

**Document Title:** HE Attendance & Engagement Policy

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**Responsible Board:** Higher Education Academic Board

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- o [info@lcwc.ac.uk](mailto:info@lcwc.ac.uk)

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## 1 Summary of this document

This document sets out the expectations of you as a student for attendance and engagement with your studies.

This document is located within Lakes College designated SharePoint site on the Lakes College Higher Education website so you can access this throughout your learner journey.

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## 2 Scope

Our Higher Education Attendance and Engagement Policy applies to all students and staff engaged in the delivery or support of higher education programmes.

The document sets out our approach to, and requirements for, attendance and learning engagement for all our higher education students.

## 3 Responsibilities

Title	Responsibility
The Dean of HE	Has overall responsibility for the strategic management of Higher Education Administration Policy.
Higher Education Academic Board	The Academic Board's primary duties are to oversee Higher Education academic standards, the quality of all Higher Education programmes within the Institution, and the student learning experience.
Institution Board of Governors	Monitors the Higher Education provision to review programme key performance indicators. The Chair of the Academic Board will report to the Board of Governors.
Quality Manager	Programmes at risk are monitored and the Quality Manager reports to the Higher Education Academic Board and Institution Board of Governors on the performance of HE programmes.
Curriculum Operational Leaders	Are responsible for the management of staff on the Higher Education programmes. They report progress through quarterly Standardisation Meetings to review continuous improvement plans.

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Programme Team Leaders	Are responsible for monitoring attendance and engagements and work in conjunction with the Progress and Welfare Coach to support the learner to make progress.
Programme Academic Teams	Are responsible for completing register at the beginning of the class to allow the Programme Team Leaders and Progress and Welfare Coach to monitor attendance and engagement on a programme. Lecturers will mark register accurately indicating if you are present, late, or absent. The Programme Academic Team will support you by setting quarterly targets to support your progress on programme modules.
Apprenticeship Skills and Development Coach	Is responsible for supporting higher education apprentices undertaking work-based training and attend the programme as required.
HE Progress and Welfare Coach	Is responsible for monitoring your attendance and punctuality on your programme and will work in conjunction with the Programme Academic Team to support you. The HEPWC are responsible for contacting learners and will record the reasons for absence and report absences in EBS to alert the Programme Academic Team.

If you have any questions in relation to the Attendance and Engagement Policy, please contact [info@lcwc.ac.uk](mailto:info@lcwc.ac.uk).

#### 4 Introduction

Good attendance, learning engagement and punctuality will maximise your achievement, enhance your learning experience and develop your employability skills. This policy includes the requirement for good attendance and punctuality in face-to-face sessions and in synchronous learning activities. It also includes regular engagement with flipped or blended learning

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and asynchronous activities, where staff will guide you to complete coursework through self-study.

Lateness and non-engagement with your course activities disrupts your own learning and that of others. High expectations of attendance, work engagement and punctuality are required by employers and therefore staff set and enforce attendance, learning engagement and punctuality requirements, through this policy.

## Attendance and Engagement Policy

### 5 Policy

We are committed to supporting your attendance and engagement with your learning throughout your higher education journey.

#### 5.1 Attendance & Engagement Principles

We have six main attendance and engagement principles on which this policy is based, and which underpin our approach to student engagement, attendance, and punctuality:

1. All classes start and end on time.
2. Learning is not disrupted staff absence.

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3. Student engagement with learning, attendance and punctuality is managed consistently across the whole college.
4. Student engagement, punctuality and full attendance is a benchmark by which the quality of provision is measured.
5. A positive and proactive approach is made to maximise your attendance, engagement, and punctuality.
6. We celebrate good engagement, attendance, and punctuality at every opportunity.

In order to meet your individual learner needs and to take account of current circumstances, requirements, and commitments, authorised absence can be negotiated between a learner and their Progress & Welfare Coach. Your Course Leader, Curriculum Operational Leader or Curriculum Team Leader may also authorise your absence.

You are required to provide evidence that learning has taken place relevant to the course during the authorised absence. Each absence is accompanied by an entry on the central pastoral recording system. If you require reasonable adjustments or help with your study, please contact the Inclusive Learning Leader at [tlearningsuppasst@lcwc.ac.uk](mailto:tlearningsuppasst@lcwc.ac.uk) and see the [Reasonable Adjustments Policy and Procedure](#) for further information.

## 5.2 Expectations of You

We expect you to:

- a. Attend all course sessions (virtual and face-to-face) and arrive before the start of the sessions properly equipped and prepared.
- b. Attend all scheduled learning and teaching activities forming part of your programme of study, including those led by external professionals, tutorials, and guided self-study.
- c. Attend punctually and for the full duration of all activities.
- d. As far as possible, make medical and other appointments, including driving lessons, in your own time (unless there is a medical need or emergency).

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- e. Plan your work commitments so that these do not clash with your study time.
- f. Understand that persistent, non-justified lateness and/or absence means you are in danger of not achieving your award.
- g. Commit to completing outstanding work as a result of lateness and/or authorised absence, with support as appropriate.
- h. Make full use of the available resources to support your learning including using the Canvas (VLE) to access appropriate materials and to support blended learning.

You are expected to participate in and engage in all learning activities for your programme and take responsibility for your own learning and development and completion of work. This includes scheduled learning and classes, directed and independent self-study requirements, and assessment tasks set out in your Programme Specification and Programme Handbook.

Lakes College West Cumbria strives to achieve a minimum attendance rate of 90%. If you fail to achieve this level of attendance, without authorised absence or reasonable adjustment for your attendance, you will be advised that you are at a risk of underperforming or failing the programme. In this instance you will be supported as an “At Risk” student described in section 6 of this policy.

### 5.3 Request for Absence

Requests for authorised absence will be assessed by a student’s Higher Education Progress and Welfare Coach or Programme Leader on an individual basis. Where relevant, you may be advised to follow the [Higher Education Extenuating Circumstances Policy and Procedure](#).

### 5.4 Support for Higher Education Students unable to attend

If you have a valid reason for not attending college, either through agreed reasonable adjustments or authorised absence:

- A flexible attendance/engagement pattern will be discussed, agreed, and confirmed with you via your Individual Learning Plan. This will be noted on the central pastoral recording system (EBS). For further

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information please see the [Reasonable Adjustments Policy and Procedure](#)

- Where practical as a reasonable adjustment to support your learning, your lecturer, Progress & Welfare Coach will agree in discussion with you, alternative arrangements to ensure continued study at another venue, e.g. home study via e-learning.
- A flexible attendance patterns may be negotiated between you and your Progress & Welfare Coach and confirmed with the relevant Programme Leader.
- Flexible attendance is designed, within the applicable time period, to ensure that you achieve all aspects of the course. Adjustment to attendance is recorded in your learning plan. Individual lecturers have responsibility to ensure that any work is assessed, and feedback provided in line with appropriate procedures.
- We may withdraw flexible attendance/engagement patterns from any learner who misuses the system.

## 6 HE Students - At Risk

From the start of the academic year we will review and monitor your learning progress in discussion with you. This will be in regular intervals throughout the academic year, to support your learning and achievement on your course. If you do not meet your learning goals as described in this policy, we will use the term 'At Risk' to make you aware that you are not achieving your programme award requirements and:

- The PWC will consult with you to address this to identify suitable support. The purpose of this is to ensure that we provide support for you and that you are provided with clear advice and opportunities to address and meet your course requirements.
- After consultation with you, your lecturers, and the Programme Leader, your Progress and Welfare Coach will be responsible for updating the EBS system Risk Indicators (learner status and status reasons) on the Institution's ProMonitor system ('Support' → 'Risk Indicators') and will

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implement and record any appropriate support put in place or intervention. This may include a request for additional learning support to assist and support your progress.

- If you have over four continuous weeks of non-attendance and engagement, your registration may be withdrawn by us and reported, as applicable, to the Student Loans Company (SLC), employer, and/or Professional Statutory Regulatory Body to meet our statutory reporting duties.

## 7 Risk Indicators – Learning Engagement

The PWC is responsible for completing an overall learner engagement status which reflects your progress on several aspects of your course:

- Your overall learner engagement status will be at the discretion of the programme team and PWC, in line with this policy, and will be made available and discussed with you.
- You will be set clear, Specific, Measurable, Achievable, Realistic and Time-based (SMART) academic targets against which you and your lecturers will monitor your progress. This will include consideration and comments on the progress on your HE course and the submission of your work for assessment.

The following categories, are guidelines to inform your overall learning engagement status:

Attendance	Attendance Status	Punctuality	Punctuality Status
90%+	Green	95%+	Green
85-94%	Amber	85-94%	Amber
Less than 85%	At risk of failing	Less than 85%	Red

Work	Work Status
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Meeting submission deadlines and meeting or exceeding minimum expected grade	Green
Meeting minimum expected grade with most (80%+) but not all of the assessments	Amber
Below Target - not meeting submission deadlines or not meeting the minimum performance targets	Red

## 8 Monitoring

Programme Leaders and PWC's jointly monitor and support your engagement with your learning activities and attendance on your course. They support students who are at a risk of not achieving, through regular course team meetings to ensure appropriate academic support is in place.

Collaboration between you as a HE student, with your Programme Academic Team and your PWC is essential for your success, and the provision of your academic support is prioritised by staff through regular course team meetings.

Your PWC will discuss with you and record any progress concerns, academic support, interventions and learning targets that you will need to meet, for your successful progress and well-being on your course. Any progress notes and comments on your EBS student record are visible to your Programme Academic Team, PWC and to you via EBS.

For further information see the Institution's [Data Protection Policy and Procedure](#).

## 9 Commitment to Equality, Diversity, and Inclusion at Lakes College

Our policies are inclusive of all students regardless of age, civil status, dependency or caring status, care experience, disability, family status, gender, gender identity, gender reassignment, marital status, marriage and civil partnerships, membership of the Traveller community, political opinion, pregnancy and maternity, race, religion or belief, socio-economic background,

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sex, sexual orientation, or trades union membership status. [Equality and Diversity - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/equality-and-diversity)

## 10 Safe Space Reporting

Lakes College is committed to creating a diverse and inclusive environment in which everyone feels safe and is treated with dignity and respect. Unlawful discrimination of any kind across Lakes College will not be tolerated:

Safe Space Reporting is available through the Whisper App through which staff, students, learners, and visitors are encouraged to report incidents of assault, bullying, harassment, hate crime, or sexual harassment. It also provides information about what you can do if these incidents happen to you, or to someone you know, and where you can find support.

If an incident is severe, please raise this immediately with a member of staff or report to Reception on 01946 839300 who will call the Duty Manager or a member of the Safeguarding Team who will escalate with the relevant authorities. E.g. Police, Ambulance.

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# Attendance & Engagement Procedure

## 11 Procedure

From the start of the academic year your PWC will:

- Review and monitor your learning progress in discussion with you in regular meetings, throughout the academic year, to support your learning and achievement on your course.
- Communicate the times and locations of your progress meetings and advise you on how to request authorised absence from your programme.

### At Risk Procedure

Your PWC will communicate to you that you that you are 'At Risk' of not meeting your learning goals.

Your PWC, following consultation with your Programme Academic Team, will arrange to meet with you to discuss:

- What being 'At Risk' means and its implications
- Support and assess your well-being
- Provide individual progress, engagement, and attendance advice
- Identify suitable learning and or study skills opportunities in discussion with you, to assist you to address and meet your course requirements.
- Whether additional learning support is required to support your progress.
- And agree individual learning targets that are measurable and set implementation dates to assist you to progress.

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Your PWC will then:

- Implement and record any appropriate support put in place or intervention.
- Request additional learning support to assist and support your progress if this has been agreed.
- Arrange and schedule follow up meetings with you to review your progress, engagement, and well-being.

You must inform your PWC of any further absences from College so that they may assist and support you within this policy and procedure.

Please note that should you have a period of over four continuous weeks of non-attendance and non-engagement, your registration may be withdrawn by us and reported to the Student Loans Company (SLC), employer, and/or Professional Statutory Regulatory Body (as applicable), to meet our statutory reporting duties.

## 12 Sources of further information

Team	How can they support you?	How can you contact them?
Student Progress and Welfare Coach	Provide pastoral support and guidance	<a href="mailto:teamstudentmentors@lcwc.ac.uk">teamstudentmentors@lcwc.ac.uk</a> or G36
Curriculum Operational Leader	Listen to your concern and resolve issues with the programme	Please refer to your programme specification
Programme Leader	Listen to your concern and resolve issues with your programme	Please refer to your programme specification
Programme Academic Team	Listen to your concern and resolve issues with your programme	Please refer to your programme specification

## 13 Other relevant policies and procedures

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- [LCWC HE Admission Policy and Procedure](#)
- [LCWC Academic Appeals Policy and Procedure](#)
- [LCWC HE Complaints Policy and Procedure](#)
- [LCWC Learner Behaviour and Conduct Policy and Procedure](#)
- [LCWC HE Strategy 2023-2025](#)
- [LCWC EDI Strategy 2023-2025](#)
- [LCWC HE Terms and Conditions](#)
- [LCWC HE Reasonable Adjustments Policy and Procedure](#)

#### 14 Any external references

- Equality Act 2010 [Adjustments for disabled persons](#)
- Office for Students [Home - Office for Students](#)
- Office for the Independent Adjudicator [Office of the Independent Adjudicator for Higher Education - OIAHE](#)
- Consumer Rights [Consumer Rights Act 2015 \(legislation.gov.uk\)](#)
- Disabled Students Allowance <https://www.gov.uk/disabled-students-allowance-dsa>
- CMA [Higher education: consumer law advice for providers - GOV.UK \(www.gov.uk\)](#)
- [The Consumer Contracts \(Information, Cancellation and Additional Charges\) Regulations 2013 \(legislation.gov.uk\)](#)

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