



Student Attendance Policy

Student Attendance Policy

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1. SCOPE OF POLICY

- 1.1 This policy establishes the UCO's expectations regarding student attendance, the responsibilities of staff and students regarding student attendance, the procedures for notifying the UCO of a student absence, how student attendance is monitored and the support measures and procedures in place and implemented should a student's attendance fall below a satisfactory level. This policy also seeks to provide a safe and productive learning environment for all students
- 1.2 This policy is separated into three sections for ease of reference:
 - a) Section 1: An introduction providing an overview of the importance of attendance to learning opportunities at the UCO and the expectations and responsibilities of all students regarding their attendance.
 - b) Section 2: Student Attendance to Teaching Sessions at the UCO's Teaching (Borough High Street) Site applicable to all students (Foundation, Undergraduate / Pre-Registration and Postgraduate).
 - c) Section 3: Student Attendance to Clinical Sessions at the UCO's Clinical (Southwark Bridge Road) Site applicable to Pre-Registration Students only.

2. SECTION 1: INTRODUCTION & OVERVIEW

This section is applicable to all students – Foundation, Undergraduate / Pre-Registration and Postgraduate Students.

2.1 AN OVERVIEW OF STUDENT ATTENDANCE AT THE UCO

- 2.1.1 Attending and engaging with all learning opportunities (i.e. all formal teaching, clinical, practical and study sessions and examinations) provided on a course is fundamental to students' success and achievement. Students who regularly attend and participate fully are more likely to:
 - a) Appreciate and enjoy a rewarding learning experience through the development of their knowledge and skills;
 - b) Prepare well for examinations;
 - c) Achieve better results;
 - d) Successfully progress and complete their course to a high standard.
 - e) Be prepared for the requirements of professional practice in their chosen field.
- 2.1.2 The UCO formally monitors student attendance through its Engagement Monitoring Group (EMG). This group meets a minimum of six times through the academic year and works closely with course teams and the Student Support Department. It aims to identify students struggling with attendance and instigate appropriate support mechanisms that will enable them to improve their attendance profile.

2.2 EXPECTATIONS & RESPONSIBILITIES OF STUDENTS REGARDING ATTENDANCE

- 2.2.1 You are expected to make every effort to attend all formal teaching sessions (which include timetabled lectures, seminars, tutorials, study days, practical classes, clinic sessions, and examinations) regularly and punctually, and to engage and participate in all learning opportunities professionally and appropriately.

- 2.2.2 You should note that it is:
- a) Discourteous and unprofessional to arrive late for or leave early from classes & clinical sessions without a valid reason. Course tutors or Practice Educators can ask you to leave if you arrive late for a class or clinical session.
 - b) Discourteous and unprofessional to colleagues and tutors to disturb a teaching session by participating in personal conversations, taking phone calls, and using electronic devices for browsing not related to the class topic (social media, online shopping etc.) during teaching sessions. Course tutors can ask you to leave if you disturb a teaching session in this way.
 - c) Students who regularly engage in behaviour that interrupts or hinders the learning of others can be asked to leave the session.
- 2.2.3 Students with continued lack of engagement through unauthorized absences from classes or clinical sessions will be withdrawn from the course.
- 2.2.4 It is acknowledged that student absences can occur due to unavoidable circumstances, and this is considered as part of the student attendance monitoring process. Student absences are categorised as “authorised” or “unauthorised” depending on the reason for the absence.
- 2.2.5 Authorised absences usually involve unforeseen issues that are outside of your control and are notified to the UCO at the earliest opportunity and include, but are not limited to those relating to:
- a) Student illness or injury
 - b) Unexpected changes to childcare arrangements
 - c) Difficulties with care of a dependent person
 - d) Religious holidays
 - e) Major transport disruptions
 - f) The death or funeral of a close relative
 - g) Unexpected changes to financial circumstances
- 2.2.6 Unauthorised absences may include but are not limited to:
- a) Holidays during the term
 - b) Difficulties with regular work schedules
 - c) Job interviews
 - d) Medical appointments unless due to an acute illness or emergency; you are expected to arrange non-emergency medical appointments around your teaching sessions and clinical commitments including dental appointments
 - e) Any other absence that you have not informed the UCO about.
- 2.2.7 You should notify the UCO of your absence from any learning opportunity. In cases where you do not notify the UCO of your absence, the absence is automatically classified as unauthorised.
- 2.2.8 If you reported an authorised absence from any formal teaching session, you are responsible for contacting the tutor(s) concerned to identify what you have missed to ensure that you do not fall behind in your studies. Resources to support teaching

sessions are available on the university VLE and students are expected to access to these to review missed teaching materials.

- 2.2.9 You are expected to comply with any course specific attendance requirements in addition to this policy that are contained within Unit Handbooks, Course Handbooks, Course Information Forms or Unit Information Forms as appropriate.
- 2.2.10 You are expected to prepare adequately for each formal teaching session as directed by tutors.
- 2.2.11 Full-time students are expected to be available for formal teaching sessions from 9am – 5.30pm Monday – Friday during term time. Part-time students are expected to be available for formal teaching sessions from 9:00am – 5:30pm during timetabled teaching weekends and timetabled weekday evenings 6:00pm - 9:00pm.

2.3 MONITORING STUDENT ATTENDANCE (THE EMG & COURSE TUTORS)

- 2.3.1 Student attendance to teaching and clinic sessions is formally monitored by EMG regularly (six times per year). As teaching and clinical sessions are directly related to your professional training the EMG specifically monitors pre-registration course teaching and clinic sessions (clinic observation and clinic experience) and uses an established attendance threshold to identify student attendance issues. This threshold is as follows:
 - a) **Stage 1** - If your attendance falls below 60% at any one EMG meeting for the first time, and/or you have repeated unauthorized absences from clinic sessions (2 or more unauthorized absences), you will normally be contacted by student support to discuss the impact on your studies and whether your attendance can be improved.
 - b) **Stage 2** - If your attendance is still below 60% at the next EMG meeting, and/or you continue to have unauthorized absences from clinic sessions, you will normally be contacted by a member of course team or clinic management to discuss your attendance, the support that can be provided, and formal conditions will be set that you will be expected to meet for your registration to continue.
 - c) - **Stage 3** - If your attendance is still below 60%, and/or you continue to have unauthorized absences from clinic session, and / or the formal conditions are not met at the next meeting you will normally be contacted by the Registrar who will implement the Suspension of Studies & Withdrawal policy and/or the Student Fitness to Practise Policy due to limited academic progress and engagement with the course.
 - d) If, at any meeting of the EMG, it is clear that your final attendance level will be below 80% by the final EMG6 (which is normally held in the summer term), and there are no mitigating circumstances to explain your absence, action may be taken to remove or interrupt you from your studies through the Student Suspension of Studies & Withdrawal Policy.
 - e) Students will not be permitted to graduate unless they have completed the required clinic hours. Student Clinic attendance is also monitored at the EMG and the Clinic Co-ordinator may also contact students who are at risk of failing to obtain the necessary clinic hours to progress and/or complete their studies.

- 2.3.2 Any of your course tutors may also contact you directly at any time to discuss attendance issues and / or may inform the EMG or another appropriate staff member and ask them to manage any attendance issues that they identify.
- 2.3.3 The EMG also specifically closely monitors the attendance of foreign students under Tier 4 of the points-based system operated by the UK Border Agency. Any student sponsored by the UCO who has not attended at least one practical and/or clinical session per week for ten successive weeks, will be deemed to have missed ten expected contact points and may have their sponsorship withdrawn.
- 2.4 RESPONDING TO AND ADDRESSING STUDENT ATTENDANCE ISSUES
- 2.4.1 If the attendance policy and / or any of the supportive measures or stages (listed in 2.3 above) are not complied with, the Student Fitness to Practise and Professional Behaviour Policy or Student Suspension of Studies policy will typically be implemented.

3. SECTION 2: STUDENT ATTENDANCE AT TEACHING SESSIONS AT THE UCO'S TEACHING (BOROUGH HIGH STREET) SITE

This section is applicable to all taught students – Foundation, Undergraduate / Pre-Registration and Postgraduate Students as appropriate.

3.1 STUDENT ATTENDANCE TO FORMAL TEACHING SESSIONS (INCLUDING EXAMINATIONS)

- 3.1.1 Formal teaching sessions include, but are not limited to lectures, tutorials, seminars, technique and practical classes, online classes, workshops, contact days and conferences. This also includes attendance to formative and summative examinations. Where online attendance is available, students who show no evidence of being present throughout via camera or microphone will be considered absent. Joining an online session but showing no engagement is not considered attendance.
- 3.1.2 You are expected to comply with any course specific attendance requirements in addition to this policy that are contained within your Unit Handbooks, Course Handbooks, Course Information Forms or Unit Information Forms as appropriate.
- 3.1.3 Attendance at all formal teaching sessions is mandatory unless absence has been reported in advance and is consistent with the definition of “authorised” absences listed in this policy.

3.2 RECORDING STUDENT ATTENDANCE

- 3.2.1 Student attendance at formal teaching sessions will normally be recorded by the tutor concerned.
- 3.2.2 It is the responsibility of the Academic Registry Department to:
- Provide systems, information, and training to ensure registers are available for each formal teaching session as requested by the appropriate course team;
 - To monitor attendance records are recorded on the student database;
 - To provide the Engagement Monitoring Group (EMG) with up to date teaching session attendance statistics in line with section 3.2.2 (a) when required.
- 3.2.3 It is your responsibility as students to:

- a) Ensure that you attend all formal teaching sessions to attain the required attendance level.
- b) Ensure that you do not register another student as present in a class or give a false name on a register – this is a disciplinary offence within the UCO Code of Conduct & Disciplinary Procedure.
- c) Ensure you attend your allocated group's teaching sessions only; it is in students' interest to attend only their group's sessions as timetabled to maintain appropriate tutor/student ratios.
- d) Complete the [Adjustments to the Agreed UCO Timetable procedure](#) on the Student Portal of SharePoint if you wish to swap your allocated group, completely or for particular lectures for a legitimate reason (Requests for group swaps will be considered on an individual basis.
- e) Ensure that you inform the UCO of any absence in line with the procedure stated below, if students do not inform the UCO the absence will be considered "unauthorized".
- f) Contact Student Support immediately if you have concerns regarding the impact of your attendance on your ability to complete examinations on time.

3.2.4 It is the responsibility of course tutors to:

- a) Complete the register for all formal teaching sessions.
- b) Monitor student attendance for their class and raise any concerns regarding student attendance with students directly or report their concerns to the EMG or relevant Course Leader, Unit Leader or Student Support Department as appropriate.

3.3 NOTIFICATION OF STUDENT ABSENCE PROCEDURE FOR FORMAL TEACHING SESSIONS

- 3.3.1 You should notify the UCO if you are going to or have been absent from any formal teaching session by completing the [online absence reporting form](#) on SharePoint (accessible via the Student Portal > [Frequently Asked Questions](#)).
- 3.3.2 For any unavoidable absence due to illness or injury lasting more than seven consecutive days or two teaching weekends of timetabled commitments, you must submit a medical certificate from a registered medical practitioner or other qualified health practitioner to the Academic Registry Department upon your return. This will be retained by the Academic Registry Department and stored indefinitely in your confidential file. You should then contact your Course Leader and course tutors to make arrangements for catching up on missed work.
- 3.3.3 If you are absent for five consecutive days or less and not seriously ill, it is assumed that you will be able to catch up with any work you have missed.
- 3.3.4 If you are absent from any one term without notification for a period of fifteen consecutive contact days (full time) or six consecutive contact days (part time), you may be presumed 'withdrawn' and have your registration discontinued under the Student Suspension of Studies procedure.
- 3.3.5 If you feel that you are unable to meet assessment deadlines or attend an exam due to illness or injury you must complete a [Special Circumstances Form](#) attaching the appropriate documentary evidence.

4. SECTION 3: STUDENT ATTENDANCE TO CLINICAL SESSIONS

- 4.1.1 You are expected to make every effort to attend all your clinic sessions and to do so punctually and engage and participate in all learning opportunities professionally and appropriately. Attendance to your clinic sessions is mandatory unless absence has been reported in advance and is consistent with the definition of “authorised” absences listed in 2.2.5 above.
- 4.1.2 Students with repeated absences from clinic sessions will be referred to the EMG for monitoring and intervention as outlined in 2.3 above.
- 4.1.3 Any clinic sessions that you are not able to attend, regardless of the reason, will need to be completed at an alternative time. Information will be provided on this through BONE.
- 4.1.4 For planned absences that cannot be avoided, such as those outlined in 2.2.5, please email clinicabsence@uco.ac.uk with as much notice as possible, so that the Clinic Admin Team can make any necessary changes.
- 4.1.5 For any on the day sickness or emergencies, in addition to emailing clinicabsence@uco.ac.uk you must also copy in your Senior Practice Educators, so that they are aware.
- 4.1.6 If you are absent from clinic without notifying clinicabsence@uco.ac.uk or if you are absent for reasons outside of those outlined in section 2.2.5 you will be required to meet with a Senior Practice Educator who will discuss your clinical attendance and refer you to the EMG.
- 4.1.7 If you have persistent absence from clinic, usually defined as 2 or more unauthorized absences or attendance below 80% of scheduled clinical hours per term or non-term time, the procedure outlined in section 2.3 will be followed.
- 4.1.8 If you have unauthorized absences for 2 or more clinic days, your patient list may be closed. You must meet with a Senior Practice Educator to plan your return, which may include a referral to EMG and a period of collaborative work before reopening your list. If this period of collaborative work overlaps with a clinical assessment period, you will be required to defer this assessment.
- 4.1.9 It is the responsibility of students to keep a record of any clinic sessions that you will need to complete due to absences. You are expected to complete all your clinic hours as part of your course and you will not be able to graduate or register with the relevant Professional Statutory & Regulatory body (for example the GOsC) until these are completed, even if you have successfully completed all your assessments.
- 4.1.10 If you are struggling to manage your clinic time or have any concerns about clinic, then please speak with your Senior Practice Educator or Student Support.
- 4.1.11 If you need to request a change to your regular term time clinic day, or any other part of your UCO timetable, then you can do so by completing the [Adjustments to the Agreed UCO Timetable](#) procedure.

CORE DOCUMENTATION RECORD PAGE

Student Attendance Policy

Version number	Dates produced and approved (include committee)	Reason for production/ revision	Author	Location(s)	Proposed next review date and approval required
V1.0 – V4.0	-	Details kept in Quality Team Archive	-	-	-
V5.0	Jul 2017 PRAG Chair	Administrative Amendment to update institution name change from British School of Osteopathy to University College of Osteopathy	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
V6.0	May 2018 PRAG Chair	Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.)	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
V 7.0	May 2022 PRAG Chair	Major Amendment to reflect new practice on student attendance requirements to teaching sessions and monitoring student attendance	Head of Student Services	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	April 2025
V8.0	Jun 2023 Academic Council	Major Amendments to update the policy to reflect current practice and to streamline this policy.	Head of Student Services	All master versions will be held in: SharePoint: Quality Team Website	Jun 2026

Equality Impact

Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)	
Neutral equality impact (i.e. no significant effect)	X
Negative equality impact (i.e. increasing inequalities)	

If you have any feedback or suggestions for enhancing this policy, please email your comments to: quality@uco.ac.uk