



## ATTENDANCE AND ENGAGEMENT POLICY

Policy reference UKV-QA-12 | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

|                         |                                                              |
|-------------------------|--------------------------------------------------------------|
| <b>Policy reference</b> | UKV-QA-12                                                    |
| <b>Version</b>          | 3.0                                                          |
| <b>Status</b>           | Updated                                                      |
| <b>Effective date</b>   | 1 October 2026                                               |
| <b>Next review</b>      | September 2027                                               |
| <b>Policy owner</b>     | Tutor Coordinator                                            |
| <b>Author</b>           | Director of Education                                        |
| <b>Approved by</b>      | Principal (Ramanjeet Singh), on behalf of the Academic Board |
| <b>Approval date</b>    | 1 October 2026                                               |

# Attendance and Engagement Policy

UK Versity Online Limited | ATHE 889 | Pearson 07737 | OTHM DC1506132 | Ascentis 3286 | NCFE 8465520 | IFA Direct 283334

## Document control

|                           |                                                                                                                                                |
|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Title</b>              | Attendance and Engagement Policy                                                                                                               |
| <b>Reference</b>          | UKV-QA-12                                                                                                                                      |
| <b>Version</b>            | 3.0                                                                                                                                            |
| <b>Status</b>             | Updated                                                                                                                                        |
| <b>Effective date</b>     | 1 October 2026                                                                                                                                 |
| <b>Next review</b>        | September 2027 (annual), or earlier if required                                                                                                |
| <b>Owner</b>              | Tutor Coordinator                                                                                                                              |
| <b>Author</b>             | Director of Education                                                                                                                          |
| <b>Approval authority</b> | Academic Board, chaired by the Principal (Ramanjeet Singh)                                                                                     |
| <b>Approval date</b>      | 1 October 2026                                                                                                                                 |
| <b>Applies to</b>         | All UK Versity learners, tutors, assessors and support staff                                                                                   |
| <b>Supersedes</b>         | Attendance Policy (QA-T17, May 2014); attendance clause of the Learner Agreement and Contract (QA-07, 2023)                                    |
| <b>Summary</b>            | Sets UK Versity's expectations for online attendance and engagement, how engagement is tracked, and the steps taken when a learner disengages. |

## Compliance mapping

|                                                            |                                                         |
|------------------------------------------------------------|---------------------------------------------------------|
| <b>BAC College Scheme 2023 standards</b>                   | 6.1-6.3; 10.5; 26.2                                     |
| <b>UK Quality Code 2024 (voluntary)</b>                    | Principle 10                                            |
| <b>OfS conditions (benchmark only; not OfS registered)</b> | B2, B3 (benchmark)                                      |
| <b>Awarding organisations</b>                              | ATHE; Pearson; OTHM; Ascentis; NCFE; IFA Direct         |
| <b>Legislation and regulation</b>                          | Equality Act 2010; UK GDPR and Data Protection Act 2018 |

## Version history

| Version | Date         | Change                                                                                                                                                                                                                                                                                                 |
|---------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.0     | May 2014     | First issue as Attendance Policy (QA-T17)                                                                                                                                                                                                                                                              |
| 3.0     | October 2026 | Full rebuild for online delivery: live session and Moodle engagement standards, activity tracking, monitoring points, escalation steps, links to awarding organisation registration, reporting to Academic Board; classroom and visa attendance rules removed; BAC/QAA/OfS mapping and version control |

## 1. Purpose

Regular engagement is the strongest predictor of success on an online course. This policy sets out what UK Versity Online Limited (trading as UK Versity) expects of learners, how attendance and engagement are recorded, and what happens when a learner stops engaging. The aim is to spot problems early and help learners back on track, not to penalise them.

## 2. Scope

This policy applies to all learners on qualifications from ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd (Pearson BTEC, including BTEC Higher Nationals), OTHM Qualifications, Ascentis (including Access to HE Diplomas, validated under the QAA Access to HE scheme), NCFE (including qualifications under the NCFE CACHE brand, and NCFE Functional Skills) and Institute of Financial Accountants (IFA) qualifications delivered through IFA Direct, administered in partnership with ATHE, and to the staff who monitor engagement.

All teaching is online. Learners study on Moodle ([lms.ukversity.co.uk](https://lms.ukversity.co.uk)) and join live online tutor sessions on Zoom or Microsoft Teams. Sessions are recorded and uploaded to Moodle. Learners do not attend UK Versity premises for teaching. NCFE Functional Skills learners also attend booked external assessments conducted by the centre.

This policy replaces the former classroom attendance rules, including rules on physical registers and visa reporting, which do not apply to UK Versity's online provision.

## 3. Definitions

- **Live session:** a scheduled online tutorial, webinar or class led by a tutor.
- **Engagement:** active participation in the course, shown by Moodle activity, live session attendance or viewing of recordings, completion of activities, submission of work and responses to staff.
- **Moodle activity:** logging in and using course content, as recorded in Moodle's activity logs.
- **Disengagement:** 14 days or more with no Moodle activity and no other contact with UK Versity, without an agreed reason.

## 4. Policy statement and principles

1. UK Versity sets clear, reasonable engagement standards suited to flexible online study.
2. Engagement is tracked through system records, not self-reporting (BAC standard 26.2).
3. Staff act early and supportively when engagement drops.
4. Learners with disabilities, health conditions or caring responsibilities may need adjusted expectations. A learner is never penalised for absence linked to a disability, and adjustments are recorded in the learner's Learning Support Plan (UKV-QA-32). Where a Learning Support Plan allows a learner to follow recorded sessions instead of attending live, watching the recording counts as engagement.
5. Withdrawal for non-engagement is a last resort, taken only after the steps in section 7.

## 5. Engagement standards

### 5.1 What UK Versity expects

Learners are expected to:

1. log in to Moodle at least once a week, and ideally three times a week;

2. engage with at least 85% of the scheduled live sessions for their cohort, by attending live or by watching the recording within 7 days and completing any linked activity;
3. join live sessions on time. A learner who joins more than 20 minutes after the start is recorded as late;
4. submit assignments by the deadlines on their course plan, or agree an extension in advance;
5. reply to messages from their tutor, the Course Coordinator and the central team within 5 working days;
6. tell UK Versity as soon as possible if they cannot study for a period, by emailing [admin@ukversity.co.uk](mailto:admin@ukversity.co.uk).

The 85% standard replaces the former classroom attendance requirement. Because every session is recorded, a learner who cannot attend at the scheduled time can still meet the standard.

## 5.2 Punctuality and conduct in live sessions

Learners should join with their full name displayed, keep their microphone muted unless speaking, and follow the conduct rules in the Learner Agreement (UKV-QA-10) and the Acceptable Use, E-Safety, Email and Social Media Policy (UKV-QA-30). Cameras are encouraged. Where a tutor asks a learner to turn their camera on for an identity or authenticity check, the learner must do so.

## 5.3 NCFE Functional Skills external assessments

Learners must attend external assessments they have booked, on time and with photographic ID. A learner who cannot attend must tell the Examinations Officer as soon as possible and before the start time. Rebooking and any fees are dealt with under the Examinations and Controlled Assessment Policy (UKV-QA-22) and the Fees, Payment, Cancellation and Refund Policy (UKV-QA-08).

# 6. Recording and monitoring

## 6.1 What is recorded

- Moodle activity logs (log-ins, pages and resources viewed, activities completed, submissions);
- attendance reports from Zoom or Microsoft Teams for each live session, and views of recordings on Moodle;
- lateness in live sessions;
- assignment submissions and deadlines met or missed;
- contact attempts by staff and learner responses;
- agreed absences, extensions, breaks in learning and adjustments.

Attendance records are kept for every learner, as ATHE and other awarding organisations expect.

## 6.2 Monitoring points

| When                    | Check                                                                             | Who                                      |
|-------------------------|-----------------------------------------------------------------------------------|------------------------------------------|
| Weekly                  | Moodle activity report; learners with no activity for 14 days flagged             | Tutor Coordinator                        |
| After each live session | Attendance recorded within 2 working days; recording uploaded to Moodle           | Tutor                                    |
| Monthly                 | Each learner's live session engagement against the 85% standard; missed deadlines | Tutor Coordinator and Course Coordinator |
| Every 8 weeks           | Engagement discussed at the ILP progress review (UKV-QA-11)                       | Tutor                                    |

| When   | Check                                                                                     | Who               |
|--------|-------------------------------------------------------------------------------------------|-------------------|
| Termly | Engagement data by course, level and awarding organisation reported to the Academic Board | Tutor Coordinator |

## 7. Escalation for disengagement

Each step is recorded on the learner's file. At every step the learner is told what support is available and how to get back on track. Staff consider whether mitigating circumstances, reasonable adjustments or a welfare referral are needed before moving to the next step.

- Step 1: contact (14 days with no activity).** The tutor or Course Coordinator emails and telephones the learner within 2 working days of the flag, to check they are well and to offer support. Any welfare concern is referred the same day to the Welfare Officer, and any safeguarding concern to the Designated Safeguarding Lead.
- Step 2: formal warning (no response or no re-engagement within 10 working days of Step 1).** The Tutor Coordinator sends a formal written warning by email, setting out the engagement standard, the support available, and a date by which the learner must make contact (10 working days).
- Step 3: final warning and offer of a break in learning (no response to Step 2).** The Course Coordinator sends a final written warning. It offers a break in learning (UKV-QA-11), explains the effect of withdrawal on the learner's registration and fees, and gives a final response date of 10 working days.
- Step 4: withdrawal (no response to Step 3).** The Course Coordinator recommends withdrawal to the Quality Manager, who checks that all steps have been followed and confirms the decision. The learner is told in writing, with the reasons, the effect on their registration, any units that can be certificated, the position on fees under UKV-QA-08, and how to complain under UKV-QA-24.

A learner who re-engages at any step returns to normal monitoring with a support plan recorded on their ILP. A learner withdrawn under Step 4 may ask to return. Requests are considered by the Course Coordinator and are subject to the awarding organisation registration period.

Where Moodle access has been paused because of a missed payment, this is a finance matter handled under UKV-QA-08 and is not treated as disengagement. For OTHM learners, registration and certification are not deferred or withheld because an instalment is outstanding (OTHM Learner Registration and Certification Policy v3.0, 12 August 2026, s.7.1).

## 8. Absence, mitigating circumstances and adjustments

Learners who expect to be absent or unable to study should tell UK Versity in advance. Serious circumstances (illness, bereavement, family emergency) are handled under the Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy (UKV-QA-18), which may lead to extensions or a break in learning. Agreed absences and adjustments are recorded and taken into account when engagement is reviewed.

## 9. Employer-sponsored learners

Where an employer sponsors a learner, engagement information is shared with the employer only where the learner has agreed to this at enrolment, and only to the extent agreed, in line with UK GDPR and the Data Protection and Records Retention Policy (UKV-QA-29).

## 10. Links to awarding organisation registration

When a learner is withdrawn or takes a break in learning, the Registrar updates the learner's status with the awarding organisation using its required method, and claims certification for any achieved units where allowed (see the Registration and Certification Policy, UKV-QA-07). Staff must be aware that:

- NCFE automatically withdraws learners 36 months after registration (NCFE Registration Policy EUC-001 v1.2, 13 April 2026);
- Pearson fully refunds BTEC Higher National registrations deleted within 49 days of the learner's start date (Pearson Qualifications Information Manual 2026/27, section 12), so early disengagement on those programmes must be acted on promptly;
- registration periods are limited, so a long break in learning must fit within the learner's registration period.

## 11. Roles and responsibilities

| Role                                                                     | Responsibility                                                                                                               |
|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Tutor Coordinator                                                        | Owns this policy; weekly and monthly engagement monitoring; Step 2 warnings; termly reports to the Academic Board            |
| Tutors                                                                   | Record live session attendance; upload recordings; Step 1 contact; discuss engagement at progress reviews                    |
| Course Coordinator                                                       | Step 1 contact where needed; Step 3 final warnings and breaks in learning; recommends withdrawals; considers return requests |
| Quality Manager                                                          | Confirms withdrawal decisions; mitigating circumstances and adjustments                                                      |
| Registrar                                                                | Updates awarding organisation registrations; unit certification on withdrawal                                                |
| Examinations Officer and NCFE Coordinator                                | Attendance at NCFE Functional Skills external assessments                                                                    |
| Student Administrator and Welfare Officer (Designated Safeguarding Lead) | Welfare and safeguarding referrals arising from disengagement                                                                |
| Financial Controller                                                     | Fee position on withdrawal or break in learning                                                                              |

## 12. Related policies and legislation

- UKV-QA-07 Registration and Certification Policy
- UKV-QA-08 Fees, Payment, Cancellation and Refund Policy
- UKV-QA-10 Learner Agreement
- UKV-QA-11 Learner Induction, Management and Support Policy
- UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy
- UKV-QA-22 Examinations and Controlled Assessment Policy
- UKV-QA-24 Complaints Policy and Procedure
- UKV-QA-25 Safeguarding and Prevent Policy
- UKV-QA-29 Data Protection and Records Retention Policy
- UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy
- Equality Act 2010

- UK GDPR and Data Protection Act 2018, as amended by the Data (Use and Access) Act 2025
- BAC College Scheme 2023, standards 6.1 to 6.3, 10.5 and 26.2
- QAA UK Quality Code for Higher Education (2024), Principle 10: Supporting students to achieve their potential
- OfS conditions B2 and B3, used as voluntary benchmarks only

### 13. Monitoring and review

The Tutor Coordinator reports to the Academic Board each term on: Moodle activity rates, live session engagement against the 85% standard, lateness, numbers at each escalation step, re-engagement rates, breaks in learning and withdrawals, broken down by course, level and awarding organisation. The Academic Board uses this data to identify courses or cohorts needing action, and the Quality Manager checks that escalation steps are applied consistently and fairly, including across groups with protected characteristics.

This policy is reviewed at least annually, and earlier if legislation, awarding organisation requirements, BAC standards, an EQA or inspection action, or a significant incident requires it. Attendance and engagement records are kept for at least 3 years after certification or withdrawal.

### Approval and review

| Stage                     | Name and role                                                                         | Date              |
|---------------------------|---------------------------------------------------------------------------------------|-------------------|
| Prepared by               | Director of Education                                                                 | 30 September 2026 |
| Checked by (policy owner) | Tutor Coordinator                                                                     | 30 September 2026 |
| Approved by               | Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board | 1 October 2026    |
| Next review due           | Quality Manager (Shazia Khan) to schedule through the Policy Register UKV-QA-REG      | September 2027    |