attendance and engagement suggests that underachievement will occur. Such interventions will primarily seek to determine the reasons for this and explore all options for supporting students to resume their studies in a way that gives them the best chance of success.
- 1.2. FSB's pastoral database monitors students' overall engagement with their programmes and identifies any students who are at academic risk to the School's Registry and Student Support teams. By 'academic risk' we refer to students at risk of not completing their degree, or achieving a lower level of attainment than they are capable of because of non-engagement
- 1.3. FSB will:
 - i. clearly communicate the School's expectations around attendance and assignment submissions to students at their induction, and the consequences of not meeting these,
 - ii. proactively identify and support students who are at academic risk due to non-attendance, poor punctuality or non-submission of assignments,
 - iii. give students the opportunity to excuse themselves from lessons if they genuinely cannot attend and provide a reasonable opportunity for them to catch up with the programme content,
 - iv. ensure procedures are in place for students to notify the School of any mitigating circumstances that have affected their ability to participation in summative assessment,
 - v. direct 'at risk' students to internal and external support services that can help them overcome any impediment to study or assessment that they may be facing,
 - vi. ensure students have an opportunity to interrupt or defer their studies in the event of compelling personal circumstances that make continued study unfeasible,
 - vii. suspend students if their non-engagement raises serious concerns about their ability to continue on the programme, and ensure that changes of circumstances are promptly reported to external awarding and funding bodies,

- viii. promptly withdraw students from a programme where there is no reengagement following a suspension,
 - ix. ensure students are aware of their recourse to appeal a decision to suspend or withdraw them from their programme in accordance with the relevant appeals procedures.
- 1.4. FSB understands the impact that an undisclosed disability, learning need or mental health concern can have on a student's academic performance and wellbeing. Students will be encouraged to know if they have any specific learning, support or accessibility needs so that we can accommodate these in accordance with our Student Support and Reasonable Adjustments policies.
- 1.5. Any decisions that may affect a students' enrolment status will be made on a case-by-case basis by the FSB 14-Day Panel or at The Student Engagement and Academic Performance Meeting (SEAP), which consult all relevant stakeholders to ensure that decisions made are in the students' best interests and adhere to the academic regulations of FSB's awarding bodies*.

**NB: Where FSB delivers programmes that are awarded by a partner university, the procedures for withdrawing students and considering appeals may vary in accordance with that university's regulations. Upon notifying students of their suspension from the programme for reasons of non-attendance or non-engagement, students will be informed of any specific action they need to take.*

- 1.6. Any decision on suspension or withdrawal of a student under this Policy will be made by a properly constituted Examination Board pertaining to the achievement or otherwise of all or part of the assessment schedule for their degree.

2. Expected Attendance and Engagement from Students

- 2.1. Students are expected to attend all of their classes, tutorial sessions, seminars and scheduled activities in accordance with their timetable, and must submit their work on time. Any criteria where a quantitative figure below this regarding attendance is expressed is used solely as an expression of the probability of achieving 100%.
- 2.2. All higher education programmes taught at FSB are delivered in-person and require students to be physically present in class for their attendance to be counted. In exceptional circumstances, the School may deliver classes online using remote applications. Separate regulations and guidance on the management of online attendance will be published in the event that this is required.

- 2.3. Students are required to arrive for their classes on time and remain for the duration of the teaching session.
- 2.4. Where a student cannot attend a lesson or other scheduled activity, they should contact the attendance officer at attendance@fairfield.ac with evidence to excuse themselves before the class is scheduled to take place. They should also contact their Personal Academic Tutor (PAT) to make suitable arrangements to catch up on any lesson content missed.
- 2.5. Where a student is unable to submit an assignment on time or attend a formative assessment exercise (such as a group presentation or controlled exam), they should use the Mitigating Circumstances Policy applicable for their awarding body.
- 2.6. Where a student misses a lesson or other scheduled activity due to unforeseen circumstances, they should use the Notification of Absence form for the periods of absence. This will be recorded as a form of engagement; see page 14 for further details.
- 2.7. Students should also ensure that necessary arrangements are in place to receive their student finance, as this is a common reason why students fail to attend. It is the student's responsibility to ensure that the Students Loans Company receive all the information they need to make timely payment of tuition fees and maintenance loans.

3. How Attendance is Recorded

- 3.1. The following convention will be used to record students' attendance:
 - Students arriving up to 15 minutes after the start of the lesson will be marked 'in attendance' or 'Y-Present'.
 - 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 student's academic performance.
 - 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 (students will be permitted entry to a lesson at any time with advance notice of genuine extenuating circumstances).
 - Students who depart the lesson before its scheduled end are recorded as 'early leavers'.
 - Entry time is recorded from when the student taps their ID card on the

classroom's electronic card reader or by using the in-class code system. Attendance will not be recorded if the student's card is not available, or the card has been tapped before the start of the class. Additionally, failure to tap in at all may be recorded as an absence.

- Where card readers are not available for any reason or the online code system is down, the class lecturer will record attendance and lateness on a paper register, which will be submitted to the attendance officer immediately after the lesson. When the paper register is in use all students are required to manually sign the register.

NBB: Attendance monitoring procedures will predicate on actual attendance in class, as opposed to other 'contact points' (for example: inductions, exams, PAT sessions or any personal appointments with support services). Engagement with other contact points may however be considered as contextual information) when reviewing a case of non- attendance.

4. Late Arrival/Early Departure

- 4.1. Students arriving late (between 15 to 45 mins after the start of the class) will be challenged by the class lecturer, who will receive the reason for lateness and remind the latecomers of the attendance requirement.
- 4.2. Three successive instances of lateness and/or early departure will be reported by the class lecturer to Student/engagement support and their personal academic tutor. The student will be contacted by a student support officer or their personal academic tutor to ascertain and record the reasons behind later arrival/early departure. The staff are trained to provide assistance to students with poor attendance & academic performance.
- 4.3. Students who continue to arrive late for classes or leave early will be referred to the next available SEAP meeting (see section 7)
- 4.4. The SEAP will consider a referred student's pattern of attendance along with any other contextual information and will agree on an appropriate course of action, which may include a requirement to attend remedial activities (support/catch-up sessions), up to suspension and withdrawal from the programme.

5. 14- Day Cooling-off Period

- 5.1. It is essential that students attend their induction and classes from the very start of their course. Additionally, students must provide evidence of their eligibility for financial support

or demonstrate their means of paying for their course within 14- days of the Course start date.

- 5.2. A panel is held within 2 working days of 14 days from the course start date to review and assess new students' attendance, engagement, enrolment status, and financial arrangements before they incur student loan debt. The data which will be assessed at the panel will be within 14 days from the course start. Attendance is formally confirmed after this period. Students who fail to attend, provide the necessary financial documentation, or fail to enrol with their respective awarding body may be withdrawn from the course.
- 5.3. This approach ensures that FSB upholds students' statutory right to a cooling-off period, allowing them sufficient time to demonstrate their commitment to the Course. The 14-day Panel considers all cases on an individual basis, taking into account students' personal circumstances, to ensure fairness and transparency.

6. Responding to Students' Subsequent Non-attendance

- 6.1. To ensure students are committed to and able to pursue their studies, attendance will continue to be monitored after the 14-day Cooling Off period.
- 6.2. Consequent to this, attendance reminders and warnings will be issued by the Attendance Officer for successive instances of absence at timetabled classes or by a pattern of irregular attendance or lateness which effectively constitutes an inability to constructively engage with the course.
- 6.3. FSB has implemented the Student Academic Performance Review system (SAPR) (see Appendix). This proactive tripartite system rates students based on attendance two weeks after the start of each semester and alerts specified services to interact with them thereafter it is monitored on a weekly basis
- 6.4. Students will be sent an Attendance Reminder from the Registry on a regular basis for unsatisfactory attendance **from the commencement of the semester**, urging them to contact Student Support or their Personal Academic Tutor to discuss their attendance.
- 6.5. FSB will take action and reach out to students with attendance that is considered unsatisfactory. The threshold of which is detailed below.
- 6.6. Green SAPR rating indicates an attendance of 70% and above. This will not normally trigger any notification unless any absence is seen to continually affect a particular part of the course or any impediment to progress becomes apparent.
- 6.7. Following the second week of unsatisfactory attendance, students will be sent an '**Amber Warning Notification of Attendance**'. This will be sent to all students who have any attendance but below 70%. They will also have an amber colour SAPR rating

- 6.8. A **'Red Warning Notification of Attendance'** is issued immediately to any student with zero attendance or to any student with an amber warning if no satisfactory communication is received from the student and no attendance improvement is evident.
- 6.9. It is the responsibility of the associate deans in conjunction with the Registry to ensure that the SAPR rating of each student is regularly updated.
- 6.10. As these warnings are being sent to students, student support teams will be briefed where a student is at risk of non-continuation and will attempt to engage with the student directly to determine the reason for non-attendance.
- 6.11. The progress of students on an individual basis and adherence to this Policy will be reviewed at the regular SEAP meetings (Section 7), at which decisions will be made on their continuation or otherwise on the course.
- 6.12. If the process defined above does not yield a positive outcome for the student, they will be served with a 'Notification of Suspension of Finance'. At this point a Tactical Suspension is put into effect whereby their SLC loans are paused.
- 6.13. At this stage the student will be considered Suspended (A); the Registry will liaise with the awarding body 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).
- 6.14. The School may make reasonable expeditions to its appeals procedure where external timeframes or service standards necessitate this. Any such changes and the reasons for them will be clearly indicated to the student; the School will ensure that sufficient time for the student to submit an appeal is allowed.

NBBB: Students who are suspended 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.

However, the School may, at its discretion be flexible in lifting the suspension whilst the appeals process is ongoing where the student genuinely commits from thereon to attend their scheduled lessons and requires their maintenance payments to resume in order to do so. In such instances, temporary attendance and/or attainment requirements will be agreed between the Student and the School. These will be monitored by the associate deans and at the SAEP meeting. If agreed attendance requirements (or any other set conditions) are not met, then the suspension will be re-imposed, and students' maintenance funding will once again cease.

Students should note that during any resumption of studies after a suspension they will still be considered suspended whilst their appeal is being considered, and that such a resumption does not guarantee a successful appeal outcome. A demonstrable commitment to study will however be considered favourably by the Appeal panel in reaching a decision about the student's continuance.

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 Personal Development Plan and SAPR with the understanding that these must be achieved for the student to continue on the programme.

- 6.15. Should a student fail to communicate with FSB during their suspension period, FSB will proceed with the next stage and withdraw the student.
- 6.16. 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 date of their withdrawal.
- 6.17. 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.
- 6.18. No refund will be available to students whose registration is terminated for poor attendance, or who withdraw after receiving a suspension for unauthorised absence.

7. Student Engagement and Academic Performance Meeting (SAEP)

- 7.1. A SEAP takes place during each semester on a regular basis (normally fortnightly) to review students on a case-by-case basis whose enrolment status is considered at risk owing to poor attendance/punctuality, assignment non-submission or non-payment of tuition fees. The meeting is responsible for making recommendations to the Principal, Vice Principal or allocated nominee concerning the continuance or withdrawal of any students referred to it.
- 7.2. The meeting comprises representatives from the following teams: Registry, Student Support, Academic Support and the associate deans.
- 7.3. It is the responsibility of each associate dean to share the list of the students to be discussed in the meeting with the Principal, Vice Principal or allocated nominee, and to give their recommendation for the course of action. At each meeting all students with a Red warning are considered and additionally any with an Amber Warning whose situation has not shown improvement. To reach a decision, the meeting will consider take a holistic approach in evaluating each case under discussion, considering attendance information and other contextual factors from the Student Support Team.

- 7.4. The Panel is additionally responsible for overseeing the implementation of this policy, as well as ensuring FSB adheres to any external reporting protocol or service standards (such as those of awarding bodies or the Student Loans Company).
- 7.5. At the conclusion of each Panel meeting, the Principal or appointed personal will review and ratify the meetings recommendations, after which they will be carried out by the Registry.

8. Responsibilities

- 8.1. FSBs lecturers will ensure that the School's electronic card system is working at the start of their lesson or that some form of a paper register is taken and promptly submitted to the Attendance Officer after the lesson.
- 8.2. The 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 regarding the School's procedures for monitoring attendance and requesting authorisation for absence, described herein,
 - 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 in class or on SMS,
 - 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,
 - discuss any instances of non-submission of their work (either formative or summative) with the Registry.
- 8.3. It is students' responsibility to adhere to the School's expectations around attendance and engagement and to ensure they have registered their attendance using their student ID cards or by signing a paper register on their arrival at that lesson.

- 8.4. The Student Finance Department will be responsible for verifying students' financial payments and eligibility with the awarding body, as well as providing support to students on finance-related matters.

9. Storage of Attendance Records

- 9.1. The hard copy of paper registers will be kept securely within the registry until the end of the term. After the end of term, electronic data will be maintained on SMS in the form of attendance with comments.
- 9.2. Detailed daily records of students' attendance and comments will remain electronically on the system for the duration of the course year. After this time has expired, detailed records will be archived and only the overall percentage of attendance will be immediately accessible on the system; archived records may be requested from the Head of Registry.
- 9.3. Electronic records of students' attendance will be retained within the Registry for a period of six years.
- 9.4. Any evidence of extenuating personal or medical circumstances submitted will be held securely within the Registry in accordance with the FSB's Data Protection Policy.

10. Review of this Policy

- 10.1. 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 Period of Absence

1. Requesting a Notification of Absence form

- 1.1. A notification of Absence from covers both medical and non-medical circumstances. A student wishing to request an absence will need to complete this form and submit/email it to the Student Support of their campus. The form should clearly explain why the absences is required, the length of the absence and any associated evidence to support the student's form.
- 1.2. Requests for one or more authorised leaves of absence may not exceed a total of two weeks per term.
- 1.3. If a leave of absence exceeds two weeks, the request will be escalated to the Campus Dean for review and final determination.
- 1.4. In cases where multiple leave requests cumulatively exceed the two-week limit, the matter will also be referred to the Campus Dean for a final decision.
- 1.5. No leave of Absence will be authorised during any induction period.
- 1.6. No leave of Absence will be authorised during the first 2 weeks of any term at any level of study.
- 1.7. 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
- 1.8. 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.
- 1.9. Other acceptable documentary evidence for excusing absence includes:
 - 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),

- 1.10. Statements from family, friends or a landlord will not be accepted as the sole supporting evidence.
- 1.11. 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.
- 1.12. 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.
- 1.13. The maximum length of compassionate leave is two weeks.
- 1.14. Students will be expected to liaise with their Personal Academic Tutor to make arrangements to catch up with any work missed during their absence.
- 1.15. In certain cases, where this is considered to be in the best interests 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.

2. Maternity-related Absence

- 1.16. Maternity and paternity related absences are dealt with under FSB's Pregnancy and Maternity Policy.

3. Student Academic Performance/Progress Review (SAPR)

Rating Colour	Criteria	Key Staff	Action attendance	Action Submission
RED = HIGH RISK Multiple complexity	Serious concerns: Attendance zero or Amber showing no improvement, non-responsive to the School communication and previously offered support. Poor overall performance Does not engage	Student Engagement Team (SET)/Campus Course Coordinators Head of Student Lifecycle	SET liaise with the student and review attendance and academic performance through assisting them with their personal development plan (PDP) and completing Student Academic Performance review (SAPR) on Student Management System (SMS).	Check to see if any mitigating circumstances apply. Campus Course Coordinators send non-submission lists to SET will then liaise with the student and determine if any mitigating circumstances apply. SET/Head of Student Cycle determine if student should be referred for withdrawal.
Amber = MEDIUM RISK Some complexity	Some concerns: Attendance below 70%. moderate response to support offered and showing improvement attempting some of the assessments and re-sits opportunity. May require pastoral and skills guide. Responds to the School communication but might have time management /engagement issues Broadly on track	Academic Support Centre (ASC) and PAT	Academic Support follow-up on absent students and refer to Personal Academic Tutor to review academic performance through assisting them with their personal development plan (PDP) and completing student academic performance review (SAPR) on SMS.	Academic support and lecturers provide academic support for student. Personal tutor to support student with submissions liaising with lecturers. Students to be advised of 10-day late submission policy. Check if Mitigating Circumstances apply
GREEN = LOW RISK	Good: Attendance above 70 %, responsive to support offered and to communication from the School. Takes opportunities to re-sit and do achieve results. Low Risk and on Track	Personal Academic Tutor (PAT)/lecturer	Personal Academic Tutor (PAT) liaises with the student and reviews academic performance through assisting them with their personal development plan (PDP) and completing student academic performance, review (SAPR) on SMS.	Monitor progress

Document governance

Document owner*	Registry Lead
Consulted parties**	Principal, Vice Principal, Quality Manager
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**Responsible for updates to this content.*

*** To be consulted on updates to this content.*

Versions

Version no.	Description of Changes	Approved by	Date
1.0	Differentiated attendance policy for taught higher education provision under franchise – replaces the Student Attendance Policy and Procedures.	Board of Governors	Sep 2022
1.11	Re-written introduction and reference to external documents; procedural changes relating to student suspension updated.	Board of Governors	Oct 2023
1.1 – 1.2	Additional changes to suspension procedure and rules relating to leave of absence.	Board of Governors	Oct 2024
1.3	Procedural updates. Information about 14-day cooling-off period updated. New formatting applied.	Board of Governors	July 2025