

Engagement & Attendance Policy 2026-28

LCCA Governance



London
College of
Contemporary
Arts

ID: ARE-005

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Section 1: Policy Statement

LCCA is committed to supporting all students to complete their studies and to being treated fairly throughout. Students are bound by the College's and UCA's regulations and the Student Charter, and may be subject to penalties, including withdrawal, where expectations are not met.

1.1 Regulatory and Assurance Context

This policy aligns with the OfS regulatory framework (in particular Conditions B2 and B3, relating to student engagement and student outcomes), and the UK Quality Code for Higher Education (2024), in particular Principles 2, 5, 10 and 12. LCCA is required to report accurate engagement and attendance data to its awarding body for funding eligibility, progression, and institutional reporting purposes.

1.2 Supportive Intent

This policy is not designed to be punitive. Engagement and attendance are essential for successful learning outcomes. By monitoring both, LCCA aims to identify and address barriers to learning at the earliest opportunity, offering support and intervention before formal action is considered.

1.3 Regulatory Reporting Obligations

LCCA, via its awarding partner, is required to report student engagement and attendance to the OfS, the Student Loans Company, and HESA. Students not actively engaged may be reported to the relevant bodies, which may affect their student finance eligibility or continued enrolment.

1.4 Withdrawals

Students may be withdrawn from their course on the following grounds:

- non-attendance and non-engagement;
- academic failure;
- voluntary withdrawal; or
- disciplinary action or academic misconduct.

This policy covers only the first of these grounds. For all other withdrawal types, refer to the Student Withdrawal Policy and Procedure.

Section 2: Scope and Definitions

2.1 Scope

This policy applies to all students enrolled on courses of study at LCCA, including undergraduate, postgraduate taught, and foundation year students. Where specific attendance or engagement requirements apply to students on placement, students studying under collaborative partnership arrangements, or students on professional body-accredited courses, these will be set out in the relevant course handbook.

2.2 Definitions

For the purposes of this policy, the following definitions apply:

Attendance means physical presence at a timetabled, in-person teaching session, recorded through the College's attendance monitoring system.

Attendance and Retention Board (ARB) means the formal school-level panel that reviews student engagement and attendance data and makes recommendations regarding continuation, support, or withdrawal.

Authorised Absence means an absence for which the student has obtained prior approval or has provided acceptable evidence within the required timeframe. This does not normally count against engagement thresholds.

Unauthorised Absence means an absence where the student has not attended and has not obtained approval or provided acceptable evidence. This contributes to engagement concerns and may inform withdrawal consideration.

Engagement means active participation in designated learning activities, which may include but is not limited to: seminars, tutorials, group work, meetings, academic reviews, assessment submissions, mandatory online activities, and asynchronous learning tasks.

Late / Partial Attendance means the student has attended less than 50% of a scheduled session or designated activity. This may be recorded as non-attendance for monitoring purposes.

Present means the student has attended and participated in the scheduled teaching or designated engagement activity.

2.3 Data Protection

Student engagement and attendance data is collected, stored, and processed in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Data may be shared with UCA, the OfS, SLC, HESA as required for regulatory and reporting purposes.

Section 3: Engagement and Attendance Monitoring

3.1 LCCA monitors student engagement and attendance through registers and digital systems, in accordance with the UCA Common Credit Framework (CCF), which 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 the OfS, HESA, SLC and other regulatory bodies, about students who are actively engaged in studying and their eligibility for financial support.

Accordingly, any student who is absent from their studies of any defined type without authorisation for an extended period may be deemed by the University to have withdrawn from their course.'

3.2 Monitoring and Review Framework

Student engagement is monitored continuously through timetabled teaching and digital learning systems. Formal engagement reviews take place at defined academic monitoring points and at the end of each semester, informing consideration at School Attendance and Retention Boards (ARB).

Teaching sessions comprise a combination of the below activities, though this list is not exhaustive. Students are expected to attend all formal timetabled on-campus teaching.

Other activities that will be taken into consideration as evidence of engagement include but are not limited to:

Seminars	Academic Reviews
Tutorials	Assessment Submissions
Group work	Online activities
Meetings	Asynchronous learning activity

3.3 Extended Self-Directed Study and Academic Contact Points

Where students enter periods of extended self-directed study, including dissertations, final major projects, or other non-timetabled academic phases, engagement will be monitored through scheduled academic contact points in place of timetabled teaching. These may include supervisory meetings, progress reviews, or other formally recorded academic interactions.

3.4 Engagement and Attendance Threshold

Students are expected to maintain consistent engagement and attendance throughout their course of study, including both face-to-face attendance at timetabled sessions and online engagement activities as set out in the relevant course handbook. Students whose engagement and attendance fall below the expected level may be contacted by the Student Support Team and may be referred to the ARB for consideration. It is the student's responsibility to catch up on any work missed as a result of absence.

Section 4: Mandatory Online Learning Engagement Expectations

4.1 Students are required to engage with designated online learning activities delivered via LCCA's Virtual Learning Environment (VLE) as set out in the relevant module descriptor. Online engagement is monitored on a weekly basis and forms part of the College's formal engagement monitoring framework.

4.2 In addition to designated online activities, engagement captured through digital systems – including in-person attendance records, VLE analytics (logins, activity completion, discussion participation), and formative assessment completion – may be used as evidence of engagement for the purposes of this policy and for regulatory reporting.

4.3 The expected weekly engagement for each 30-credit module comprises timetabled face-to-face attendance and independent engagement activity. The specific hours vary by module duration:

- 10-week modules: 4.5 hours attendance and 7.5 hours engagement per week
- 30-week modules: 1.5 hours attendance and 2.5 hours engagement per week

Detailed engagement expectations for each module are set out in the relevant module descriptor and course handbook.

Section 5: Engagement and Attendance Review and Escalation

5.1 LCCA operates a staged approach to engagement and attendance concerns. Where concerns are identified through the monitoring framework set out in Section 3, the following escalation process applies:

Stage	Trigger	Action	Owner
1: Early Alert	Engagement/attendance identified as a concern	Contact student, discuss concerns, explore support needs	Student Support Team
2: Formal Warning	Student does not engage with Stage 1	Issue formal warning, invite to meeting, remind of expectations	Student Support Team
3: Withdrawal Consideration	Student does not engage with staged support, or Course Director assessment that student unlikely to complete	Refer to ARB; contact student re welfare and enrolment status	Student Support Team / Course Director / ARB

5.2 Where a student is being considered for withdrawal at Stage 3, a second formal communication will be sent to inform them that withdrawal is being considered based on non-engagement.

5.3 Individual Learning Plans (ILP)

Where a student's engagement and attendance are a cause for concern, but withdrawal is not yet being considered, an Individual Learning Plan (ILP) may be drawn up and agreed with the student. This will be linked to engagement and attendance targets and will follow the provisions of this policy. The ILP will set out clear expectations for improved engagement, support measures offered, and the timescales for review.

Section 6: Student Withdrawal based on non-attendance & non-engagement

- 6.1 Where a student has not re-engaged following the staged escalation process set out in Section 5, the case will be referred to the school Attendance and Retention Board (ARB) for a withdrawal decision. The ARB will review the case on an individual basis, considering all available evidence of attendance and engagement, the support offered, any Individual Learning Plan in place, and any mitigating circumstances.
- 6.2 Reasonable adjustments must be considered before any withdrawal decision where a student's circumstances relate to a disability or protected characteristic (see Student Withdrawal Policy, Section 1.4). An interruption of studies (see Student Withdrawal Policy, Section 6) should be considered as an alternative to withdrawal where appropriate.
- 6.3 Following a withdrawal decision, the Student Support Team will notify the student in writing of the decision, the reasons, and their right to appeal (see Section 7 of this policy and Section 7 of the Student Withdrawal Policy). Students should use the Student Withdrawal Appeal Form (AWF1), available on the website policy portal and Canvas VLE.
- 6.4 Student absences are categorised as either authorised or unauthorised. To obtain an authorised absence, students must submit the reason via MyPage and, where required, provide supporting evidence. Absences without notification or evidence will be recorded as unauthorised. Authorised and unauthorised absence types are set out in Appendix I.

Section 7: Appeals

- 7.1 Students withdrawn for non-attendance and non-engagement have the right to appeal the decision. The full appeals process, including grounds, timeframes, panel composition, and hearing procedures, is set out in Section 7 of the Student Withdrawal Policy and Procedure.
- 7.2 The Withdrawal Appeals Panel may reject the appeal, uphold the appeal and reinstate the student, or uphold the appeal in part and offer an alternative outcome such as an interruption of studies.
- 7.3 The student should normally receive a written outcome within 20 working days of the Withdrawal Appeals Panel receiving the completed appeal form and all supporting evidence.
- 7.4 A Completion of Procedures (CoP) letter will be issued in accordance with Section 8 of the Student Withdrawal Policy and Procedure. If the student remains dissatisfied following completion of internal procedures, they may apply to the Office of the Independent Adjudicator (OIA) within twelve months of the CoP letter. Further information: www.oiahe.org.uk

7.5 For the avoidance of doubt, this appeals process applies only to withdrawal based on non-attendance and non-engagement. Students withdrawn for academic failure should refer to the Academic Appeals Policy (ASA-001).

Appendix I – Absence Types: Authorised and Unauthorised

A1 Authorised Absences

An absence may be authorised where the student has a valid reason that is outside their control and provides appropriate evidence within the required timeframe. Circumstances that may be considered for authorised absence include but are not limited to: illness or medical treatment, bereavement, disability-related needs, pregnancy and parental leave, religious observance, legal obligations, and other exceptional personal circumstances.

The duration of authorised absence will be determined on a case-by-case basis, taking into account the nature of the circumstances, the evidence provided, and the impact on the student's ability to engage with their programme. For absences relating to disability, pregnancy, or religious observance, the College will give due regard to its obligations under the Equality Act 2010 and will make reasonable adjustments where appropriate.

Acceptable evidence types and submission requirements are set out in the Absences and Mitigating Circumstances: Evidence Guidance

A2 Evidence Categories

To support consistent and transparent decision-making, evidence submitted in relation to authorised absence or appeals will normally be considered within the following categories:

Primary Evidence: Official documentation such as medical certificates, legal correspondence, or formal institutional notifications.

Supporting Evidence: Confirmation from recognised third parties or institutional staff (for example, tutors, course teams, or external organisations).

Student Declaration: A written statement of circumstances provided by the student where formal evidence is not immediately available. This may be subject to further verification.

Evidence should be dated, legible, and, where applicable, provided in English or accompanied by an official translation. The College reserves the right to verify the authenticity of submitted documentation.

A3 Minimum Engagement and Attendance Threshold

Students are expected to maintain consistent engagement and attendance as set out in the relevant course handbook, and are responsible for catching up on any work missed due to absence.

Leave for exceptional circumstances outside official holiday periods must be requested via an Absence Authorisation Form, available on MyPage or from the Administration office. Students requiring leave for maternity, paternity, adoption, or pregnancy-related reasons should contact the Student Support Team at the earliest opportunity to discuss their options, which may include authorised absence, an adjusted timetable, or an interruption of studies (see Student Withdrawal Policy and Procedure, Section 6). The College will give due regard to its obligations under the Equality Act 2010.

A4 Unauthorised Absences

Absences will normally be recorded as unauthorised where the student has not submitted a reason via MyPage, has not provided acceptable evidence when required, or where the reason for absence does not meet the threshold for authorisation. Examples include holidays outside official holiday periods, employment commitments (except for part-time students in full-time employment), and cosmetic procedures.

Students are advised to contact the Student Support Team (admin@lcca.ac.uk) if they are unsure whether their circumstances may qualify for authorised absence.

A5 Absence Authorisation

Students must submit the reasons for absence via the online student portal, MyPage. A separate submission must be made for each day of absence. The submission must include:

- the reason for absence (selected from the available categories);
- a description of the circumstances;
- supporting evidence, uploaded via the portal (see the Absences and Mitigating Circumstances: Evidence Guidance (SJA-001) for acceptable evidence types and submission requirements).

Please note that attendance records may take up to 72 hours to update on MyPage. Step-by-step submission instructions are available on MyPage and in the Student Handbook.

Students found to have submitted fraudulent documentation will be subject to disciplinary action in accordance with the LCCA Student Disciplinary Policy, which may include withdrawal.

A6 Leaving Early

If a student needs to leave earlier than their class is scheduled to end for a valid reason, they must inform their tutor at the earliest possible opportunity. The student must also inform the Attendance Monitoring Team and submit an excuse for the missed session via MyPage.

Please note attendance may take 48 hours to update on MyPage. Where possible, students should inform the Attendance Monitoring Team in advance and will be advised whether the absence will be authorised.

A7 Medical Evidence

Where illness exceeds 2 days, a medical certificate is required. Evidence must be from a qualified, registered medical practitioner and must cover the specific period of absence. Accepted documentation includes fitness-to-study statements, GP medical certificates, and hospital discharge letters.

Prescriptions and documents from unregistered or alternative practitioners are not accepted. Online GP services must be regulated by the Care Quality Commission (CQC).

Medical documentation issued outside the UK will be accepted provided it meets the standards set out in the Absences and Mitigating Circumstances: Evidence, including certified translation where documents are not in English.

The Attendance Monitoring Team may verify any medical document. Submission of fraudulent documentation will result in disciplinary action. Full details of acceptable evidence types, providers, translation requirements, and submission deadlines are set out in the Absences and Mitigating Circumstances: Evidence Guidance.

Evidence submitted more than 2 weeks after the absence will not normally be accepted.

A8 Attendance Recording, Punctuality, and Campus Procedures

Students are expected to arrive on time and remain for the full duration of each session. Detailed guidance on attendance recording, punctuality expectations, ID card requirements, and campus monitoring procedures is set out in the Student Induction.

Appendix II – Related Documents and Guidance

[LCCA Absences and Mitigating Circumstances – Evidence Guidance](#)

[LCCA Student Withdrawal Policy & Procedure](#)

[LCCA Student Withdrawal Appeal Form \(AWF1\)](#)

[LCCA Academic Appeals Policy](#)

[UCA Common Credit Framework](#)

[OIA Good Practice Framework](#)

[UK Quality code for HE: Advice and Guidance – Concerns, Complaints and Appeals](#)

Key Information	
Version	2.0
Approved By	Senior Management Team (SMT)
Author(s)	Student Services; Quality
Owner	Student Services
Date Approved	01 Jun 2023
Effective Date	01 Oct 2023
Review Date	Annually
Readership	All

Version Control			
Version	Author	Date	Summary of Changes
1.3	QA Manager	29-09-2024	Whole Document formatting
2.0	QA Manager	12-02-2026	Policy retitled; withdrawal sections removed to standalone policy; engagement monitoring framework, mandatory online learning, engagement definitions, evidence categories, staged escalation, data protection, scope and definitions added; general restructuring and language improvement