

Version Control Statement

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	Further expectations for students added relating to checking emails and results portal Head of Student Affairs replaced by Head of Student Services UCLan replaced by University of Lancashire Futureworks’ responsibilities in relation to engagement for students in receipt of loans and for international students added		21.08.2026	Academic Board
	Information for Students section added. Additional expectations added to Attendance Expectations section. Right to Appeal and Fitness to Study sections added. Sponsored Students section extended. Additional steps added to Attendance & Engagement		13.11.2026	Academic Board



	Monitoring section, including circumstances in which a student's programme may be terminated.		
	Amended in line with feedback from expert reader for institutional validation.	25/06/2026	Academic Board
	Roles amended in line with changes in management structure.	13/08/2026	Academic Board

If this document is required in an alternative format, please contact Futureworks on 0161 214 4600 or via email: info@futureworks.ac.uk



Student Attendance & Engagement Policy

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1. Introduction

- 1.1 The Student Attendance & Engagement Policy has been developed as part of Futureworks' commitment to providing a supportive learning environment, which enables you to achieve your full potential.
- 1.2 Futureworks recognises the investment that you and your sponsors (if applicable) make when you enrol on a programme and we believe that, as a responsible institution, we have a duty to monitor attendance and engagement, and to act on non-engagement, so that you can be supported to complete your programme of study.
- 1.3 While studying at Futureworks you are expected to be an independent learner and, as such, you are active participants in your own learning experience and must take responsibility for achieving your learning outcomes and reaching your potential. Regular attendance and engagement are closely linked to retention, progression and academic achievement and can facilitate the development of core skills, such as teamwork and professional communication. By monitoring student engagement, Futureworks can provide support and guidance to those students who, as a consequence of their non-engagement, may be struggling with their studies.

2 Information for Students

- 2.1 Information on the procedures to be followed for reporting on and, where appropriate, certificating absence, is available in this Policy and in your Programme Handbook. We will explain expectations and procedures relating to attendance and engagement in your induction and all Tutors, including Personal Tutors, will be able to advise you on them.
- 2.2 Expectations for your participation in the taught elements of your programme are clearly outlined both in your induction and in your Programme Handbook.
- 2.3 The time, date and location of compulsory class times are published in student timetables, which can be found on your programme page on the MyFutureworks VLE.
- 2.4 Any changes to scheduled classes are communicated by email and via the MyFutureworks VLE.
- 2.5 You are responsible for accessing, reading and understanding your timetable and remaining up-to-date with any potential changes. Not knowing when or where classes take place is not a valid reason for absence.

3 Attendance Recording & Tracking

- 3.1 Attendance at each timetabled learning activity is recorded by the tutor on the VLE.
- 3.2 Student attendance records capture attendance, lateness and absence.
- 3.3 Absences can be recorded as authorised by the tutor following receipt of self-certification or evidence.
- 3.4 Authorised absences will not negatively impact on your attendance record.
- 3.5 Unauthorised absences for timetabled learning activities will negatively impact your attendance record.

4 Attendance Expectations

- 4.1 The following points outline what is expected from you while you are studying at Futureworks:
 - 4.1.1 Your attendance at all timetabled learning activities of programmes and modules is expected.
 - 4.1.2 You should arrive on time for classes and remain for the duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors. It is your responsibility to catch up with academic work missed during a period of absence.
 - 4.1.3 Engagement with additional learning resources such as those on the VLE and attending workshops or 1-2-1s with lecturers will be monitored and strongly encouraged, but will not normally count as part of your formal attendance.
 - 4.1.4 If you are unable to attend timetabled learning activities for any reason you should inform Futureworks reception and your tutor.
 - 4.1.5 If you are absent from a timetabled learning activity for good reason you should email your Tutor to self-certify your absence as soon as practicable. Your Tutor will then mark you as Excused, which will not negatively impact on your overall attendance.
 - 4.1.6 Acceptable reasons for absence include, but are not limited to:
 - Short-term illness (e.g. flu, infection, migraines)

- Ongoing or chronic conditions (e.g. asthma, depression)
- Medical appointments (GP, hospital, therapy)
- Counselling or mental health appointment
- Bereavement
- Caring responsibilities during family emergencies
- Attendance at major religious festivals (e.g. Eid al-Fitr, Diwali)
- Representing the university (competitions, UCAS fairs)
- Court attendance (jury service, hearings)
- Visa or immigration appointments (important for international students)
- Severe delays (e.g. train cancellations)
- Extreme weather or major incidents
- Conditions covered under disability support plans
- Accessibility barriers

4.1.7 Reasons that will not usually be accepted include, but are not limited to:

- Oversleeping or poor time management
- Paid work commitments (unless formally agreed, e.g. apprenticeships)
- Social events or holidays during teaching weeks
- Minor inconveniences (e.g. “didn’t feel like attending”)

4.1.8 Self-certification will only be accepted up to and including 2 consecutive weeks on a module. If you have been absent from a module for more than 2 consecutive weeks you will need to provide evidence for your absence, otherwise your Tutor will mark you as Absent, which will negatively impact on your overall attendance.

4.1.9 If you wish to submit evidence for your absence you should submit this to your Programme Leader (via the Absence Evidence Form on your programme page of the MyFutureworks VLE), who will inform the relevant Tutor(s). You will then be marked as Excused. If you do not submit acceptable evidence subsequent absences will remain unauthorised it will have a negative impact on your attendance.

4.1.10 Acceptable evidence includes, but is not limited to:

- GP or hospital appointment confirmation (letter, text, or screenshot)

- Fit note or medical certificate
- Appointment confirmation for counselling or mental health support
- Order of service or notice for a funeral
- Evidence of caring responsibilities (e.g. hospital appointment for a dependent)
- Jury service letter

Evidence that will not usually be accepted includes, but is not limited to:

- Screenshots of personal messages (e.g. texts to friends)
- Social media posts
- Notes written by yourself or friends/flatmates
- Screenshots of alarms or phone clocks (e.g. oversleeping)
- Work rotas or employer requests (unless formally approved by Futureworks)
- Travel bookings for holidays during term time

4.1.11 Evidence should be

- **Relevant** – clearly linked to the absence
- **Dated** – shows when the issue occurred
- **Credible** – from a reliable or official source

4.1.12 If you have submitted a medical certificate you should refrain from engagement with Futureworks if that is recommended by the medical certificate.

4.1.13 If your absence is likely to be longer-term you may be advised to follow the [Extenuating Circumstances Policy](#).

4.1.14 Work commitments are not valid grounds for authorised absence. You are required to ensure any working hours are scheduled outside of your timetabled learning hours at Futureworks.

4.1.15 If you require reasonable adjustments in relation to your attendance due to disabilities you should inform Student Services at the earliest opportunity. You can contact Student Services by emailing student.services@futureworks.ac.uk, by telephoning 0161 214 4610, or in person at the Student Advice Centre (3rd Floor). If, after reasonable

adjustments have been put in place, there remains a barrier you may be referred to the [Fitness to Study Policy](#).

4.1.16 You are expected to check your Futureworks email regularly, particularly if you have missed any classes or other sessions at Futureworks.

4.1.17 You are expected to access your email account for alerts about the release of results and progression/exit outcomes.

4.1.18 Where any personal details change (name, address, phone number etc) you should complete the Change of Personal Details form in the Student Information section of the MyFutureworks VLE.

5 Attendance & Engagement Monitoring

5.1 Attendance records are monitored regularly by Student Services and Programme Teams. Where you miss consecutive timetabled learning activities on a repeated basis without authorisation or good reason, or a pattern of behaviour is identified (such as consistently missing learning activities on a particular day), Futureworks reserves the right to intervene.

5.2 Concerns about student engagement will be discussed in team meetings and the Programme Leader monitors attendance on their programme by accessing registers on the VLE.

5.3 If a Tutor or Programme Leader is concerned about your attendance and/or engagement they will add you to the SARD (Students at Risk of Disengaging) Application. Students with non-submissions will also be added to SARD. Student Services will contact you if you are on SARD by telephone and email to check on your welfare and advise you on your current attendance status. For more information regarding SARD, see the [Students at Risk of Disengagement \(SARD\) Process Guidance for Students](#).

5.4 Student Services reviews attendance at 4 key checkpoints each academic year. If your attendance, either overall or for a specific module, falls below 60% Student Services will email you outlining the concerns regarding your attendance, letting you know about available support and requiring you to respond to the email within 7 calendar days. If you require welfare support you will be invited to a meeting with the Student Welfare Officer, who can advise you on other support processes. If you do not respond in the required timeframe Student Services will

attempt to contact you by telephone. If Student Services cannot contact you by telephone they will send a further email giving you another 7 calendar days to respond. Emails will be sent to both Futureworks and personal email addresses.

- 5.5 If you fail to engage with any of the steps taken by Student Services they will issue you with a warning letter outlining requirements for re-engagement and explaining that your place on the course may be at risk if you do not re-engage.
- 5.6 Requirements for re-engagement could range from meeting with the Student Welfare Officer to achieving an attendance target, depending on your circumstances.
- 5.7 If you fail to comply without good cause you will be issued with a Letter of Refusal from the Vice Principal, excluding you from formal assessment and thus terminating your programme of study

6 Right to Appeal

- 6.1 If you are refused permission to take an assessment on the grounds of unsatisfactory attendance you may submit an appeal against that decision within 14 calendar days of notification of the decision in accordance with the provisions of the [Academic Appeals Policy](#).

7 Fitness to Study

- 7.1 Requests to initiate the [Fitness to Study Procedure](#) are usually made by the Programme Leader or Student Welfare Officer to the Personal Tutor. This Policy is triggered if your health, wellbeing, behaviour and/or conduct is significantly impacting on your ability to progress academically and/or function at Futureworks, and/or on other students/staff.

8 Extenuating Circumstances

- 8.1 Futureworks recognises that during the course of your studies you may suffer from illness or misfortune that adversely affects your ability to meet the requirements of this Policy. In such cases students are encouraged to make an application for Extenuating Circumstances. Guidance can be found in the [Extenuating Circumstances Policy](#) and from Student Services by emailing student.services@futureworks.ac.uk, by telephoning 0161 214 4610, or in person at the

Student Advice Centre (3rd Floor). The Extenuating Circumstances application form can be found on your MyFutureworks VLE programme page.

9 Student Route visa

- 9.1 If you are on a Student Route visa Futureworks is required to monitor your contact points during your studies.
- 9.2 Contact points for Futureworks Student Route visa holders are days when you are required to be on campus to attend a timetabled learning activity, as well as summative assessment submissions and attendance at live assessments.
- 9.3 If any timetabled sessions are held online, as you are on a Student Route visa you are still required to be on site for these sessions. A room will be made available for you in this situation.
- 9.4 International student attendance records are monitored by Academic Registry for compliance purposes.
- 9.5 Engagement with the VLE, attending workshops, 1-2-1s with tutors and other learning events will be monitored and strongly encouraged, but will not normally count as contact points.
- 9.6 Attendance monitoring is not required during break periods.
- 9.7 If you are absent for 3 contact points without good reason you will receive a telephone welfare check from Student Services.
- 9.8 If you are absent for 6 contact points you will receive an email from Academic Registry outlining the attendance concerns, followed up by a telephone welfare check.
- 9.9 Additional warnings will be issued if you do not re-engage.
- 9.10 If you fail to re-engage with your studies within a maximum of 60 days from the first contact by Academic Registry regarding your academic engagement your sponsorship will be withdrawn.
- 9.11 Where a decision is made to withdraw sponsorship of you Student Route visa, you will be notified by email via your Futureworks and personal emails.

10 Informing External Bodies

- 10.1 If you are in receipt of a loan for tuition fees and/or maintenance from the Student Loan Company or a Local Education Authority (LEA), the appropriate body will be notified of continuous non-attendance.
- 10.2 If you are in receipt of a loan or grant for tuition fees and/or maintenance from your government (Channel Islands/Isle of Man), the appropriate government department will be notified of continuous non-attendance.
- 10.3 If you are an International student on a Student Route visa, Futureworks must investigate and inform UKVI when you make certain changes; for example, if you do not attend classes, or you withdraw from your studies. This could result in your student visa being cancelled and you being required to return home.

11 Refunds

- 11.1 Futureworks does not usually issue refunds for non-attendance. In exceptional circumstances, and at the discretion of the senior management, tuition fee payments may be refunded to you upon request. Evidence in support of such a request may be required, depending on the circumstances and the nature of the request. See Futureworks [Refund and Compensation Policy](#) for more information.

12 Governance & Review

- 12.1 The Academic Board is responsible for monitoring and evaluating this policy on an annual basis. Recommendations will be added to the Recommendations Tracker, which is monitored by the Academic Board.