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GBS Student Attendance Policy

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Related policies
<ul style="list-style-type: none"> ▪ GBS Data Protection Policy ▪ GBS Equality and Diversity Policy ▪ GBS Anti-Harassment and Anti-Bullying Policy ▪ GBS Student Disciplinary Policy and Procedure ▪ GBS Support to Study Policy ▪ GBS Student Charter ▪ GBS Student Code of Conduct ▪ GBS Privacy Policy ▪ GBS Extenuating Circumstances Policy
External Reference
<ol style="list-style-type: none"> 1. Information Commissioner’s Office, Accessed online at: https://ico.org.uk/ 2. UK Public General Acts, <i>Data Protection Act 2018</i>, Accessed online at: https://www.legislation.gov.uk/ukpga/2018/12/contents/enacted

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Global Banking School Student Attendance Policy

1. Policy Statement

1.1. Global Banking School (GBS) acknowledges that there is a strong link between student attendance and engagement with their studies, and student retention, progression, and achievement. Therefore, GBS actively supports and encourages students to attend and fully participate in all timetabled learning sessions and to engage with associated learning activities offered by GBS. In order to do this, GBS will monitor levels of student attendance and engagement:

- Students are encouraged and supported fully to engage with their studies in order that they acquire the knowledge, understanding, critical analysis and skills needed to succeed.
- Monitoring attendance and engagement allows for identification of students who may be at risk of not keeping up with their studies which may result in withdrawing from, or failing, their programme of studies.
- Monitoring and acting, where appropriate, on student attendance and engagement enables GBS to put support mechanisms in place and to help students to progress and achieve their qualification.

1.2. Students showing an erratic pattern of attendance or prolonged period of non-attendance is often an indication of problems that may lead to underachievement, failure to progress, or withdrawal. Early identification of, and timely intervention with such students, enhances retention, achievement, and student wellbeing.

1.3. GBS has a duty to monitor the attendance and engagement of its students to fulfil its legal obligation to inform relevant external agencies of their registration status.¹

2. Purpose

2.1 The purpose of this policy is to provide a consistent approach to the monitoring of attendance and engagement, which ensures that GBS is compliant with external regulatory requirements and supports student wellbeing and the learning experience. Robust attendance and engagement monitoring will support timely interventions to

¹ This includes GBS responsibility to Pearson as the awarding body, our partner institutions, the Student Loans Company, the UKVI when relevant and the Office for Students.

provide effective student support and maximise the potential for individual students to succeed.

3. Scope

3.1 This policy applies to all students registered on all programmes offered by GBS including Pearson courses and our collaborative partners. Students may be subject to the attendance monitoring process applicable at our partner universities.

4. Responsibilities

4.1 Ownership of this policy lies with the Dean, Associate Dean, the Programme/Cohort/Level Leader (as appropriate), Module Leaders and Student Success Tutors, assigned to students studying on all programmes offered by GBS.

5. Definitions

5.1 Student Attendance

5.1.1 Student attendance is defined as the presence of a student at scheduled teaching and learning activities for the entire session (including remote attendance for online, live sessions). A session refers to blocks, terms, semesters and/or the full academic year, as most appropriately applicable. Scheduled teaching and learning activities include:

- Lectures, seminars, and tutorials
- Academic writing skills and academic study sessions
- Project and dissertation supervision meetings
- Practical classes, demonstrations, and workshops, where appropriate
- External visits when in place of scheduled teaching and learning sessions
- Other scheduled teaching and learning sessions, including student induction.

5.2 Student Engagement

5.2.1 Student engagement is defined as the active participation by a student with their studies and the use of learning resources, including the GBS virtual learning environment (VLE) to support their learning. This includes:

- Attendance at all scheduled learning and teaching sessions and associated activities
- Active contribution to individual and group tutorials, lectures, and seminars
- Use of library facilities and VLE learning resources

- Engagement with formative assessments and submission of formative and summative assessments to specified deadlines
- Attendance at examinations or time-constrained assessment activities
- Responding in a timely manner to formal communications from GBS, such as letters, emails, text messages and telephone calls.

6. Student Responsibilities:

6.1 In adherence to this policy, all students are expected to:

- Attend and/or engage in all scheduled learning and teaching activities forming part of their programme of study.
- Attend punctually and for the full duration of all scheduled teaching and learning activities.
- Make full use of the available learning resources, including the VLE, to support learning.
- Complete both formative and summative assessment tasks at the first opportunity and, where appropriate, to stated deadlines.
- Communicate with the relevant GBS staff member (academic or professional) with regards to their attendance and engagement when necessary.

6.2 Students are expected to participate in their learning, to take responsibility for their own development and, through such engagement, to demonstrate a positive attitude to their studies.

6.3 GBS will monitor students in order to identify students whose attendance and engagement raises concerns that they may be experiencing difficulties and may be deemed at risk of not continuing with or failing their studies. Where attendance and/or engagement levels raise concerns, GBS will take appropriate steps to provide academic and/or pastoral support, as appropriate. The initial focus will be on academic support and wellbeing for the student.

6.4 Continued poor attendance and/or lack of engagement will trigger communications from GBS designed to encourage students to re-engage with their studies. Following all interventions, where students are deemed to be no longer attending, their registration may be withdrawn and they will be reported, as appropriate, to the Student Loans Company (SLC), the UKVI, their employer or sponsor to meet GBS statutory reporting duty. GBS

may remove the student's registration with Pearson as the awarding body and inform our partner institutions.

6.5 The Associate Dean in consultation with Programme/Cohort/Module Leaders (as appropriate) have the authority to grant short periods of absence (up to three consecutive days) to students for personal or religious reasons. GBS reserves the right to refuse any request for authorised absence where the pattern of attendance and engagement already has given cause for concern or where the student has been deemed as at risk.

6.6 Requests for authorised absence will be assessed on an individual basis. Students must use GBS Extenuating Circumstances Policy and associated forms to request an absence in advance of it being taken. Objective, independent evidence must be supplied in support of the request for authorised absence.

6.7 All decisions taken under GBS Student Attendance policy will be made on a case-by-case basis to ensure that each student is offered support according to his or her needs, including any declared learning disability or other protected characteristic.

6.8 Students will have the right to appeal against a recommendation to withdraw them from their studies under this policy. Appeals should be submitted in writing to their Programme/Cohort/Level Leader (as appropriate) within five working days of the notification to the student and should be accompanied by appropriate evidence. The final decision resides with the Dean.

6.9 GBS will treat any deliberate attempt by a student to circumvent this policy, for example, by asking another student to register on their behalf, extremely seriously. Any such attempt may lead to disciplinary action being taken using GBS Student Disciplinary Policy and Procedure.

7. Monitoring and Recording

7.1 GBS will monitor student attendance and engagement and may draw upon the following records to inform an overall profile for a student:

- Submission of assessment tasks and meeting assessment submission deadlines
- Engagement with GBS Virtual Learning Environment (VLE), for example, accessing of materials and participation in discussion board activities on GBS VLE

- Student registers taken during lectures, seminars, and other scheduled learning activities, or during formal examinations or class tests
- Usage of GBS Library and other learning resources, for example, borrowing of books, and accessing e-books or journal articles.

7.2 All information will be held and processed in accordance with GBS Data Protection Policy.

7.3 Where attendance and/or engagement levels raise concern, GBS will intervene in accordance with the process for unauthorised absence outlined below, which triggers communications with the students concerned.

8. Communicating with Students

8.1 GBS will communicate with students by email using the email address currently on GBS student record system. If there is no response to a GBS email to a student within 24 hours, attempts to contact the student will be made by telephone and/or letter to the address supplied by the student on GBS student record system.

8.2 Where hard copy correspondence is required, it will be sent to the student's registered home address as recorded on GBS student records system. A hard copy will be used to notify a student that he or she is being withdrawn from their programme of studies and de-registered with Pearson and/or our partners.

9. Unauthorised absence

9.1 GBS monitors student attendance and engagement in order to act in cases where records indicate that students may be experiencing difficulties with their studies, either for academic reasons and/or personal issues in their lives. GBS initial focus will be to provide academic and/or pastoral support, as appropriate to the student's needs.

9.2 The SSTs check every register one hour into each session and when student absence is detected, this is the process that is followed:

- Any absence is followed up by an immediate phone call
- If there is no success in reaching student with the first call, subsequent calls are made and an email sent
- Details of contact and attempted contacts made are entered in the attendance tracker
- This process is repeated for any absence in the first two weeks.
- Any student absent for two consecutive weeks is passed to the retention team
- Retention team make calls and, if absent on 3rd week, send an email indicating student is at risk of withdrawal

- If the student has not re-engaged by the end of week 4 then a formal letter is sent via recorded delivery letter
- All retention team interactions are recorded in a contact tracker
- If this has the desired effect of re-engaging the student, then the retention team will liaise with faculty to provide a plan for catch up
- If there is no response, then Registry withdraw the student
- Withdrawal is processed within the Unit 4 database with signatures required from Registry and the Dean to ensure the process has been followed and that an appropriate audit trail is in place.

9.3 Where necessary students will be signposted to the appropriate GBS student service for advice, support, and guidance.

9.4 The student will also be notified of the potential consequences of non-attendance/engagement. The student will be held responsible for any fees or other charges that may arise from a decision to withdraw the student from the programme.

9.5 Students whose registration is withdrawn for non-attendance will be reported, as appropriate, to the Student Loans Company (SLC), the UKVI, their employer or sponsor if appropriate.

10. Authorised absence

10.1 Students may request authorisation for short periods of absence for personal or religious reasons by writing to their Student Success Tutor. Absences must be requested in advance and at the earliest available opportunity. Repeated requests for authorised absences of short periods may not be granted if the Student Success Tutor regards such absences as affecting the student's studies.

10.2 Requests for absences of more than two weeks will be considered as exceptional due to the potential impact on a student's studies. Such requests must be made in writing with independent collaborating evidence supplied and will only be granted if the Student Success Tutor, in consultation with the Programme/Cohort/Level Leader (as appropriate) and Associate Dean agree with the request, and the student concerned recognises their responsibility for catching up and completing any outstanding academic work.

10.3 Requests for authorised absence will be assessed on an individual basis, and where relevant, students may be advised to use GBS Extenuating Circumstances Policy.

10.4 For cases of absence beyond four weeks students must seek advice from their the Programme/Cohort/Level Leader (as appropriate) who may advise that the student should

interrupt their studies and come back at an appropriate point to pick up their programme of studies. Interruption of studies would normally mean informing the Student Loans Company and the student being temporarily suspended. This would mean that GBS would not receive the tuition fee for this period of interruption of studies and the student loan would be stopped during this period. Upon return from the period of interruption of studies, GBS and the student should inform the Student Loans Company to enable financial support to be resumed for the remaining period of the student's studies.

10.5 The Programme/Cohort/Level Leader (as appropriate), are responsible for approving all requests for authorised absence and supported by the Student Success Tutors, are responsible for informing relevant teaching and administrative colleagues.

10.6 GBS reserves the right to refuse any request for authorised absence where the student's pattern of attendance and engagement already gives cause for concern. In such cases reasons for the decision to refuse an authorised absence will be given.

11. Student Illness

11.1 Short-term absence due to illness (1-2 days) does not need to be authorised, but the student should contact their Student Success Tutor to inform them if they are not able to attend a scheduled activity together with the likely date of their return. For longer periods of illness (3-5 days) students should submit a self-certification form.

11.2 Where sudden illness affects assessment, for example, assessment submission deadlines not being met students should apply for extenuating circumstances to be taken into consideration using GBS Extenuating Circumstances Policy. The extenuating circumstances form should be completed and supporting evidence provided and then submitted to their Student Success Tutor.

11.3 Where a student's health or wellbeing causes GBS concern regarding their fitness to study on a course, the student may also be referred under GBS Support to study procedure and Student Welfare Team as appropriate. The Student Success Tutor will deal with any such circumstance in the first instance.

12. Return to Study

12.1 Following a period of absence from GBS for recuperation, it may be appropriate for the student to return to resume studies. If this is the case, it will be necessary to ensure that the student is assisted in their return to their studies.

12.2 If a student has been formally suspended by the Dean, this suspension must formally be lifted before return to study. GBS will require the student to produce appropriate confirmation of their health and ability to resume studying. This will ideally be provided by the relevant health professional (a GP or psychiatrist). The Student Welfare Support Services will be available to provide advice and support to facilitate the student's transition back onto the programme, particularly in relation to any action that might be required under the Equality Act 2010.

13. Monitoring and Review

13.1 This policy may be amended by GBS at any time and will be reviewed annually to ensure it is fit for purpose. Any issues related to the monitoring and review of this policy, please contact asqo@globalbanking.ac.uk.

14. Data Protection and Confidentiality

14.1 GBS is registered with the Information Commissioner's Office as a Data Controller. Details of the School's registration are published on the [Information Commissioners website](#). GBS as a Data Controller shall implement appropriate technical and organisational measures to ensure that processing of personal information is performed in accordance with the UK General Data Protection Regulations (UK GDPR) and under the Data Protection Act 2018 (DPA).

14.2 All GBS staff and students should be clearly informed about the limits of confidentiality in terms of information sharing in line with data protection law. Please refer to GBS Data Protection Policy for further guidance.

15. Alternative Format

15.1 This policy can be provided in alternative format (including large print, audio and electronic) upon request. For further information, or to make a request, please contact:

- **Name:** Welfare Management Team
- **Position:** Welfare Officer/Manager
- **Email:** welfare@globalbanking.ac.uk