

# RESULTS

## Student Attendance and Engagement Policy

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Related Policies / Procedures	Student Self-Withdrawal Policy Assessment Policy Extenuating Circumstances Policy Progression Policy Programme Committee Monthly Progress Board Assessment Board
Effective Date:	23 January 2026

## 1. Purpose

- 1.1 The purpose of this policy is to set out the College's expectations and requirements for student attendance and engagement. It ensures:
  - Regulatory compliance with the Office for Students (OfS), awarding organisations and the Student Loans Company (SLC).
  - Clarity and consistency in how attendance and engagement are monitored, recorded, and reported, including the identification of students at risk of withdrawal or non-completion.
  - Support for student success by promoting behaviours that underpin retention, achievement, and progression, while ensuring that early intervention and targeted support are provided when attendance or engagement fall below required standards.
- 1.2 The policy aims to support students to achieve their learning potential and enhance student completion, continuation and progression outcomes.
- 1.3 The College recognises that students may occasionally face personal problems, but it is expected that attendance is a priority. Students who are experiencing difficulties with their studies, or attendance are expected to contact the Student Welfare Team as soon as possible.

## 2. Scope

- 2.1 This policy applies to all students enrolled on programmes delivered by the College, including deferred students repeating units.
- 2.2 The policy applies to all modes of delivery: face-to-face, blended and online.
- 2.3 For programmes delivered under franchise agreements, the attendance and engagement requirements of the awarding university apply.

## 3. Definitions

- 3.1 **Attendance** refers to the expected presence of a student in any relevant teaching and learning sessions including but not restricted to lecture, tutorial, workshop, placement whether face to face or online in its full length.
- 3.2 **Punctuality** is concerned with time management and reliability of a student to be in class at the start of a designated teaching session.

3.3 **Engagement** refers to active participation in different teaching and learning activities including but not restricted to lectures, learning activities, seminars, workshops, tutorials, assessment, resubmission where applicable and other forms of formative or summative assessment.

#### **4. Underlying principles**

4.1 The College has adopted a blended approach to teaching and learning for its taught provision with interactive teaching sessions supported by high-quality learning materials. Interactive teaching sessions may take place in-person or online. Students are expected to attend and engage with all in-person or online timetabled teaching events for their programme of study. This is one of the most important factors to successfully complete a programme. Students who engage with all aspects of study benefit most from their course. Students who are late or missing teaching sessions regularly are putting themselves at a disadvantage. It is important that students take own responsibility for achieving their academic potential through attending and engaging in teaching and learning activities, events, and seeking further help, support and advice when required. Students make a considerable investment in time and money when choosing to register and enrol for a programme of study. Results Consortium therefore has responsibility to follow-up on lack of engagement and/or attendance so that students can be supported and given every opportunity to complete their studies. Learning is a shared experience and attendance is critical so that students can:

- learn from the expertise of teaching staff and contributions from other students.
- contribute to the collective learning experience by actively participating in classes.
- benefit from the support of a learning community in their classes.
- cover all course content to enable them to meet the learning outcomes of the course.
- ensure they have all the programme information and are well prepared for assessments.

- complete any practical or group work (including working with others in classes).
  - gain and develop essential skills for employment or career progression.
- 4.2 Reasonable adjustments may be made to engagement requirements based on evidence of extenuating circumstances.
- 4.3 Where a student is subject to external monitoring, requirements as set by funding agencies or other bodies, more robust attendance and engagement records may be required. The College monitors attendance and engagement to ensure students are positively benefiting from and successfully completing their chosen programme of study. The attendance and/or participation are required to be shared with relevant bodies including awarding bodies, regulatory bodies, Student Loan Company and others organisations, to ensure programme requirements are fulfilled, fees and maintenance funding eligibility and complying with other requirements where applicable. It is to be noted that attendance and/or engagement are central to the requirements of the different institutions.
- 4.4 The College uses the attendance and/or engagement monitoring data to identify students at risk of withdrawal or non-completion, in order to take any necessary actions. These include sending warning letters, suspension or termination of programme of study.
- 4.5 Where attendance and/or engagement fall below the required standard, the College will work with the student to identify any academic or personal issues that may have affected their performance. A support plan may be developed where required to assist the student in improving their attendance, punctuality and/or performance.
- 4.6 The College will report failure to achieve the required standards to relevant authorities and regulatory bodies as deemed necessary. A lack of engagement and/or attendance may indicate a student is at risk of withdrawing, failing or underperforming, and can have consequences for the receipt of government financial support and discretionary bursary support.

This may affect the maintenance loans received by the student and the student may also be asked to pay back loan payments already received.

- 4.7 Late arrival or early departure may cause disruption to scheduled learning activities. Students are expected to notify lecturers in advance of late arrival and/or early departures as far as is reasonably possible to minimise any such disruption.

## **5. Attendance and Punctuality**

- 5.1 Full attendance and punctuality are mandatory. Attendance falling below 75% constitutes unsatisfactory engagement and will trigger formal intervention. Programme-specific thresholds may apply where required.
- 5.2 Attendance and punctuality also apply to work placements undertaken as part of a programme. At the end of the placement students will be required to demonstrate that they have undertaken the required hours for the placement in addition to any work-based assessment.

### **5.3 Types of Absence**

#### **5.3.1 Unauthorised Absence**

- All absences are unauthorised unless proven otherwise. It is the responsibility of the student to provide a reason as to why an absence should be authorised. In such cases, students should inform the Student Welfare Team and present relevant documentary evidence to justify the absence.
- Any student who is absent for five consecutive study days without approval will be recorded as non-engaged and will trigger formal intervention.
- If a student is aware in advance that they will be absent, then it is expected they will seek authorisation in advance for this planned absence.
- The following are unacceptable reasons for authorising absence:
  - Holidays during term/semester times
  - Part or full-time work commitments which are not part of the programme
  - Leisure activities
  - Family celebrations or birthdays
  - Regular childcare arrangements

#### **5.3.2 Authorised absence or absence planned in advance**

- Short-term absences (up to one week) may be authorised with relevant documentary evidence. In such cases, students are advised to contact the Student Welfare Team with the reason for absence and provide relevant evidence.
- Instances of absence that affect an assessment must be reported according to the Extenuating Circumstances policy.
- The list below provides examples of acceptable reasons for absence. It is a non-exhaustive list, and each request will be considered individually:
  - Illnesses - Absence due to illness for up to one week may be self-certified, providing students notify Student Welfare. After one week of consecutive illness, the student must produce a medical certificate.
  - Medical, Dental or Ante-Natal appointments – Every effort should be made to obtain appointments outside College hours.
  - Attendance at a funeral of a close family member.
  - Genuine family emergencies.
  - Religious Holidays.

### 5.3.3 Long absence

- Students are permitted to apply for temporary leave, suspension of studies, or deferral of their programme of study for personal or medical reasons. Authorisation for long absence will not be granted for holidays.
- Long absence can only be authorised with relevant evidence. In such cases, students are advised to contact the Student Welfare Team with the reason for absence and the relevant documents.
- If long absence has caused a student to miss the major proportion of their studies, they may be advised to defer their course with the agreement of the Principal and/or appointed college nominees. Students will be notified either by email or be invited for a face-to-face meeting.
- Requests for long absence may include:
  - Travelling overseas urgently due to a family bereavement.
  - Attending a funeral of a close family member overseas.
  - A medical condition that is worsening

## **6. Engagement**

6.1 Unsatisfactory engagement includes, but is not limited to:

- Failure to complete formative and/or summative assessment by required deadlines.
- Failure to contribute to, or participate in, learning activities, whether face to face or online.
- Failure to attempt blended learning materials, such as those on Canvas or other online platforms.

6.2 In cases of unsatisfactory engagement, for example but not limited to student with less than 70% of completed assignments, a lack of formative assessments, engagement on the virtual learning environment, and others, will trigger a notification of concern. It is expected that the staff will already have informally followed up any lack of engagement as soon as it occurred to for early intervention.

## **7. Consequences of Below Standard Attendance and/or Engagement**

7.1 If a student has low attendance rates, or if they are not engaging adequately in lessons or assessment, the College will seek to explore any underlying issues with the student and put a plan of support in place where necessary.

7.2 A series of warning letters will be issued to ensure students are fully aware of the issue and consequences, and to provide an opportunity for students to improve. Persistent non-attendance, poor punctuality and/or non-engagement may result in disciplinary action and eventual withdrawal from the course and termination of enrolment.

7.3 Attendance registers are taken during every learning session or event. It is expected that students ensure they are present for the full duration of the session or event.

## **8. Student Letters**

8.1 Stage 1 - Notification of concern for engagement on a programme

- 8.1.1 The College will make every effort to support students' learning and this extends to the achievement of satisfactory attendance, punctuality and engagement in learning and assessment. In the first instance, they will be issued with a Stage 1 Letter (notification of concern) by email.

## 8.2 Stage 2 – Lack of Engagement Warning

- 8.2.2 If, following the Stage 1 letter, the student fails to improve their engagement in learning, without any valid reason, they will be issued with a Stage 2 Lack of Engagement Warning letter by email.
- 8.2.3 On receipt of the Engagement Warning letter the student will be expected to meet with the Student Welfare Team to discuss the context of the absence, punctuality or learning engagement issues. An action plan will be developed with the student where required to ensure improved attendance and punctuality and/or full engagement with the teaching and assessment activities. At this meeting the student should present any extenuating circumstances to the College for consideration.

## 8.3 Stage 3 - Final Engagement Warning

- 8.3.1 If, after receiving an Engagement Warning Letter the student's attendance, punctuality or engagement in learning and assessment does not improve over a three-week period, the College will then issue a Stage 3 Final Engagement Warning letter by email.
- 8.3.2 On receipt of the Final Engagement Warning the student must meet the Principal or other college nominees to discuss the situation. The review of engagement will consider current and past terms to ensure comprehensive analysis.
- 8.3.3 If the student does not engage with the Stage 3 process or their engagement does not improve over a period of three weeks, the College will then issue an Intention to Withdraw letter to the student by email. This will be followed by termination and cancellation of enrolment with the Awarding Organisation. Letter templates can be found in the appendix.
- 8.3.4 **Last Date of Student Engagement for Attendance, Withdrawal and SLC Reporting**

For the purposes of attendance monitoring, withdrawal decisions and reporting to the Student Loans Company (SLC), a student's last date of engagement is the most recent of:

- a) The date on which the College last made a documented attempt to contact the student using an approved communication channel.
- b) The date of the student's last physical attendance at scheduled teaching, learning or assessment activities.
- c) The student's last documented attempt to communicate with the College.

This date marks the point at which active and ongoing engagement ends where there is no intention by the student to re-engage, resulting in withdrawal, termination of the student's period of student finance eligibility and no further fee liability. This date must be applied consistently across all internal records, withdrawal decisions and all SLC-related reporting.

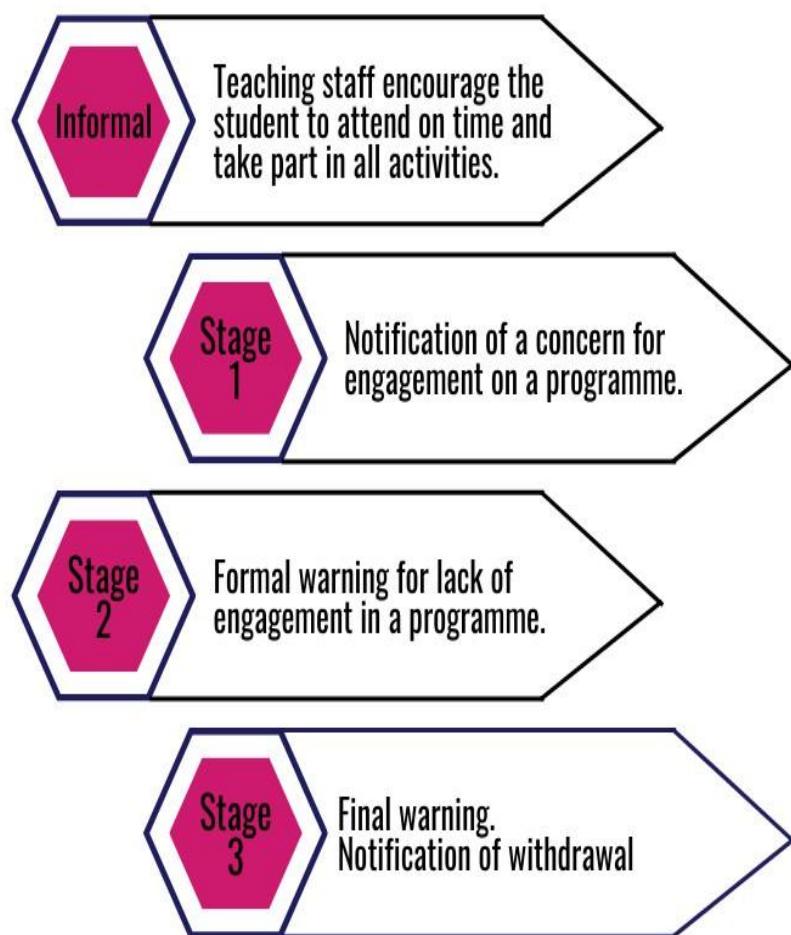
#### **8.3.5 Withdrawal Processing and Notification Timeframe**

Student withdrawals are processed and reported to the SLC within 35 days and maximum 60 days of the student's last date of engagement or contact. Withdrawal records are updated without delay in institutional systems to ensure accuracy and consistency.

8.4 A summary of these procedures is found in diagram 1 below.

Diagram 1: Summary of Procedures for Lack of Engagement

## Attendance, Punctuality and Engagement



## **9. LTU Franchise Programme students**

In line with Leeds Trinity University's Student Academic Engagement Policy (2025) the following apply to students on franchised LTU programmes:

- Weeks 1–2 (new students): Fewer than two attended sessions will lead to intervention and may result in withdrawal.
- Weeks 1–4 (Foundation Year students): Fewer than two attended sessions will lead to intervention and may result in withdrawal.
- From Week 3 onwards: Missing three consecutive sessions in one week, or three in total, will be treated as disengagement.
- Virtual Learning Environment: Students must access learning materials at least once each week. Failure to do so will be recorded as disengagement.
- Assessment submissions: Failure to meet a submission deadline will be recorded as disengagement.
- Meetings with staff: Missing scheduled academic or support meetings will be recorded as disengagement.
- Persistent disengagement: No attendance or engagement for four or more learning weeks, with no response to contact, will normally result in withdrawal.

## Appendix Stage

### 1 Letter: Notification of concern

Date ...

Dear ...

#### **Notification of concern for engagement on a programme**

I am writing to advise you that your attendance, punctuality and/or engagement in learning is **causing concern** because:

#### **INSERT REASON(s) *Examples:***

- **your attendance is only 55%**
- **you have not handed in your first 2 assignments**
- **you have not logged into Canvas**
- **you have completed only 1 of 4 formative assessments**
- **you have been late for the past 5 sessions**

You have missed a significant part of your learning. Regular attendance, being on time and taking part in all learning activities are extremely important as missing them has been proven to have a negative impact on learning and performance. This is why it is an expectation from Results Consortium, the Student Loan Company and the Awarding Organisation that you fully engage with your programme.

If there are any circumstances affecting you that we may not be aware of, please do not hesitate to contact the Student Welfare Team for support and further information at:

[studentwelfare@resultsco.org.uk](mailto:studentwelfare@resultsco.org.uk)

We will continue to monitor your engagement and look forward to seeing an improvement.

Further information on our Attendance and Engagement Policy can be found on the Student Hub.

Yours sincerely

## **Stage 2 Letter: Lack of Engagement Warning**

Date ...

Dear ...

### **Lack of engagement warning**

I am writing to inform you that your attendance, punctuality and/or engagement with teaching, learning and assessment is **still causing concern** and is significantly affecting your progress.

You are **required to attend a meeting** with a member of the Student Welfare Team to discuss this matter further. Please respond to this letter **within 5 days** to let us know your availability for this meeting.

We are looking forward to meeting you to discuss any issues you may have so we can continue to support you in making good progress and improving your engagement with the learning programme. We really want to help you to do your best.

Please note that should your attendance, punctuality and/or engagement remain a concern, the College may need to take formal action, as required by the Student Loan Company and the Awarding Organisation. This could result in withdrawal from your programme.

Further information on our Attendance and Engagement Policy can be found on the Student Hub.

If you have any queries, please do not hesitate to contact us at:

[studentwelfare@resultsco.org.uk](mailto:studentwelfare@resultsco.org.uk)

Yours sincerely

## **Stage 3 Letters:**

### **(a) Lack of Engagement Final Warning**

Date ...

Dear ...

#### **Final Engagement Warning**

This letter provides a **final warning** for your unfavourable attendance, punctuality and/or engagement for the following reasons:

#### **INSERT REASON(s) Examples:**

- **your attendance is only 55%**
- **you have not handed in your last 2 assignments**
- **you have not logged into Canvas this term**
- **you have completed only 1 of 4 formative assessments**
- **you have been late for the past 5 sessions**

It has been noticed that your lack of attendance and/or engagement is significantly affecting your progress and that you have been identified as **at risk of non-completion**.

You are required to **attend a meeting with the Principal** to discuss this matter further and agree an action plan, at the date, time and location below.

Date:

Time:

Location:

**It is extremely important that you attend.** Failure to attend this meeting could result in you being withdrawn from your programme with termination of your enrolment.

Further information on our Attendance and Engagement Policy can be found on the Student Hub.

If you have any queries, please do not hesitate to contact us at:

[studentwelfare@resultsco.org.uk](mailto:studentwelfare@resultsco.org.uk)

Yours sincerely

## **(b) Withdrawal and Termination**

Date .....

Dear .....

### **Notification of withdrawal from programme and termination of enrolment**

As your educational provider, it is our responsibility to monitor your progress on the programme to ensure that you maintain satisfactory attendance, punctuality and engagement with teaching, learning and assessment.

We have previously expressed our concern about your attendance/punctuality/engagement and although we have tried to support you, you have made **insufficient improvement** and/or **failed to engage with the process**.

Considering the above, it is with deep regret that we notify you of our **intention to withdraw you from the programme**. Our next step will be to inform the Student Loan Company and the Awarding Organisation that we have withdrawn you.

If you have extenuating circumstances which the College is unaware of and needs to take into consideration before we take this action, please contact the **Student Welfare Team** urgently on [studentwelfare@resultsco.org.uk](mailto:studentwelfare@resultsco.org.uk) to discuss your situation, **within 5 days** of the date of this letter.

Kind regards,