



Student Attendance Policy

Ace London School

1. Policy Statement

Ace London School is committed to maintaining high standards of student attendance and punctuality to support learning, achievement, and progression.

Regular attendance is essential to academic success, compliance with awarding bodies and UK Visas and Immigration (UKVI) requirements, and the smooth operation of the student.

This policy establishes the expectations, monitoring procedures, and consequences related to student attendance, ensuring that students, staff, and sponsors understand their responsibilities.

2. Purpose

The purpose of this policy is to:

- Promote regular attendance and punctuality across all programmes
- Set clear expectations for student attendance
- Ensure accurate attendance monitoring and reporting
- Comply with UKVI for international students
- Identify and support students at risk of disengagement
- Maintain academic integrity and quality assurance standards.

3. Scope

This policy applies to:

- All students enrolled at Ace London School (UK, EU, and international)
- All courses and delivery modes (full-time, part-time, and blended learning)
- All teaching and learning sessions, including lectures, tutorials, workshops, and assessments



Ace London School Limited

UK Learning Provider (UKPRN 10096855)

Suite 302, 315 & 504 Olympic House 28-42 Clements Road, Ilford. IG1 1BA

Company number 15358333 Registered in England & Wales

ASIC Accreditation no: AS95651/1124



It also applies to all staff involved in attendance monitoring, pastoral support, and academic management.

4. Policy Principles

Ace London School believes that:

- Consistent attendance is a key indicator of student success
- Attendance is both an academic and professional responsibility
- Students must engage fully in all timetabled sessions
- Staff have a duty to monitor, record, and report attendance accurately
- The school will take prompt action to address non-attendance

5. Attendance Expectations

- Students are expected to attend 100% of scheduled classes
- A minimum of 90% attendance is required to remain in good academic standing
- Attendance includes all in-person and online classes, workshops, and tutorials
- Persistent lateness or absence without valid reason may result in disciplinary action

6. Punctuality

- Students are expected to arrive on time for all classes
- Late arrivals may be marked as Late (L) or Absent (A) at the teacher's discretion
- Repeated lateness (three or more occurrences in one term) will trigger a warning letter and possible disciplinary action

7. Attendance Recording Procedures

- Tutors must take a register at the start of every session using the school's approved system.
- Registers must be submitted to the Student Records Department within 24 hours.
- Attendance records form part of each student's academic record and are used for reporting, funding, and visa compliance purposes.





- Absences must be categorised as:
 - **Authorised Absence (AA)** – with valid evidence (e.g., medical certificate, official appointment, bereavement).
 - **Unauthorised Absence (UA)** – without acceptable reason or documentation.

8. Authorised Absences

Absences may be authorised in the following circumstances:

- Illness (supported by a doctor's note or self-certification for up to 5 days)
- Family emergency or bereavement
- Medical or legal appointments that cannot be scheduled outside study hours
- Religious observance (with prior notice)
- Visa, immigration, or official commitments related to study

All requests for authorised absence must be submitted in advance (where possible) using the Student Absence Request Form and approved by the Programme Leader or Student Services Officer.

9. Unauthorised Absences

An absence will be deemed unauthorised if:

- The student fails to attend without notification or evidence
- The student is absent for extended periods without approval
- The reason for absence is not considered valid by the school

Repeated unauthorised absences may result in disciplinary procedures, including warning letters, suspension, or withdrawal from the course.

10. Monitoring and Intervention

The school will use a tiered approach to address attendance issues:

Level	Trigger	Action
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Stage 1 – Attendance Concern	Attendance falls below 90%	Verbal warning and informal meeting with tutor to identify issues.
Stage 2 – Formal Warning	Attendance falls below 85%	Written warning issued by Student Services. Student required to attend a support meeting.
Stage 3 – Final Warning	Continued poor attendance	Meeting with Programme Leader and Academic Director; attendance improvement plan required.
Stage 4 – Withdrawal	Failure to improve	Student may be withdrawn from course and reported to UKVI (if applicable).

11. International Students and UKVI Compliance

Ace London School has a legal obligation to monitor international students' attendance and engagement.

The school must:

- Record attendance for all international students
- Investigate and document all absences
- Withdraw sponsorship and report to UKVI if a student misses 10 consecutive contact points without authorisation
- Keep full attendance and communication records for compliance audits

Failure to comply with attendance requirements may lead to visa sponsorship withdrawal and affect a student's right to remain in the UK.

12. Support for Students with Attendance Issues

The school recognises that attendance issues may arise from personal, health, or financial difficulties.

Where this occurs, the school will:

- Offer confidential support via the Student Services Department
- Develop an Attendance Improvement Plan (AIP) where appropriate
- Refer students to counselling, welfare, or academic support services





13. Absence Due to Long-Term Illness or Exceptional Circumstances

Students unable to attend for an extended period (normally more than two weeks) must notify Student Services immediately.

They may be required to submit a medical certificate or supporting documentation.

Depending on the situation, the student may be offered:

- A temporary interruption of study
- A deferral to the next intake (see *Withdrawal and Deferral Policy*)

14. Communication and Correspondence

- All attendance-related communications will be sent to the student's school email address.
- Students are responsible for checking their emails regularly and responding promptly.
- Persistent non-response may be treated as disengagement.

15. Disciplinary Action

Failure to comply with this policy may result in disciplinary action under the Student Behaviour and Disciplinary Policy.

In serious cases (e.g., persistent absence, non-engagement), the student may be withdrawn from the course.

16. Appeals

Students who believe their attendance record or disciplinary action has been recorded unfairly may appeal in writing within 10 working days to the Quality Assurance Manager. Appeals will be reviewed in accordance with the Complaints and Appeals Policy.





17. Record Keeping and Data Protection

- Attendance records are maintained securely by the Student Records Department.
- Data is processed in line with the Data Protection Act 2018 and UK GDPR.
- Attendance information may be shared with UKVI, awarding bodies, or funding agencies if required.

18. Monitoring and Review

- The Quality Assurance and Student Services Departments will monitor attendance data termly to identify trends and areas for improvement.
- The policy will be reviewed annually by the Senior Management Team to ensure continued compliance with regulatory requirements.

19. Related Policies and Documents

- Student Behaviour and Disciplinary Policy
- Safeguarding and Welfare Policy
- Tuition Fees and Refund Policy
- Withdrawal and Deferral Policy
- Equality and Diversity Policy
- Complaints and Appeals Policy

20. Contact Information

Student Services Department

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