

Student Attendance and Withdrawal Policy 2023-25

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1. Policy Statement

- 1.1 LCCA are committed to ensuring that all students have the opportunity to successfully complete their programme of study, and that all students are treated fairly and equitably. When students enrol at LCCA they are bound to the Colleges and UCAs regulations and Student Charter, and students who do not meet these academic and ethical goals may be subject to penalties, including withdrawal from the programme.
- 1.2 Students may be withdrawn from their programme for the following reasons which will be outlined in this document:
1. Student withdrawal based on poor or non-attendance,
 2. Student withdrawal based on academic failure,
 3. Voluntary withdrawal,
 4. Withdrawal following disciplinary action or academic misconduct.

2. Student Withdrawal based on Attendance

- 2.1 LCCA has a process in place for monitoring student attendance. Registers are used to monitor the attendance of students during scheduled activities. LCCA follows the requirements set out in the UCA Common Credit Framework (CCF) in relation to attendance requirements that states:

'3.8.1 Students of the University are required to take responsibility for their own learning, and as such it is every student's responsibility to ensure that they attend the learning activities provided by the University. The University is responsible for reporting accurate information to HEFCE and the SLC about students who are actively engaged in studying and their eligibility for financial support. Accordingly, any student who is absent from their studies without authorisation for an extended period may be deemed by the University to have withdrawn from their course.'

- 2.2 LCCA monitors attendance in line with these requirements and uses a letter-based system to do the following:
- Provide students with a formal warning and reminder to students of the need to attend sessions and invite them to have a meeting with the Student Support Team to discuss any issues they may be facing.
 - A second email/letter to inform students of their withdrawal based on non-engagement.
- 2.3 Student absences are considered as either authorised or unauthorised. To have a recorded authorised absence, students are required to inform LCCA of any absence by submitting the reason of absence on MyPage and in certain cases will be required to provide evidence to support the absence. All uninformed absences and those with no evidence when requested will be considered as unauthorised and will impact on your attendance levels. Appendix one highlights what would be considered as authorised and unauthorised absences.
- 2.4 Students are contacted by the Student Support Team after missing 10 days (either authorised or unauthorised), using a letter to initiate discussion to remind students of the importance of attending and inviting them to a meeting to discuss any support needs required.
- 2.5 If a student does not engage with this process and/or has not attended any timetables activities for 10 consecutive course days (two weeks) without informing LCCA of any issues that may be causing the absence (unauthorised absence), the student will be considered for withdrawal at the Attendance and Retention Board (ARB). The Student Support Team will take practical measures to contact students in this position to ensure their welfare, ensure they are still studying and inform them that they are being considered for withdrawal.
- 2.6 The ARB will review student withdrawals on a case-by-case basis to ensure every student has been provided with every opportunity to attend and complete their programme and confirm the termination of enrolment in line with UCA regulations.
- 2.7 Following the termination of enrolment, the student has the right to appeal to the withdrawal. The student can submit a request for an appeal if they wish, to the Head of Quality Assurance within 10 working days of the outcome. The written request must state the grounds for appeal and provide relevant evidence.
- 2.8 The Head of Quality Assurance will review the appeal if it meets the following criteria in line with UCA's Common Credit Framework (CCF):
1. That new information is to hand which was not available for consideration at the time the decision was taken.
 2. That there is evidence of significant and substantive administrative or procedural error in the making of the decision to remove the student.
- 2.9 The Head of Quality Assurance will review the decision considering:
1. The rationale for the original decision.
 2. Written representation from the student, including mitigating evidence where appropriate to explain the unauthorised absence; and

3. Written representation from the Course or Unit Leader to support or refute the appeal.

2.10 The Head of Quality Assurance, having considered the evidence shall either:

- i. Reject the appeal, in this case the withdrawal decision stands.
- ii. Uphold the appeal and refer the case to the ARB for consideration and a decision on how the student will be reinstated and supported.

2.11 The decision of the Head of Quality Assurance and ARB is final. The outcome, including the reasons for the decision, shall be notified via a Completion of Procedures letter to the appellant within 5 working days of the hearing.

2.12 An attendance grading system will be adapted to identify the level of resources and support required for students and will supplement the existing policy; this will be sent to UCA for final approval.

3. Student Withdrawal based on Academic Failure

3.1 LCCA encourage students to progress in their chosen programme of study, where they will be able to complete their course in a timely manner and within the designated maximum study time. In addition, as per SFE and UCA regulations, it is a mandatory condition for students to demonstrate that they are continuously committed to their studies and intend to complete their course within the allowed time.

3.2 Students must take the first opportunity to be assessed for each of the required units of the programme each term, as designated in the unit handbook. The only exclusion is where a student has approved extenuating circumstances. See the Assessment and Feedback Policy for further details.

3.3 UCA's Common Credit Framework, Assessment Policy and LCCAs Assessment and Feedback Policy outline the requirements around assessment. Decisions on withdrawals based on academic failure are made by the Board of Examiners. In line with the CCF, students may be offered resits and retakes where assessment has not been passed.

3.4 Students are required to meet the credit requirements for an award at the required levels. Students who do not meet these requirements after resit and retake opportunities have been exhausted will be considered for an appropriate exit award. See CCF Section 6.

3.5 The Student Support Team will contact students who fail to submit on their first sit to discuss their situation and offer support where required.

3.6 When any student, who is considered having a disability or a learning difficulty has not made a satisfactory academic progression in their studies, The Disability Officer will ensure that a student has received all the appropriate support in the first place. When evidence had been seen that all steps had been administered, but the Academic Board decides to withdraw the student, the decision does not relate to disability but is based on the student's academic progression not being at the appropriate level.

4. Voluntary Withdrawal

- 4.1 Students who are considering withdrawing from their programme are advised to discuss the matter with their Course Director before they make a final decision. Depending upon the reasons the student has for considering withdrawal, the Course Director may be able to refer the student to sources of specialist support available at LCCA.
- 4.2 If a student decides to withdraw regardless, they should inform their relevant Student Support representative, who will complete necessary administration steps to finalise the withdrawal.

5. Withdrawal following Disciplinary Action or Academic Misconduct

- 5.1 This section is to be read in conjunction with the Disciplinary Policy and Procedure and the LCCA Assessment and Feedback Policy, along with UCAs Assessment Policy and the CCF.
- 5.2 LCCA's Student Code of Conduct ensures that students and staff can work in a safe and mutually respectful environment and that academic integrity is always applied. Where there is a breach of conduct, students will be subject to review and disciplinary actions will be taken if required.
- 5.3 Where there is an allegation of academic misconduct, the academic misconduct procedures will apply, see the CCF, UCAs Academic Misconduct Policy and LCCAs Assessment and Feedback Policy. Severe academic misconduct penalties may lead to student withdrawal. Please refer to these documents for the full process.
- 5.4 Breaches of the Student Code of Conduct include but are not limited to:
 - Aggressive or violent behaviour.
 - Damage or the perceived threat to damage the College's buildings, students and/or staff and/or their property.
 - Any activity involving the unauthorised use of drugs or alcohol.
 - Tampering with safety equipment (e.g., discharging of fire extinguishers, setting off building alarms deliberately and without valid cause, etc.).
 - Breaches of the College's policies with reference to Harassment/ Bullying or Equal Opportunities.
 - Breaches of the College's policies regarding plagiarism, contract cheating, using essay mills or any form of academic misconduct.
- 5.5 Under such circumstances an investigating officer will be appointed to gather all information relating to the case. This will be presented to the Student Disciplinary Panel who, based on all evidence and the surrounding circumstances, will decide an appropriate course of action.
- 5.6 The decision will consider the nature of the offence, the specific circumstances surrounding it, the frequency of occurrence or whether it is a first offence, and the risks of allowing the student to remain enrolled with LCCA. If the risks are found to be unacceptable only then the Panel will move for the withdrawal of the student from their programme.
- 5.7 No formal disciplinary outcome will be concluded unless a disciplinary meeting has been held. Formal withdrawal from a study programme is an absolute last resort of any disciplinary proceedings.

5.8 All students have the right to appeal against the withdrawal decision by making a written appeal to the Head of Quality Assurance (quality@lcca.org.uk). The grounds for appealing a withdrawal based on disciplinary actions are:

1. The rationale for the original decision
2. Written representation from the student, including mitigating evidence where appropriate to explain the action in question and
3. Whether there have been any procedural irregularities.

5.9 All appeals must be submitted within 10 working days. The Head of Quality Assurance will determine whether there are grounds and either reject the appeal or submit it to the Student Disciplinary Panel for review.

5.10 The Head of Quality Assurance will inform the students of the outcome within 10 working days of the panel. All decisions from the panel are final.

6. Appeals

6.1 All students have the right to appeal against a withdrawal decision. The appeal process will depend on the nature of the withdrawal, and the processes are outlined in sections 2-5.

6.2 Students have 10 working days to submit an appeal, and all appeals would need to demonstrate they meet the grounds for appeal for the relevant withdrawal. Appeals submitted outside the timeframe will be considered as out of time and not accepted.

6.3 Once a student has completed LCCA or UCAs internal appeals or complaints procedures, LCCA will issue the student with a Completion of Procedures Letter. If the student is still dissatisfied, the student may direct their complaint to the Office of the Independent Adjudicator within twelve months of the date on which the Completion of Procedures Letter was issued. Information on the complaints covered by the Office of the Independent Adjudicator and the review procedures is available at:

<http://www.oiahe.org.uk/>

7. Appendix One – Absence Types – Authorised and Unauthorised

7.1 Authorised Absences

- Death or illness of an immediate family member; spouse, parent, grandparent, guardian, sibling, son, or daughter (members of extended family will not be accepted). Maximum 1 week.
- Appointments with a physician, dentist, or other recognised licensed/certified medical practitioner. Maximum 1 day.
- Pregnancy and related illness. Maximum 2 weeks providing sufficient documentation is provided.
- Wedding ceremony: evidence of scheduled marriage ceremony will be required prior to the event and marriage certificate required within 48 hours of the marriage taking place. Maximum 1 day.
- Wedding of immediate family members, for the day of the event only. (Parent or legal guardian, siblings, or children) – Maximum 1 day. Weddings of extended family members will not be considered for authorised absence.

- If you are ill and your attendance would endanger your health or the health of others, a medical certificate needs to be provided if the illness exceeds 2 days. For example, infectious diseases. Maximum 2 weeks.
- Terminal illness – if in the unfortunate event you are diagnosed with a terminal illness, in line with the pastoral care offered to students, we will arrange a meeting to confirm whether your studies can continue or not.
- Accident e.g. Car accident, hospitalisation etc. Maximum 2 weeks subject to evidence being provided.
- Summons letter for appearances in court or an appointment with a legal officer. Maximum 1 day.
- Exams scheduled whilst a class is taking place; exam booking confirmation must be provided. Maximum 1 day. Students are not authorised absence for revision.
- Late registration may be considered but is not guaranteed.
- Religious Festivals – whilst LCCA embrace religious faiths and beliefs, where possible we will accommodate big religious festivals, however we cannot accommodate daily religious practices. Maximum 1 day per year.
- Interview Assessment Days e.g., applications for Graduate Schemes. Evidence must be provided prior to the assessment day. Maximum 1 day.
- Extreme weather conditions. In this instance classes may be cancelled and rescheduled.

Every student must have a minimum attendance percentage of 85%

Our duty is to ensure that our students are able to successfully complete the programme they are enrolled on.

You are responsible for catching up on any work you miss as a result of absence (non-attendance).

If you require leave for exceptional circumstances outside official holiday periods, you must submit an Absence Authorisation Form to the Attendance Monitoring Team for authorisation. Absence Authorisation Forms can be found on MyPage or in Admin office.

If you want to request maternity/paternity leave, you must submit an Absence Authorisation Form to the Attendance Monitoring Team for authorisation. Maternity leave is usually considered for the semester in which the birth occurs. 2 weeks maximum can be authorised.

Paternity leave is limited to 1 week. Longer paternity leave may be considered under exceptional circumstances, for example a premature birth or trauma to the mother/baby at birth. Maximum 2 weeks to be authorised.

7.2 Unauthorised Absences

- Domestic or personal disruptions such as, moving house and weddings outside immediate family members.
- Pregnancy and related illness for longer than 2 weeks.
- IVF treatment
- Aesthetic/Cosmetic surgery
- The death or illness of a member of your extended family.
- Employment---related issues; except for students in full time employment normally studying on a part time course.

- Examination stress or anxiety during revision and assessment periods where no medical certificate is available.
- Holidays outside the official holiday periods.

7.3 Absence Authorisation

Submit an excuse via the online portal MyPage

If you are absent, you must submit the reasons of absence on the student portal, MyPage:

- Login to MyPage
- Select Courses
- Select Current Courses (or Past Courses section if your programme of studies finished and the excuse is submitted afterwards) and the attendance records will be displayed on the screen. Please note that it should take 48 to 72 hours for the attendance to be updated in the section below. Please allow this time before checking your attendance

Image 1

The screenshot shows the MyPage interface with a navigation bar at the top containing: Courses, Student Documents, Letter Requests, Mailbox, LMS, Student Society and Offers, Careers Centre, and a Logout button. Below this is a sub-navigation bar with: Timetable, Current Courses (selected), Excuses Submitted, Past Courses, and Important Attendance Information. A message states: "Please note that it will take one week for attendance data to be updated in this section". A legend defines the following categories:

- Full Attendance (Green)
- Late Arrival or Early Departure (Yellow)
- No Attendance (Red)
- Excuse Accepted (Light Green)
- Excuse Pending (Pink)
- Excuse Declined (Dark Red)
- Attendance Score to be updated (Orange)
- Excuse Withdrawn (Grey)
- Selected (Blue)

The attendance table below shows the following data:

Jun 21 10:00	Jun 28 10:00	Jul 05 10:00	Jul 12 10:00	Jul 19 10:00	Jul 26 10:00	Aug 02 10:00	Sep 06 10:00	Sep 13 10:00	Sep 20 10:00
1.0	0.0	1.0	0.0	1.0	N/A	N/A	N/A	N/A	N/A

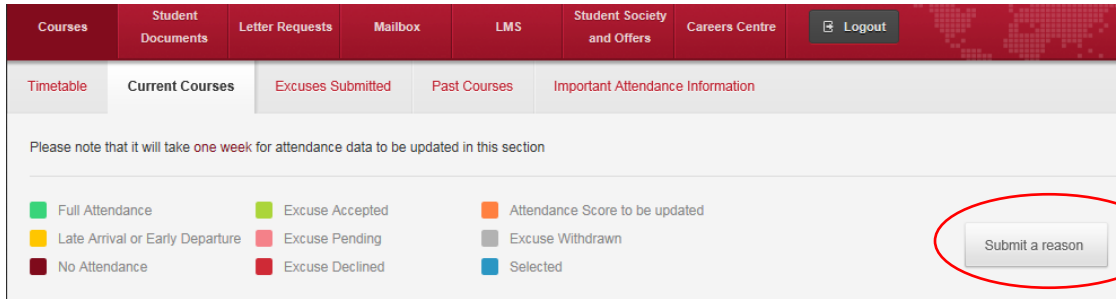
- Select the unattended class from the table under Current Courses (red box) and click on the Submit Excuse button. Once you select the unattended class highlighted in red, this will become blue. Please see image 2.
- If you missed classes on more than one day you must submit an excuse for all of them. You need to select the dates individually.

Image 2

The screenshot shows the same attendance table as in Image 1, but with the '0.0' for Jun 28 highlighted in blue, indicating it has been selected for an excuse.

Jun 21 10:00	Jun 28 10:00	Jul 05 10:00	Jul 12 10:00	Jul 19 10:00	Jul 26 10:00	Aug 02 10:00	Sep 06 10:00	Sep 13 10:00	Sep 20 10:00
1.0	0.0	1.0	0.0	1.0	N/A	N/A	N/A	N/A	N/A

→ Now scroll your page all the way up, to the `submit a reason` button. See image #3.



- Once you click on the `Submit a reason` a pop-up page will appear containing the date(s) of the excuses.
- You must upload evidence for the absence under Choose Files as well as selecting the reason for your absence and writing a description of your circumstances.
- The next section will require you to confirm that everything submitted is correct to the best of their knowledge, see image 4.
- If you are found to be submitting fraudulent documents as evidence of your absence you will be subject to withdrawal from the course.
- And finally, click on `Submit` button.

Image 4

Submit a reason ✕

You are uploading documents for this lessons:

English for Academic Purposes, Research & Study Skills English for Academic Purposes, Research & Study Skills (Feb22 intake, L3, Term 1, Group 4) 24/03/2022 11:15 ✕

If you have any message to send other than excuses for attendance, please use the [mailbox](#). Any other type of query submitted here will be deleted and not responded to.

Appointment Letter

Choose file: No file chosen

Absence reason:

Description:

I certify that the information given above is correct to the best of my knowledge and I understand that deliberate false information given by me will render me liable to disciplinary action under the LSBF's student disciplinary procedure. [Policy on Attendance Excuses](#)

7.4 Leaving Early

If you need to leave earlier than your class is scheduled to end due to a valid reason, you need to inform your tutor at the earliest possible opportunity. You must also inform the Attendance Monitoring Team and submit an excuse for the missed session via your online portal MyPage.

Please note attendance should take 48 hours to update on MyPage. Where possible you should inform the Attendance Monitoring Team in advance, and you will be advised if your absence will be authorised or not.

7.5 Submitting Medical documents

If your illness exceeds 2 days, a medical certificate is required to support your request for absence authorisation. Please note that prescriptions are not a sufficient substitute for official medical documents and cannot be considered in order to authorise absences. Documents coming from unofficial medical centres e.g. homeopathy medical centre, Chinese medical centres, CANNOT be taken into consideration. The medical documents provenance must be from NHS registered doctors. There are three types of medical documents mostly used:

- Statement of fitness for work – those must specify the period the student has been unfit for studies and must be stamped and signed by doctors
- Medical certificates issued by GPs – the period of time the student was unfit for studies must be specified as well and if the document is written on a headed paper, containing surgery's details and the doctor's signature no stamp is required.
- Medical certificates issued by hospitals/Discharge from hospital letters.

Medical documents issued outside the United Kingdom will be also considered in case students have fallen sick during term time and needed to return in their home countries and an absence authorisation request has been submitted for our assessment. We accept and consider medical notes coming from a licensed clinic or hospital. All documents must provide transparent information about the practitioner's opinion and their assessment; all documents must show the date of the consultation, the period the note covers, clear reasons and be signed and stamped by the clinic on a letter headed paper.

If the medical documentation is not in English, it must be translated by an independent certified translator. This document would only be considered if the following are clear: the authorities' full name, position/ company name, signature, date, stamp, or seal.

If there are any doubts over the validity of a medical document, the Attendance Monitoring Team has the right to contact the surgery/doctor to verify the document. If it is discovered that fraudulent documents have been submitted, you will be subject to disciplinary action.

Excuses and evidence submitted more than 2 weeks after the absence occurred will be rejected and absence will not be authorised.

7.6 You have attended but Attendance was Not Recorded

This can happen for several reasons: you forgot to sign the register; you have signed in an incorrect box, etc.

To correct your attendance, you must:

- Inform the Attendance Monitoring Team immediately
- Provide class notes if requested
- Provide tutor's confirmation of your attendance if requested

If attendance is confirmed it will be updated by the Attendance Monitoring Team.

You are reminded to take every necessary step to avoid such issues happening in the future as it is your own responsibility to record your attendance in classes. If you do not, you are at risk of not having your attendance authorised.

7.7 Students Access to the Attendance Policy

Students are regularly notified about the Attendance Policy, and you are reminded to familiarise yourself with both the Student Handbook and Attendance Policy.

- Welcome emails are sent during the Registration Period prompting you to access MyPage and read the Student Handbook and Attendance Policy.
- MyPage will not allow you to proceed until you confirm you have read and understood the Attendance Policy.
- At Induction you will be given information regarding the Attendance Policy.
- Online access to the Student Handbook and Attendance Policy for the duration of your studies

7.8 Punctuality

- You are expected to arrive on time and stay until the end of the session.
- The attendance system allows 15 minutes either side of class start and end time to record full attendance.
- If you arrive more than 15 minutes late you will only receive half attendance for that session and may be refused entry to the class until after the break.
- In order to record half attendance for a session you must be present for a minimum of 50% of the class. If you do not attend at least 50% of the class your attendance will not be recorded.
- Late arrival and leaving early disrupts the class and the Lecturer. LCCA Lecturers reserve the right to refuse entry to students who arrive late in order to avoid disruption of a class.

7.9 Spot-checks

- Spot-checks are carried out in classrooms throughout the semester to prevent the fraudulent use of the attendance system.
- During spot-checks you will be asked to place your student ID card on the desk so the Attendance Monitoring Team can record all students present. Photos and expiration dates of student ID cards will be checked.

- If you are found to be attending your class without a valid student ID card, you will be removed from the class until you have purchased a temporary/replacement ID card. Please note in such situations your attendance may be cancelled.
- If you are found to have abused the attendance monitoring system and have attendance recorded but are not present or are found in possession of another student's ID card during the spot-check your attendance will be cancelled and all parties involved will be subject to disciplinary action which could lead to expulsion.
- If you need to leave the class outside a scheduled break for any reason you must ensure you inform your tutor. If you fail to do so and you are found absent during a spot-check, you will be subject to disciplinary action.

7.10 Contact Information

In any instance of absence, where possible, LCCA should be notified in advance. Please see below contact information for attendance requests:

- attendance@lcca.org.uk – for general attendance related queries
- 020 3535 1155 – Switchboard

8. Student ID Cards

- After you attend Induction and enrol on your programme you will be issued with a student ID card.
- Your student ID card must be always carried/worn as it is essential for attendance monitoring purposes as well as for security and library use.
- If you are required by a member of staff to present your ID card whilst on campus you must do so immediately.
- The ID card remains the property of LCCA and can be retained by any member of staff if there are valid reasons to believe that you are not entitled to have it due to: withdrawal from the programme, cancellation of visa, breach of the attendance policy, suspension of your account due to outstanding fees etc.
- If you lose your student ID card, this must be reported to the Attendance Monitoring Team as soon as possible. There is a standard fee, currently £25, for a replacement ID card (non-refundable)
- If you forget your ID card and as such are unable to register your attendance you must inform the Attendance Monitoring Team and request a temporary ID card
- Lecturer's confirmation may be requested to verify the validity of temporary ID cards or presence in the class.
- Under no circumstances should you give your ID card to any other student. Students found in possession of another student's ID card will be subject to disciplinary action and may be expelled.

Key Information

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1.3	20/09/2024	Whole document formatting (updated Key Information table format, added Revision History, added Contents, line spacing)	QA Manager