



Attendance and Engagement Policy (HE)

Version	1
Owner	Student Engagement and Experience Committee
Approving body	Board of Directors
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See Appendix A for version history

Attendance and Engagement Policy

1. Purpose

- 1.1. This policy sets out Boomsatsuma's expectations regarding student attendance and engagement and explains how attendance and engagement are monitored throughout a student's programme of study.
- 1.2. It outlines the responsibilities of students in relation to attendance and engagement, the support available where concerns arise, and the processes used to identify and respond to attendance and engagement concerns in a consistent, transparent and supportive manner.

2. Scope

- 2.1. This Policy applies to all higher education students at Boomsatsuma.

3. Definitions

- 3.1. For the purposes of this Policy, the following definitions apply.
- 3.2. 'Attendance' refers to a student's presence at scheduled learning activities associated with their programme of study, including workshops, seminars, lectures, tutorials, personal tutor meetings and other timetabled activities.
- 3.3. 'Engagement' refers to a student's active participation in their studies. This may include attending scheduled learning activities, participating in tutorials and reviews, responding to communications relating to their studies, and engaging with support arrangements where required.
- 3.4. An 'excused absence' is an absence that has been communicated to the relevant tutor in advance of the scheduled session and accepted as a valid reason for non-attendance.

- 3.5. An 'unexcused absence' is an absence where a student has not notified the relevant tutor in advance of the scheduled session.
- 3.6. An 'Academic Recovery Plan' is a structured support plan used to help students re-engage with their studies following a significant period of non-attendance or disengagement.

4. Principles

- 4.1. Boomsatsuma's undergraduate programmes are designed around creative practice, project-based learning and collaboration, and students benefit from regular interaction with tutors, peers, industry partners and the wider learning community. Regular attendance and engagement are therefore important elements of successful participation in a programme.
- 4.2. Boomsatsuma monitors student attendance and engagement in order to identify concerns at an early stage, provide appropriate support, and enable timely intervention where attendance or engagement may place successful progression or completion of a programme at risk.
- 4.3. Students may experience personal circumstances that affect their attendance and engagement. Attendance and engagement monitoring is intended to be supportive rather than punitive, and Boomsatsuma will seek to understand any barriers to participation and work with students to identify appropriate support before formal escalation is considered.

5. Student Responsibilities

- 5.1. Students are expected to attend all scheduled learning activities associated with their programme of study. This includes workshops, seminars, lectures, personal tutor meetings and any other activities included within the published timetable.

- 5.2. Students should make every effort to arrive on time and be prepared to adjust travel arrangements if they are routinely late. Students are expected to remain in class for the duration of a session or inform their tutor if they need to leave early.
- 5.3. Students are responsible for confirming their attendance during each session using the system introduced by their programme team.
- 5.4. Students are responsible for contacting their module tutor directly, via email or Google Chat, in advance if they are unable to attend a session. Where an absence is notified in advance, it will be recorded as an excused absence. Failure to notify a tutor of an absence in advance of a scheduled session will result in the absence being recorded as an unexcused absence.

6. Staff Responsibilities

- 6.1. Module Leaders and teaching staff are responsible for maintaining accurate attendance records, monitoring attendance and engagement within their modules, and identifying attendance or engagement concerns.
- 6.2. The Student Support and Wellbeing Team is responsible for providing advice, guidance and support to students where attendance or engagement concerns arise, and for helping students access appropriate support services.
- 6.3. Heads of Programme are responsible for overseeing attendance and engagement within their programme area. Where significant attendance or engagement concerns arise, Heads of Programme will contact students to discuss concerns, identify appropriate support, and oversee the implementation of Academic Recovery Plans where required.
- 6.4. The Head of Higher Education is responsible for overseeing attendance monitoring arrangements, supporting Heads of Programme in the management of significant attendance and engagement concerns, and ensuring compliance with partnership and regulatory requirements.

- 6.5. Personal Tutors provide academic guidance and support throughout a student's programme of study. Students may choose to discuss attendance or engagement concerns with their Personal Tutor and seek academic support where appropriate.

7. Attendance Monitoring and Support

- 7.1. Students may occasionally be unable to attend scheduled sessions due to illness, personal circumstances or other unforeseen events. Occasional absence will not normally give rise to concern where students communicate appropriately with staff and continue to engage with their studies.
- 7.2. Where a student misses one week or more of scheduled sessions and has not advised staff of their absence, they will be contacted by email and/or Google Chat to establish the reason for their non-attendance and to offer support.
- 7.3. Where attendance or engagement concerns persist and a student has not provided a reason for these concerns, they will be required to attend an individual support session. The support session will be used to discuss any barriers to attendance and engagement and identify actions or support that may help the student to re-engage with their studies.
- 7.4. Where non-attendance raises safeguarding or welfare concerns, additional attempts may be made to contact the student, including by telephone. Where significant welfare concerns exist, and consent has been provided during enrolment or at another time, a student's emergency contact may be contacted to confirm their welfare.

8. Academic Recovery Plans

- 8.1. Where a student has experienced a significant period of non-attendance or disengagement that may affect their ability to successfully progress through

their programme, but has subsequently re-engaged with their studies, Boomsatsuma may put in place an Academic Recovery Plan (ARP).

- 8.2. The Academic Recovery Plan brings together support arrangements, agreed actions and academic requirements to help the student get back on track with their studies. It may include attendance and engagement expectations, a plan to complete outstanding and upcoming assessments, any agreed reasonable adjustments, and support measures delivered by academic, wellbeing or other specialist services intended to facilitate successful progression.
- 8.3. The Academic Recovery Plan will be reviewed with the student during an in-person meeting. Students will be required to sign the plan to acknowledge the commitments they need to make to address non-attendance and engagement.

9. Reporting and Escalation

- 9.1. Where attendance and engagement concerns continue despite support and intervention, and a student is no longer actively engaging with their programme, Boomsatsuma may determine that the student has disengaged from their programme.
- 9.2. Before such a determination is made, students will normally be given opportunities to respond to communications, discuss any barriers to participation, and engage with support measures designed to help them continue their studies. Where concerns remain unresolved and withdrawal is being considered, Boomsatsuma will normally write to the student's registered term-time address before a final decision is made.
- 9.3. Where a student is determined to have disengaged from their programme, Boomsatsuma is required to inform Kingston University in accordance with partnership requirements.

- 9.4. Notification to Kingston University may result in changes to a student's registration status, the temporary suspension of student funding, or withdrawal from the programme in accordance with Kingston University's General Student Regulation [\[Link\]](#).

10. Review

- 10.1. This Policy will be reviewed periodically by the Student Engagement and Experience Committee to ensure it remains aligned with relevant legislation, regulatory expectations, and provider practice.

Appendix A – Version History

Version	Date	Changes
1	10 July 2026	New draft