



Fairfield School of Business

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# Student Engagement and Attendance Monitoring Policy:

Ravensbourne University London (RUL)  
Programmes

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Category	Regulations
Approved by	Board of Governors

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## Abstract:

This policy sets out how Fairfield School of Business (FSB) monitors and records students' engagement with their programmes of study, including their physical attendance in class. It also explains how FSB will respond if students do not actively participate, and the procedures to be followed if students are unable to attend their classes.

## Related Policies:

- *Student Code of Conduct and Disciplinary Procedures*
- *Student Support Policy*
- *Data Protection Policy*
- *Mitigating ('Extenuating' or 'Exceptional') Circumstances Policy*

## Applicability:

This policy applies to students enrolled on programmes leading to awards from **Ravensbourne University London** only.

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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. It is FSB's policy to:
  - 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.
- 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 let us know if they have any specific learning, support or accessibility needs so that we can accommodate these in accordance with our Reasonable Adjustments policy.
- 1.5. Any decisions that may affect a students' enrolment status will be made on a case-by-case basis by the Student Engagement and Academic Performance Meeting (SEAP), which consults 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 validated by an external awarding body, the procedures for withdrawing students and considering appeals may vary in accordance with that awarding body'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.*

## **2. Expectations around Attendance and Engagement from Students (RUL Programmes)**

- 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, FSB may deliver classes online using remote applications. Separate regulations and guidance on the management of online attendance will be published if 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](mailto: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 for Ravensbourne University programmes, which can be found on the Policy Hub or under 'regulations' on FSB Connect.
- 2.6. 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).
- 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 (RUL Programmes)**

- 3.1. Attendance is calculated as an accumulative percentage from the beginning of the course.
- 3.2. The following convention will be used to record students' attendance on our system:
  - 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 a 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. 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, the class lecturer will record attendance and lateness on a paper register, which will be submitted to the attendance officer immediately after the lesson.

3.3. Misusing the attendance monitoring system constitutes a disciplinary violation and it will be referred to the “Non-academic Misconduct and Disciplinary Procedures”.

3.4. Examples of misuse include:

- A student being recorded as present (for example, by another student) when they are actually absent.
- Using someone else’s card to swipe on the attendance monitoring reader.
- Leaving class early without a valid reason and prior approval from the tutor.
- Forging documents to obtain an authorised absence.

*NBB: Students’ attendance is confirmed by 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 the Attendance Officer. The student will be contacted by the Attendance Officer to ascertain and record the reasons behind later arrival/early departure. The Attendance Officer will also forward this information to the Student Support who 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.
- 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.

- 4.5. Students may appeal the decision of the SEAP, where they have grounds to do so.

## 5. Responding to Students' Non-attendance

- 5.1. In accordance with and to meet the requirements of the Office for Students, attendance will be monitored from the beginning of the course including the induction period. Consequently, the School will convene a First Attendance Panel which will review the initial progress and engagement of all students and any whose engagement is deemed unsatisfactory and who are therefore unlikely to achieve the course will be withdrawn.
- 5.2. After this, attendance reminders and warnings will be issued by Attendance Officer by 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.
- 5.3. FSB implements a **Student Academic Performance Review system (SAPR)** (see Appendix). This proactive tripartite system rates students based on a percentage of attendance 4 weeks after the start of the semester and alerts FSB's staff to reach out to students with attendance below 70%.
- 5.4. Every 3 weeks FSB will formally check RUL students' attendance, and the following actions will be taken for students depending on what Attendance Percentage students have at the point of monitoring.
- i. **Stage 1 (Attendance below 70% - above 50%):** Students will be sent an Attendance Alert communication.
  - ii. **Stage 2 (Attendance below 50% - above 33%):** Students will be sent an Attendance Warning communication.
  - iii. **Stage 3 (Attendance below 33% for one monitoring point):** Students will be sent a Withdrawal Warning communication, and a tactical suspension may be imposed which will pause the students' finance
  - iv. **Stage 4 (Attendance below 33% for two monitoring points):** Students will be sent a Withdrawal Notification and will be withdrawn from the course.
- 5.5. Appeals: Students have 10 working days to submit an appeal after receiving a Stage 4 withdrawal notification.
- 5.6. Once the 10 working days appeal window has ended, the Registry team will check if the student has submitted an appeal to be reviewed. If so, the withdrawal should be on hold

until an Appeals Panel has taken place and a decision has been made whether to uphold or not uphold the appeal.

- 5.7. After a student gets withdrawn due to low levels of attendance, FSB Registry will liaise with the awarding body to ensure that the student gets withdrawn by the awarding body as well after the appeal deadline (by submitting a Change to Study form to RUL Registry).

*NBBB: Students who are withdrawn 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.*

- 5.8. If the submitted appeal is upheld, we may impose conditions to the student's attendance and/or attainment requirements. This will be agreed between the Student and the School. These will be monitored by the Campus and Registry department. If the agreed attendance requirements (or any other set conditions) are not met, then the withdrawal will be re-imposed, and students' maintenance funding will once again cease.
- 5.9. 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.
- 5.10. If students do not appeal against Withdrawal or their appeal against Withdrawal is not upheld, a final Notification of Withdrawal will be sent to the student, which may indicate any liability to repay student finance maintenance paid to them by the Student Loans Company from their last engagement date, up until the date of their withdrawal.
- 5.11. 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.
- 5.12. No refund will be available to students whose registration is terminated for poor attendance, or who withdraw after receiving a suspension for unauthorised absence.

## **6. The Student Engagement and Academic Performance Meeting (SEAP)**

- 6.1. The SEAP takes place during each semester to review students whose enrolment status is considered at risk owing to poor attendance/punctuality, assignment submission or non-payment of tuition fees. The meeting is responsible for making recommendations to the Principal on a case-by-case basis concerning the continuance or withdrawal of any students referred to it. These meetings take place on a weekly basis during term time.



- 6.2. The meeting comprises representatives from the following teams: Registry, Student Support, Academic Support and the associate deans.
- 6.3. The meeting comprises representatives from the following teams: Registry, Exams, Finance, Student Support and the associate deans.
- 6.4. 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).
- 6.5. 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.

## **7. Responsibilities**

- 7.1. 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.
- 7.2. 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.
- 7.3. 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.

- 7.4. The Attendance Officer will be responsible for the completeness and accuracy of student attendance records, monitoring instances of lateness and sending warnings and reminders to students, as well as notifying Personal Academic Tutors where students in their care are not attending classes or arriving late/leaving early.
- 7.5. The exams department will be responsible for accurately providing information to the registry department regarding student academic performance.
- 7.6. The Student Finance department will be responsible for accurately providing information to the Registry regarding any outstanding balances students have on their account due to non-payment of tuition fee.
- 7.7. It is the responsibility of each associate (campus) dean to share a list of the students whose academic risk is to be discussed prior to an SEAP meeting taking place.

## **8. Storage of Attendance Records**

- 8.1. 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.
- 8.2. 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.
- 8.3. Electronic records of students' attendance will be retained within the Registry for a period of six years.
- 8.4. 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 FSB's Data Protection Policy.

## **9. Review of this Policy**

- 9.1. This policy will be reviewed annually or as required by changes in external regulations. Changes to it will be ratified by the Board of Governors.

## **Appendix: Procedures for Authorising Periods of Absence: Ravensbourne University London Students**

### **1. Self-Certification for absences of 7 days or less:**

- 1.1. It is recognised that there may be occasions when a student is unable to attend scheduled teaching sessions due to illness or other unforeseen circumstances such as, but not limited to minor illness, medical appointments, or family emergencies.
- 1.2. In such circumstances where the absence is, or is expected to be of up to 7 calendar days or less, no supporting evidence is required. Students should complete a Self-Certification form and submit it to the Attendance department at the following email address: [attendance@fairfield.ac](mailto:attendance@fairfield.ac)
- 1.3. Self-Certification will not be used to authorize absences, but it may be used as mitigation if a student's level of attendance falls below the expected threshold.
- 1.4. Self-Certification does not count towards students' attendance percentage.
- 1.5. Self-Certification can be used during any one term but not during the first 2 weeks from the start date of any term at any level of study. Further absences will need to be requested through the Leave of Absence procedure (see below).
- 1.6. Self-Certification cannot be used during any period of induction, typically this takes place during the first two weeks before the course start date.
- 1.7. Self-certification is not applicable for authorising absences during critical periods. Specific periods are foundational for establishing essential academic structures, engagement, and orientation within the programme. Therefore, absences during this time require formal approval to ensure that all students meet the required engagement and preparation standards essential for successful progression in their studies.

### **2. Requesting a Leave of Absence for absences of over 7 days 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. A student wishing to request a leave of absence will need to complete a Leave of Absence Form and submit/email it to the Attendance Officer. If a request is submitted without the form or the supporting evidence, the absence will not be authorised.
- 2.2. Requests for one or more authorized leaves of absence may not exceed a total of two weeks per term.

- 2.3. If a leave of absence exceeds two weeks, the request will be escalated to the Campus Dean for review and final determination.
- 2.4. 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.
- 2.5. Students may only have up to 4 weeks' worth of absences per Academic Year authorised.
- 2.6. The Campus Dean along with the head of Registry or their nominee will liaise with relevant teams in order to authorize up to 6 weeks' worth of absences.
- 2.7. The ultimate decision of authorizing up to 6 weeks' worth of absences for students lies with the Campus Dean
- 2.8. No leave of Absence will be authorised during any induction period.
- 2.9. No leave of Absence will be authorised during the first 2 weeks of any term at any level of study.
- 2.10. 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
- 2.11. 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.
- 2.12. 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),
- 2.13. FSB will not accept the following as supporting evidence to a leave of Absence:
- Statements from family, friends or a landlord
  - Absence for holidays
  - Wedding or celebrations
  - Non-urgent travel

- Religious observance
  - Work commitments
- 2.13. 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.
- 2.14. 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.
- 2.15. The maximum length of compassionate leave is four weeks.
- 2.16. Students will be expected to liaise with their Personal Academic Tutor to make arrangements to catch up with any work missed during their absence.
- 2.17. 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.

### **3. Maternity-related Absence**

- 3.1. Maternity and paternity related absence are dealt with under FSB's Pregnancy and Maternity Policy.

#### 4. Student Academic Performance/Progress Review (SAPR)

Rating Colour	Criteria	Key Staff	Action attendance	Action Submission
<b>RED = HIGH RISK</b> <b>Multiple complexity</b>	Serious concerns: Attendance below 33%, 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.
<b>Amber = MEDIUM RISK</b> <b>Some complexity</b>	Some concerns: Attendance in the ranges of 33-69%, moderate response to support offered by 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
<b>GREEN = LOW RISK</b>	Good: Attendance of and 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*	<b>Registry Lead</b>
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
0.1 Draft	Original draft version separating RUL procedures from other university partners.	-	-
1.0	First published version in effect	Board of Governors	Oct 2025