

Document Version Number	Version 4
Last Reviewed Date	May 2026
Next Review Date	May 2027

Attendance and Engagement Policy

1. Introduction

The attendance and engagement policy has been developed as part of TLG's commitment to provide a supportive learning environment in which encouragement is given to all students to develop a range of skills and approaches to their studies.

Evidence shows that regular attendance and engagement is strongly associated with higher levels of academic achievement. As part of our commitment to student success, TLG expects all students to attend and actively engage with the learning and teaching linked to their programme.

2. Attendance

TLG defines attendance as the act of having an active presence at scheduled academic sessions (held in person or online). TLG defines engagement as the act of a student participating in programme requirements, scheduled academic sessions (held in person or online), use of the virtual learning environment, use of study and library resources and related opportunities which aim to help students achieve their potential in their studies.

Attendance and engagement are monitored regularly. If a student needs to be absent for any reason, it is important that TLG is informed of this as soon as possible before the absence begins, with clear reasons for their absence. Students can inform the Student Support Office in Nottingham at nottingham@thelanguagegallery.com and Birmingham at bham@thelanguagegallery.com.

2.1 All students are expected to:

- Attend scheduled sessions that form part of their programme of study, (in class or online).
- Students are required to attend the full duration of each session. Attendance will be monitored by lecturers at two points during the lesson, with registers updated accordingly.
- Provide reasons for absence and meet with their Student Success Tutor (SST) to discuss this when requested.



- Engage with the Virtual Learning Environment (VLE) and activities.
- Submit their assessments.
- Engage with lecturers and Student Success Tutors (SSTs).

3. Related Policies

- Pregnancy, Adoption and Maternity Policy
- Complaints Policy
- Extenuating Circumstances Policy
- Fitness to Study Policy
- Reasonable Adjustment Policy
- Student Disability Policy
- Student Disciplinary Policy

4. Student ID Cards

After the induction session on the first day, students will be issued with a student ID card and lanyard.

The student ID card must be worn at all times, as it is essential for security.

If a student is required by a member of staff to present their ID card whilst on campus, they must do so immediately.

The ID card remains the property of TLG and can be retained by any member of staff, if there are valid reasons to believe that a student is not entitled to have it due to reasons such as:

- being withdrawn from their programme;
- a breach of the attendance policy; and / or
- suspension of a student's account due to outstanding fees.

5. Punctuality

- Students are expected to arrive on time and stay until the end of each session to ensure that all students receive a high-quality student experience.
- Arriving late and leaving early is distracting for fellow students and the lecturer and will result in partial attendance being recorded.
- Persistent lateness will affect a student's percentage of attendance and may result in disciplinary action, including withdrawal from the programme.

- TLG continually monitors attendance. Student Success Tutors (SSTs) are available throughout the programme if there are issues that are affecting students' ability to attend. It is important that students take the time to speak with their SST.
- Students should contact the Student Success Tutors via e-mail or telephone. Please note that calls may be recorded for quality, monitoring and training purposes.

5.1 Authorised Absences

Whilst attendance and engagement are expected of all TLG students, it is understood that there are occasions, due to unavoidable circumstances, that a student may not be able to attend their scheduled lesson. If this is the case, students are expected to inform the Student Support Officers of their absence as soon as possible.

Continuous requests for authorised leave, unsupported by evidence, may be declined and could result in withdrawal.

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

- Death or illness of a family member.
- Appointments with a physician, dentist or other recognised licensed/certified medical practitioner.
- Serious personal difficulties.

5.1.1 If you are ill and your attendance would endanger your health or the health of others, you may not attend class, and you must notify the Student Support Officers. Please note: a medical certificate needs to be provided if the illness exceeds 1 week.

5.1.2 It is the responsibility of the student to catch up on any work missed as a result of any absence and you should reach out to your SST and lecturer for support.

5.1.3 If a student requires leave for exceptional circumstances, they must inform the student support team (nottingham@thelanguagegallery.com for Nottingham and bham@thelanguagegallery.com for Birmingham) and receive authorisation first.

5.1.4 There may be circumstances where a student needs to defer their studies. It is important that you discuss this with the Student Support Officers as soon as possible to determine whether this would be possible.

5.1.5 If a student wishes to request maternity or paternity leave, they must request this leave from the student support team and refer to the Maternity, Paternity and Adoption Policy for guidance. There may be the potential for a student to defer their studies in

these cases, so it is worth discussing this with the Student Support Officers.

5.1.6 Any student who is having any personal issues that may be affecting their attendance, must discuss this with their Student Success Tutor. Please be assured that this will be kept confidential, where they will do their utmost to support all students to provide the best solutions for their needs.

5.1.7 Students are made aware of their timetable at the beginning of the academic year. It is important that holidays are booked, giving consideration to their timetable, when classes are not taking place. In instances where this cannot be avoided due to a pre-arranged holiday, please contact the Student Support Officer to discuss options available.

5.1.8 TLG also recognises that some students may need to work alongside their studies. Students may request supporting letters from Student Support Officers to provide to employers, where appropriate, to help facilitate reasonable adjustments to work schedules.

6. Attendance Monitoring and Attendance Warnings

6.1 Students' attendance and engagement will be reviewed at regular Student Monitoring Boards (SMB). If a student's attendance or engagement becomes a cause for concern, Student Success Tutors will reach out, and warning letters may be issued. Continued non-engagement and / or poor attendance, may lead to suspension or withdrawal from the programme.

6.2 The Extenuating Circumstances panel will assess non-attendance / non-engagement reasons on a case-by-case basis. The Extenuating Circumstances Policy provides students with the opportunity to apply for consideration if they are unable to complete assessments by the required deadlines. The Extenuating Circumstances Policy should be read in conjunction with the Attendance and Engagement Policy as a related document. Students can access the Extenuating Circumstances Policy on the TLG website.

6.3 Where students do not improve their attendance and engagement, they risk being suspended and / or withdrawn from the programme.

7. Submitting Medical Documents

If student absence through illness persists for more than 1 week, a 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.

7.1 There are three types of medical documents mostly used:

- Statement of fitness for work – those must specify the period the student will be unfit for studies and also must be stamped and signed by a doctor.
- Medical certificates issued by doctors – the period of time the student is unfit for studies must be specified as well and if the document being written on headed paper, containing the surgeries details and the doctor's signature.
- Medical certificates issued by hospitals/ Patient discharge letters from hospital.

If there are any doubts over the validity of a medical document, the student support team has the right to contact the surgery/doctor to verify the document.

8. Student Access to the Attendance and Engagement Policy

During induction, students will be required to sign the Code of Conduct that states they understand the expectations and the consequences of the Attendance Policy. Copies of key policies can be found on the TLG website and on the Virtual Learning Environment (Canvas).

9. Policy Review

This policy is reviewed annually or as required to maintain alignment with academic regulations and institutional requirements.