



Attendance Policy

LSBF Executive Education Programmes

version 1.2

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1. Attendance Overview

As part of your commitment to your learning you are expected to attend all lessons of your programme of study. Attendance is monitored regularly throughout all LSBF Executive Education (LSBF EE) courses and you risk failing to achieve the objectives of your programme if you do not demonstrate satisfactory attendance and progress. It is therefore important that you inform us of any absence, either intended or otherwise within 72 hours.

LSBF Executive Education delegates are expected to:

- Attend ALL scheduled lessons that form their programme of studies;
- Arrive on time to the scheduled sessions and to remain until the end of the session;
- Demonstrate their attendance by using the attendance monitoring procedures in place through signing paper registers;
- Submit written statement and evidence in support of their inability to attend sessions through their LSBF Executive Education delegate account online <http://mypage.mylsbf.com> within 72 hours of an absence.
- Be aware that excuses will not be accepted after a two (2) week period from when the absence occurred.

2. Attendance Monitoring Procedures

2.1. Record Keeping

Attendance monitoring is achieved by paper registers and regular checks by the Executive Administration Team. All delegates must be aware of the following:

- You are required to sign the attendance register at every session you attend;
- If your name does not appear in the register, you must write down your name with your delegate number clearly;
- If you arrive late, you must sign the appropriate column in the attendance register;
- If you forget to sign in the register, it is your responsibility to notify the Executive Administration Team as soon as possible;
- If you fail to notify the Executive Administration that you have forgotten to sign the register, you will be marked as absent from the session.



2.2 Delegate Security Passes

Upon successful registration with LSBF EE, all delegates will be issued with security passes. All delegates must be aware of the following:

- Your LSBF EE security pass must always be carried/worn for attendance monitoring and security reasons;
- If you are requested by a member of staff to present your security pass whilst on campus you must do so immediately;
- Your security pass always remains the property of LSBF EE and must be returned to the administration office following completion of your course of study;
- Your security pass can be retained by any member of staff if they believe there are valid reasons you are not entitled to it. Reasons include (but are not limited to); withdrawal from the course; cancellation of visa; suspension of your account due to outstanding fees etc.
- If you lose your security pass, you will be charged a standard fee of £10 for a replacement. Please report lost cards to the Executive Administration Team as soon as possible;

2.3. Spot-checks

Spot-checks are carried out in classrooms throughout the intake to prevent the fraudulent use of the attendance system.



3. Absences and Notifications

3.1. Punctuality

Please note that arriving late to class and leaving early is disruptive to both other delegates and to the tutor. LSBF EE reserves the right to refuse entry to delegates who arrive more than 15 minutes late in order to avoid disruption of a class. All delegates must be aware of the following:

- You are expected to arrive on time and stay until the end of the session;
- If you arrive more than 15 minutes late you will only receive half attendance for that session and may be refused entry to the class until after the break;
- In order to record half attendance for a session you must be present for a minimum of 50% of the class;
- Persistent lateness will affect your percentage of attendance and may result in disciplinary action;
- If you are going to be more than 15 minutes late to class for any reason, please inform the EE Administration Team as soon as possible to make arrangements for your late arrival
- If you need to leave the lesson outside a scheduled break for any reason you must ensure you inform your tutor or the Executive Administration Team.
-

3.2. Authorised Absence

Although 100% attendance is expected of all LSBF Executive Education delegates, it is understood that sometimes you might not be able to attend your scheduled sessions.

Reasons and evidence that may be considered for authorised absence include but are not limited to;

- Appointments with a physician, dentist or other recognised licensed/certified medical practitioner;
- Pregnancy and related illness;
- Maternity/paternity leave (*Please note that given the length and nature of LSBF EE courses, in the event of requesting maternity/paternity leave you might be required to defer your course in its entirety to a later date*);
- Wedding ceremony;
- Religious Festivals¹;
- Interview Assessment Days (e.g. applications for Graduate Schemes);

¹ Whilst LSBF Executive Education embraces religious faiths and beliefs, where possible we will accommodate major religious festivals, however we cannot accommodate daily religious practices



- Employment-related issues;²
- Extreme weather conditions;
- Other circumstances as determined at the discretion of LSBF EE.

Original documentary evidence will need to be provided where authorisation for an absence is being sought in accordance with this policy through MyPage or via email to: ExecutiveAdministration@LSBF.org.uk

Please note that LSBF EE recommends that every delegate meets a minimum attendance percentage of 80% in order to give yourself the best opportunity to achieve the learning objectives of your programme.

Please also note that you as the delegate are solely responsible for catching up on any missed work as a result of absence.

3.2.1 Extenuating Circumstances

LSBF EE recognises that occasionally there are extenuating circumstances that prevent your attendance at your course.

Extenuating Circumstances for the purposes of this policy can be defined as circumstances that are acute, severe, unforeseen and outside of the delegates' control which they feel may have had a significant impact on their academic performance, (e.g. a summative assessment). Such circumstances might include, but are not limited to; illness, injury, personal/family problems or bereavement.

If you require leave for exceptional circumstances outside reading weeks or official holiday periods, you must submit an **Extenuating Circumstances Form** (see Appendix A) at least 72 hours prior to the date of the leave request. This form can be found on MyPage or is available at the delegate support office.

² Depending on the individual circumstances, LSBF EE may use their discretion to allow **limited absence** from class provided the delegate can demonstrate that learning outcomes will not be adversely affected



3.3 Unauthorised Absence

LSBF EE reserves the right to withhold certificates and transcripts of those delegates whose attendance is very poor. Those delegates whose attendance falls below the recommended 80% and have not made contact with LSBF EE Administration regarding the absences, will be still eligible for his certificates and transcripts, but their grades will be capped at 50 (PASS or FAIL only).

3.4. Attendance Monitoring and Attendance Warnings

LSBF EE makes every effort to monitor delegates' attendance to ensure they give themselves every opportunity to achieve the learning outcomes of the course(s) and get the best possible value from their time with us. All delegates must be aware of the following:

- Your attendance will be regularly monitored by the administration team to ensure you have satisfactory levels of attendance;
- If you are absent from class and no excuses are submitted (e.g. via the MyPage portal) you will receive an automatically generated attendance warning via the MyPage portal (see **Course Attendance Warning Categories** below);
- After receiving an Attendance Warning you may provide a reason for your non-attendance. LSBF EE will assess reasons for non-attendance on a case-by-case basis and respond in a timely manner;
- Absence due to illness that does not exceed two (2) days may be authorised without any medical documents;
- Excuses and evidence submitted more than two (2) weeks after the absence occurred will be rejected and absence will not be authorised;
- If a delegate receives a Severe Attendance Warning or their overall attendance drops below 80%, they may be invited to a meeting with the Delegate Support Officer to further discuss their absence;
- In the event a delegate is not attending classes on a regular basis without valid reason the delegate may be requested to provide reasons for their absences either in writing or at a meeting with a delegate support officer.

Course Attendance Warning Categories:

For Postgraduate Certificate courses:

- One (1) absence – **Informal Written Attendance Warning;**
- Two (2) absences – **Formal Written Attendance Warning;**
- Three (3) absences (or below 80% course attendance) - **Severe Attendance Warning.**



For Short Courses and MDP courses:

- One (1) absence or below 80% course attendance - **Severe Attendance Warning**

4. Absence Authorisation

4.1 Submitting an excuse via the online portal MyPage

If you are absent for valid reasons, you must submit an attendance excuse. To do so, you need to follow the process below:

- Login to MyPage;
- Select **'Courses'** tab;
- Select **'Current Courses'** and the attendance records will be displayed on the screen. *(Please note that the system can take up to 24 hours for the attendance to be updated - please allow this time before checking your attendance)*

Current Courses section should look like this:

The screenshot shows the 'Current Courses' section of the MyPage portal. At the top, there is a navigation bar with tabs for Courses, Documents, Letter Requests, Mailbox (with a notification icon), LMS, Students offers, Assessments, and a Logout button. Below this, there are sub-tabs for Timetable, Current Courses (selected), Excuses Submitted, Past Courses, Important Attendance Information, and New Class Registration. A message states: "Please note that it will take one week for attendance data to be updated in this section". A legend defines various attendance and excuse statuses with color-coded boxes: Full Attendance (green), Late Arrival or Early Departure (yellow), No Attendance (dark red), Excuse Accepted (light green), Excuse Pending (pink), Excuse Declined (red), Attendance Score to be updated (orange), Excuse Withdrawn (grey), and Selected (blue). The main content area displays the course 'HND Business Environment' with an attendance summary: "Attendance: 12 out of 43 First Class: 18/02/2014 Last Class: 31/08/2016". Below this is a table of attendance records for each class session.

Feb 18	Feb 19	Feb 20	Feb 21	Feb 22	Feb 25	Aug 07	Aug 07	Aug 07	Aug 07	Aug 08	Aug 08	Aug 08	Aug 08	Aug 09	Aug 09	Aug 09	Aug 09	Aug 10	Aug 10	Aug 10	Aug 10	Aug 11	
09:45	09:45	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	
1.0	1.0	0.5	1.0	0.5	1.0	1.0	1.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0

Once you are on the **Current** (or Past) **Course** Section, select the unattended class and click on the Submit Excuse button.

Once you select the unattended class highlighted in red, this will become blue as demonstrated in the image below:



Navigation menu: Courses, Documents, Letter Requests, Mailbox (1), LMS, Students offers, Assessments, Logout

Sub-menu: Timetable, Current Courses, Excuses Submitted, Past Courses, Important Attendance Information, New Class Registration

Please note that it will take one week for attendance data to be updated in this section

Legend:

- Full Attendance (Green)
- Late Arrival or Early Departure (Yellow)
- No Attendance (Red)
- Excuse Accepted (Light Green)
- Excuse Pending (Pink)
- Excuse Declined (Dark Red)
- Attendance Score to be updated (Orange)
- Excuse Withdrawn (Grey)
- Selected (Blue)

Submit a reason

HND Business Environment

Attendance: 12 out of 43 First Class: 18/02/2014 Last Class: 31/08/2016

Feb 18	Feb 19	Feb 20	Feb 21	Feb 22	Feb 25	Aug 07	Aug 07	Aug 07	Aug 07	Aug 08	Aug 08	Aug 08	Aug 08	Aug 09	Aug 09	Aug 09	Aug 09	Aug 10	Aug 10	Aug 10	Aug 11
09:45	09:45	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00	09:45	09:45	14:00	14:00
1.0	1.0	0.5	1.0	0.5	1.0	1.0	1.0	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.0	0.0	0.0	0.0

If you missed classes on more than one day you must submit an excuse for all of them. You need to select the dates individually.

Once you select Submit an excuse a pop-up page will appear containing the date(s) of the excuses.

You must upload evidence for the absence under “Choose Files” as well as selecting the reason for your absence and writing a description of your circumstances. Demonstrated in the image below:

You are uploading documents for this lessons:

- ACCA F9 FT Short Term Grp 2 28/08/2013 09:30
- ACCA F9 FT Short Term Grp 2 28/08/2013 13:35
- ACCA F7 FT Short Term Grp 1 29/08/2013 09:30
- ACCA F7 FT Short Term Grp 1 29/08/2013 14:05

If you have any message to send other than excuses for attendance, please use the [mailbox](#). Any other type of query submitted here will be deleted and not responded to.

Appointment Letter

Choose file: Choose...

Absence reason: **Accident**

Description: **Accident**

- Bereavement
- Dentist Appointment
- Doctor's Appointment
- Extreme weather conditions
- Funeral
- Hospital Appointment
- Illness
- In Hospital
- Other (please explain)
- Pregnancy related
- Religious
- Unexpected transport problem

Submit Cancel

Submit a reason

Oct 23	Oct 23	Oct 30	Oct 30
09:30	13:35	09:30	13:35
N/A	N/A	N/A	N/A

Oct 24	Oct 31	Nov 07	Nov 07
09:30	13:35	09:30	13:35

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The last section will require you to confirm that everything submitted is correct to the best of their knowledge.

LSBF EE reserves the right to check for authenticity of the documents submitted as evidence against an absence approval request.

4.2. Delegates leaving early

Where possible you should ensure that you book any personal appointments outside of class time. If you need to leave prior to the scheduled ending time of class, you need to inform the EE Administration Team at the earliest possible opportunity. Depending on the circumstances, you may need to submit an **Extenuating Circumstances Form** (see Appendix) or submit an excuse for the missed session via your online portal MyPage. Please talk to the EE Administration Team to discuss.

Please note attendance can take up to 24 hours to update on MyPage. Where possible you should inform the EE Administration Team in advance to check whether your absence will be authorised or not.



4.3. Submitting Medical Documents

If your absence due to illness exceeds two (2) days, an original medical certificate is required. (Please note that prescriptions are not a sufficient substitute for official medical documents and cannot be considered in order to authorise absences).

Medical documents must originate from NHS registered doctors. The three most common forms of medical documents are:

- **Statement of Fitness for Work** – those must specify the period the delegate has been unfit for studies and also must be stamped and signed by doctors;
- **Medical Certificates issued by GPs** – the period of time the delegate was unfit for studies must be specified. Please note that if the document is written on a headed paper containing the surgery's details and doctor's signature, no stamp is required;
- **Medical Certificates issued by hospitals/Discharge from hospital letters**

We will also be considering original medical notes coming from dentists and dental care professionals registered with General Dental Council, the organisation which regulates dentists and dental care professionals in the United Kingdom.

Medical documents issued outside the United Kingdom will be considered in case delegates have fallen ill during term time and needed to return to their home countries and an absence authorisation request has been submitted for our assessment, provided the medical notes come from a licensed clinic or hospital abroad. All documents must provide transparent information about the practitioner's opinion and their assessment and the date of the consultation must be shown. The period the note covers, clear reasons and be signed and stamped by the clinic or hospital.

If the medical documentation is not in English, the delegate must provide an independent certified translation. This document would only be considered if the following are clear: the authorities' full name, position/company name, signature, date, stamp or seal.

If there are any doubts over the validity of a medical document, LSBF EE has the right to contact the surgery/doctor to verify the document. If it is discovered that fraudulent documents have been submitted, you may be subject to disciplinary action.



Please note that excuses and evidence submitted more than two (2) weeks after the absence will be rejected and absence will not be authorised.

4.4. You have attended your lesson, but your attendance was not recorded

If you forgot to sign the register, but attended the lesson, you must:

- Inform the EE Administration Team as soon as possible;
- Provide class notes if requested;
- Provide tutor's confirmation of your attendance if requested.

If attendance is confirmed it will be updated by the EE Administration Team.

You are reminded to take every necessary step in order to avoid such issues happening in the future as it is your own responsibility to record your attendance in classes.

5. Delegates Access to the Attendance Policy

LSBF EE makes every effort to regularly notify delegates about the Attendance Policy, and does so in the following ways:

- Welcome emails will be sent prior to your registration prompting you to access MyPage and to read the Delegate Handbook and Attendance Policy;
- Delegates will be given information regarding the Attendance Policy during Induction. Which may be attended either in person or online;
- Induction emails are sent before the commencement of classes reminding you of the Attendance Policy and how to record your attendance;
- Online access to the Delegate Handbook and Attendance Policy for the duration of your studies

Please note that ultimately the delegate is responsible for their own attendance, and therefore for familiarising themselves with both the Delegate Handbook and Attendance Policy.

6. Attendance monitoring for online courses

Since March 2020, LSBF EE has been offering online courses using Microsoft Teams. All lessons are recorded and a copy of the recordings are made available to all delegates who is enrolled on each course.

- The attendance warning email system is not enforced for online course delivery



- Although absences are marked on the attendance monitoring system by the delegate support officer on a regular basis, no penalties are enforced for those who miss lessons as they are able to view the lesson recording and ask questions from the tutor on a subsequent day.



Appendix One – Extenuating Circumstances Form

Extenuating Circumstances form - GUIDANCE – PLEASE READ

These notes are designed to help you complete the Extenuating Circumstances form. Please read them carefully before you complete the form.

Key things to remember

- Extenuating circumstances are usually defined as *circumstances that are acute, severe, unforeseen and outside of the student's control*.
- **Claims for extenuation will normally fail unless supported by documentary evidence.** It is your personal responsibility to ensure that one copy of **ALL** documentary evidence relating to your case is attached to the Extenuation form.
- You must supply information for all fields marked with an asterisk (*) or your claim will fail – **if we do not have enough information, we cannot process your claim.**
- You must take a **photocopy or scan** of your completed form and supporting evidence prior to submission. Your extenuation form and the documentary evidence will not be returned to you.
- You may submit this form either in **hard copy** (in person only) or **soft copy** (via email).
- Submit the form to the Delegate Support Officer **by the deadlines stated in the Delegate Handbook section 'Extenuating Circumstances: Delegate Guidance'**. Claims that are submitted later than this date usually fail.
- No correspondence will be entered into relating to your extenuation form or the decision of the Extenuation Panel.
- If your application for Extenuating Circumstances is declined, please refer to the **LSBF Executive Education Academic Appeals Policy** for further guidance on your options.



EXTENUATING CIRCUMSTANCES FORM

PLEASE COMPLETE ALL SECTIONS OF THE FORM (*starred items on this form must be completed correctly or your extenuation claim will automatically be rejected)

SECTION 1- YOUR DETAILS (Anonymity will be protected wherever possible)

Surname:
Forename(s):
Delegate Number:
Programme of Study:

SECTION 2 – DETAILS GIVING RISE TO THE CLAIM FOR EXTENUATION

(*starred items on this form must be completed correctly or your extenuation claim will automatically be rejected)

In which intake was the course for which extenuation is claimed? Please tick the relevant box.							
Spring (February)	<input type="checkbox"/>	Summer (May)	<input type="checkbox"/>	Autumn (September)	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>

What is the name of the course for which extenuation is being claimed? Please complete the boxes below.

Start Date	Course Name	Tutor Name	Assessment (if applicable)



SECTION 3 – DETAILS OF THE EXTENUATING CIRCUMSTANCES

PLEASE STATE IN A RELEVANT AND CONCISE MANNER WHAT THE EXTENUATING CIRCUMSTANCES WERE (Do not continue on a separate sheet unless absolutely necessary. Securely attach any additional sheets to this form.)

Prior to submission please take a photocopy of all pages of your extenuation claim including supporting evidence. This form will not be returned to you.



DOCUMENTARY EVIDENCE:

Please note that claims for extenuation will normally fail unless supported by documentary evidence.

List below any documentary evidence that you have attached to this form.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

List below any documentary evidence that you have NOT attached to this form but will provide within 5 days of the submission of this form. Give reasons why the documentation is not attached to the form.

- 1.
- 2.
- 3.

Reason for late submission of documentation:

When you have the supporting evidence, please submit your evidence to the Delegate Support Officer with your delegate number clearly indicated.

Prior to submission please take a photocopy of all pages of your extenuation claim including supporting evidence. This form will not be returned to you.



SECTION 4 – CHECKLIST

Prior to submitting your form please check that you have undertaken the following:	
(Please tick the boxes below to confirm completion)	
	I have read the delegate guidance notes and where required sought advice from the Delegate Support Officer and Delegate Handbook.
	I have completed all sections of the Extenuating Circumstances form including all starred items.
	I have attached documentary evidence in support of my extenuation claim (or indicated that this will follow within 5 days of the submission of the extenuation form).
	I have signed and dated the declaration below.
	I have taken a photocopy of all pages of the extenuation claim including supporting evidence.

DECLARATION

Please read the statements below and sign the declaration at the bottom*			
<p>I have completed sections 1, 2, 3 and 4 clearly explaining the grounds of my claim. I have attached all additional sheets and documentary evidence available. The details on this form are correct to the best of my knowledge. I have read the Extenuating Circumstances: Delegate Guidance section in the LSBF Executive Education Delegate Handbook. I acknowledge that the decision of the extenuation panel is final and that no correspondence will be entered into or information given on this decision outside the parameters for Appeals/Complaints set out in the relevant policies.</p> <p>In accordance with the Data Protection Act we are required to obtain your consent for the following:</p> <p>a) to hold some elements of the information that you have provided on an electronic database;</p> <p>b) to disclose the information that you have provided to authorised members of staff as required for the reasonable purposes connected with the investigation in the case of an Appeal or Complaint.</p> <p>By signing here, you confirm that you agree with the above statements and indicate your consent for the information provided to be used as detailed above.</p>			
Delegate Signature		Date	
School office stamp		School Signature	

Please return the completed form to the Delegate Support Officer or email to ExecutiveAdministration@lsbf.org.uk



Document Information Table

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*Content owner is responsible for ensuring the regular review and update of the document to reflect changes in both internal governance and external regulations.

Authorship

	Name	Role	Date
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Original Reviewer(s)	Dessy Ohanians	Managing Director Corporate and Certification Programmes	21.02.17
Delegate Reviewers			

Annual /Biannual Review

Date Due	Done	Date Due	Done
1. 12 / 2012	<input type="checkbox"/>	2. 12 / 2013	<input type="checkbox"/>
3. 12 / 2014	<input type="checkbox"/>	4. 12 / 2015	<input type="checkbox"/>
5. 12 / 2016	<input type="checkbox"/>	6. 12 / 2017	<input type="checkbox"/>
7. 12 / 2018	<input type="checkbox"/>	8. 12 / 2019	<input type="checkbox"/>
9. 12 / 2020	<input type="checkbox"/>	10. 12 / 2021	<input type="checkbox"/>

Last Reviewed by:



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Amended by:		Extenuating circumstances form added as an appendix.		
Approved by:				
Version	1.2	Name	Role	Date
Amended by:		Shane De Fonseca	Academic Director	04/07/19
		<i>Details of amendments:</i> On page 9 and 10, action to take when fraudulent evidence is suspected. Changed reception to delegate support office. Remove bullet points under section 3.3, clarification on leaving class early. Removed section on photo ID cards and examples of spot checks.		
Changes approved by:		<i>Academic planning committee</i>		
Version	1	Name	Role	Date
Amended by:		Academic Planning Committee		
		<i>Details of amendments:</i>		
Changes approved by:				
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Changes approved by:				
Version		Name	Role	Date
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		<i>Details of amendments:</i>		



Changes approved by:		
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