



## **Student Attendance Policy**

<b>Core Documentation Cover Page</b>					
<b>Student Attendance Policy</b>					
<b>Version number</b>	<b>Dates produced and approved (include committee)</b>	<b>Reason for production/ revision</b>	<b>Author</b>	<b>Location(s)</b>	<b>Proposed next review date and approval required</b>
V1.0	Dec 2013 Academic Council	To clarify the expectations of students & staff regarding student attendance across all levels of provision at the School.	Head of Quality Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Dec 2015
V2.0	Sept 2015 PRAG Chair	Administrative Amendment to reflect current staff role titles.	Head of Quality Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2017
V3.0	Sept 2016 Academic Council	Major Amendment to reflect new practice on student attendance requirements to teaching sessions and monitoring student attendance.	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
V4.0	Nov 2016 Academic Council	Minor amendment to reflect consistently high achievement in Technique assessments	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
V5.0	Jul 2017 PRAG Chair	Administrative Amendment to update institution name change from British School of Osteopathy to University College of Osteopathy	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
V6.0	May 2018 PRAG Chair	Administrative Amendments to reflect title changes (i.e. from Principal to Vice-Chancellor, etc.)	Registrar Head of Clinical Practice	All master versions will be held in: J:\0 Quality Team - Core Documentation Intranet	Sept 2018
<b>Equality Impact</b>					
Positive equality impact (i.e. the policy/procedure/guideline significantly reduces inequalities)					
Neutral equality impact (i.e. no significant effect)					X

---

Negative equality impact (i.e. increasing inequalities)	
---	--

<p><b>If you have any feedback or suggestions for enhancing this policy, please email your comments to: <a href="mailto:quality@uco.ac.uk">quality@uco.ac.uk</a></b></p>
--

## STUDENT ATTENDANCE POLICY

### CONTENTS

Student Attendance Policy.....	4
1. Scope of Policy.....	6
2. Section 1: Introduction & Overview.....	6
2.1 An Overview of Student Attendance at the UCO .....	6
2.2 Expectations & Responsibilities of Students Regarding Attendance.....	6
3. Section 2: Student Attendance at Teaching Sessions at the UCO’s Teaching (Borough High Street) Site ....	8
3.1 Student Attendance to Formal Teaching Sessions at the UCO’s Teaching (Borough High Street) Site (including examinations) .....	8
3.2 Recording Student Attendance .....	8
3.3 Notification of Student Absence Procedure for Formal Teaching Sessions at the UCO’s Teaching Centre (Borough High Street) Site (including examinations) .....	9
3.4 Monitoring Student Attendance (The SARG & Course Tutors).....	10
3.5 Responding to and Addressing Student Attendance Issues .....	10
4. Section 3: Student Attendance to Clinical Sessions at the UCO’s Clinical (Southwark Bridge Road) Site ...	10
4.1 Introduction.....	10
4.2 Student Responsibilities .....	12
a) All Students.....	12
b) Junior Student Responsibilities.....	12
c) Senior Students .....	13
4.3 Reporting Senior Student Absences from Clinic – Planned and Unplanned .....	14
4.4 Reporting Planned Senior Student Absences .....	14
4.5 Reporting Unplanned Senior Student Absences .....	14
4.6 Difficulties with Managing your Clinic Time .....	15
4.7 Monitoring Clinic Hours.....	15
a) Responsibilities of Students in Monitoring their Clinic Hours .....	15
b) Responsibility of the Clinic Reception Team and Clinic Staff in Monitoring Junior Students’ Clinic Hours	16

c)	Responsibility of the Clinic Reception Team and Clinic Staff in Monitoring Senior Students' Clinic Hours	16
d)	Summary of the Responsibilities of the Clinic Reception Team .....	17
4.8	Making Up Clinic Hours .....	17
a)	Junior Students.....	17
b)	Senior Students .....	17
c)	By Completing Extra Hours during the Holiday Periods .....	18
d)	By Attending Practices (Osteopathic or Relevant Others) External to the UCO.....	18
e)	By Completing Extra Hours in Specialist Clinics where Space is Available .....	18
5.	Summary of Clinic Staff Contact Details .....	19
	Appendix 1: Student Planned Absence From Clinic Form.....	21

## 1. SCOPE OF POLICY

- 1.1 This policy establishes the UCO's expectations regarding student attendance, the responsibilities of staff and students regarding student attendance, the procedures for notifying the UCO of a student absence, how student attendance is monitored and the support measures and procedures in place and implemented should a student's attendance fall below a satisfactory level.
- 1.2 This policy is separated into three sections for ease of reference:
  - a) Section 1: An introduction providing an overview of the importance of attendance to learning opportunities at the UCO and the expectations and responsibilities of all students regarding their attendance.
  - b) Section 2: Student Attendance to Teaching Sessions at the UCO's Teaching (Borough High Street) Site applicable to all students (Foundation, Undergraduate / Pre-Registration and Postgraduate).
  - c) Section 3: Student Attendance to Clinical Sessions at the UCO's Clinical (Southwark Bridge Road) Site applicable to Pre-Registration Students only.

## 2. SECTION 1: INTRODUCTION & OVERVIEW

*This section is applicable to all students – Foundation, Undergraduate / Pre-Registration and Postgraduate Students.*

### 2.1 AN OVERVIEW OF STUDENT ATTENDANCE AT THE UCO

- 2.1.1 Attending and engaging with all learning opportunities (i.e. all formal teaching, clinical, practical and study sessions and examinations) provided on a course is fundamental to students' success and achievement. Students who regularly attend and participate fully are more likely to:
  - a) Appreciate and enjoy a rewarding learning experience through the development of their knowledge and skills;
  - b) Prepare well for examinations;
  - c) Achieve better results;
  - d) Successfully complete their course to a high standard.
- 2.1.2 The UCO formally monitors student attendance through its Student Attendance and Retention Group (SARG). This group meets six times through the academic year and works closely with course teams and the Student Support Department. It aims to identify students struggling with attendance and instigate appropriate support mechanisms that will enable them to improve their attendance profile.

### 2.2 EXPECTATIONS & RESPONSIBILITIES OF STUDENTS REGARDING ATTENDANCE

- 2.2.1 You are expected to make every effort to attend all formal teaching sessions (which include timetabled lectures, tutorials, seminars, study days, practical classes, clinical sessions and examinations) regularly and punctually and to engage and participate in all learning opportunities professionally and appropriately.
- 2.2.2 You should note that:
  - a) It is discourteous and unprofessional to colleagues and tutors to arrive late for or leave early from classes without a valid reason. Course tutors may ask you to leave if you arrive late for a teaching session.

- b) It is discourteous and unprofessional to colleagues and tutors to disturb a teaching session by participating in personal conversations or taking phone calls during teaching sessions. Course tutors may ask you to leave if you disturb a teaching session in this way.
  - c) Consistent absence from classes will have a negative impact on learning and will be deemed to be unprofessional as reflected by the Fitness to Practice and Professional Behaviour Policy.
- 2.2.3 It is acknowledged that student absences will occur due to unavoidable circumstances and this is taken into account as part of the student attendance monitoring process. Student absences are categorised as “authorised” or “unauthorised” depending on the reason for the absence.
- 2.2.4 Authorised absences include, but are not limited to those relating to:
- a) Student illness or injury
  - b) Difficulties with childcare
  - c) Difficulties with care of a dependent person
  - d) Religious holidays
  - e) Major transport problems
  - f) The death or funeral of a close relative
  - g) Unauthorised absences may include, but are not limited to:
    - h) Holidays
    - i) Difficulties with regular work schedules
    - j) Job interviews
    - k) Medical appointments unless due to an acute illness or emergency; you are expected to arrange non-emergency medical appointments around your teaching sessions and clinical commitments.
    - l) Dental appointments unless due to an emergency; you are expected to arrange non-emergency medical appointments around your teaching sessions and clinical commitments.
  - m) Any other absence that you have not informed the UCO about.
- 2.2.5 You should notify the UCO of your absence from any learning opportunity using the procedure in Section 2.3 and Section 3.2 of this policy as appropriate. In cases where you do not notify the UCO of your absence, the absence is automatically classified as unauthorised.
- 2.2.6 If you are absent from a formal teaching session, you should contact the tutor(s) concerned to identify what you have missed to ensure that you do not fall behind in your studies.
- 2.2.7 You are expected to comply with any course specific attendance requirements in addition to this policy that are contained within their Unit Handbooks, Course Handbooks, Course Information Forms or Unit Information Forms as appropriate.
- 2.2.8 You are expected to prepare adequately for each formal teaching session as directed by tutors.
- 2.2.9 Full-time students are expected to be available for formal teaching sessions from 8:30am – 6:30pm, Monday – Friday during term time. Part-time students are expected to be available for formal teaching sessions from 9:00am – 6:00pm during teaching weekends.

### 3. SECTION 2: STUDENT ATTENDANCE AT TEACHING SESSIONS AT THE UCO'S TEACHING (BOROUGH HIGH STREET) SITE

*This section is applicable to all taught students – Foundation, Undergraduate / Pre-Registration and Postgraduate Students as appropriate.*

#### 3.1 STUDENT ATTENDANCE TO FORMAL TEACHING SESSIONS AT THE UCO'S TEACHING (BOROUGH HIGH STREET) SITE (INCLUDING EXAMINATIONS)

3.1.1 Formal teaching sessions at the UCO's Teaching (Borough High Street) site include, but are not limited to: lectures, tutorials, seminars, technique and practical classes, workshops, contact days and conferences. This also includes attendance to formative and summative examinations.

3.1.2 You are expected to comply with any course specific attendance requirements in addition to this policy that are contained within your Unit Handbooks, Course Handbooks, Course Information Forms or Unit Information Forms as appropriate.

3.1.3 There is no formal attendance requirement for lectures, but as these form the basis of subject delivery, it is strongly recommended that you attend on a regular basis.

3.1.4 Attendance at all other classes is mandatory.

#### 3.2 RECORDING STUDENT ATTENDANCE

3.2.1 Student attendance at formal teaching sessions will normally be recorded electronically by the tutor concerned.

3.2.2 It is the responsibility of the Academic Registry Department to:

- a) Monitor electronic registers for each formal teaching session delivered at the UCO's Teaching Centre (the Borough High Street site);
- b) To maintain attendance records using the student database;
- c) To provide the Student Attendance and Retention Group (SARG) with teaching session attendance statistics when required.

3.2.3 It is your responsibility as students to:

- a) Ensure that you attend all mandatory teaching sessions to attain the required attendance level;
- b) Ensure that you do not register another student as present in a class– this is a disciplinary offence;
- c) Ensure you attend your allocated group's teaching sessions only; it is in students' interest to attend only their group's sessions as timetabled to maintain appropriate tutor/student ratios.
- d) Contact the Academic Registry Department if you wish to swap your allocated group, completely or for particular lectures for a legitimate reason. (Requests for group swaps will be considered on an individual basis. Normally this will only be permitted if you find another student to swap with.);
- e) Ensure that you inform the UCO of any absence in line with this procedure;
- f) Contact the Registrar immediately if you have concerns regarding your attendance at examinations.

- 3.2.4 It is the responsibility of course tutors to:
- a) Complete the electronic register for all formal teaching sessions other than whole year lectures;
  - b) Monitor student attendance for their class and raise any concerns regarding student attendance with students directly or report their concerns to the SARG, the relevant Course Leader, Unit Leader or Student Support Department as appropriate.
- 3.3 NOTIFICATION OF STUDENT ABSENCE PROCEDURE FOR FORMAL TEACHING SESSIONS AT THE UCO'S TEACHING CENTRE (BOROUGH HIGH STREET) SITE (INCLUDING EXAMINATIONS)
- 3.3.1 You should notify the UCO if you are going to be or have been absent from any formal teaching session undertaken at the UCO's Teaching Centre (Borough High Street) site (including seminars, tutorials, practical classes) in writing by emailing the FirstClass "Class Absence" conference as soon as you are able to do so and include the following information:
- a) Your full name;
  - b) Your course name, mode of study and year of study;
  - c) The date(s) for which you will be / were absent;
  - d) A brief outline of the reason(s) for your absence (e.g. illness, major transport problems childcare issues, etc).
- 3.3.2 This conference is monitored by the Academic Registry Department on a daily basis. The Academic Registry Department keeps a centralised and updated electronic record of student absences including the information submitted to this conference.
- 3.3.3 For any unavoidable absence due to illness or injury lasting more than five consecutive days of time-tabled commitments, you must submit a medical certificate from a registered medical practitioner or other qualified health practitioner to the Academic Registry Department upon your return. This will be retained by the Academic Registry Department and stored indefinitely in your confidential file. You should then contact your Course Leader and course tutors to make arrangements to catch up on missed work.
- 3.3.4 If you are absent for five consecutive days or less and not seriously ill it is assumed that you will be able to catch up with any work you have missed.
- 3.3.5 If you are absent from any one term without notification for a period of fifteen consecutive contact days (full time) or six consecutive contact days (part time), you may be presumed 'withdrawn'.
- 3.3.6 If you feel that you are unable to meet assessment deadlines or attend an exam due to illness or injury you must contact the Registrar as soon as possible and complete a Special Circumstances Form<sup>1</sup>, attaching the appropriate documentary evidence.

---

<sup>1</sup> [http://intranet.uco.ac.uk/policies\\_and\\_procedures/students](http://intranet.uco.ac.uk/policies_and_procedures/students)

### 3.4 MONITORING STUDENT ATTENDANCE (THE SARG & COURSE TUTORS)

- 3.4.1 Student attendance to classes is formally monitored by the UCO's Student Attendance & Retention Group (SARG) regularly (six times per year). As practical and clinical sessions are directly related to your professional training the SARG specifically monitors all pre-registration course practical (technique) and clinical sessions (clinic observation and clinic experience) and uses an established attendance threshold to identify student attendance issues. This threshold is as follows:
- If your attendance falls below 60% at any one SARG meeting for the first time, you will normally be contacted by the relevant Unit Leader to discuss your attendance.
  - If your attendance is still below 60% at the next SARG meeting, you will normally be contacted by the Head of Practical Skills to discuss your attendance.
  - If your attendance is still below 60% at the next meeting, you will normally be contacted by the Course Leader to discuss your attendance.
  - If your attendance is significantly below 80% by SARG6 (which is normally held in the Summer term), action may be taken against you through either the Student Fitness to Study Policy or Code of Conduct Policy and Disciplinary Procedure.
- 3.4.2 Any of your course tutors may also contact you directly at any time to discuss attendance issues and / or may inform the SARG or another appropriate staff member and ask them to manage any attendance issues that they identify.
- 3.4.3 The SARG also specifically closely monitors the attendance of foreign students under Tier 4 of the points-based system operated by the UK Border Agency. Any student sponsored by the UCO who has not attended ten expected contacts may have their sponsorship withdrawn.

### 3.5 RESPONDING TO AND ADDRESSING STUDENT ATTENDANCE ISSUES

- 3.5.1 Ongoing attendance issues identified by course tutors or the SARG may result in you being required to attend an interview with the Course Leader, Unit Leader, Registrar or Student Support Department as appropriate to determine the reason for a your absence and to put support mechanisms in place as required.
- 3.5.2 If the above attendance policy and / or any supportive measures are not complied with, the Code of Conduct Policy and Disciplinary Procedure or Student Fitness to Practise and Professional Behaviour Policy may be implemented.

## 4. SECTION 3: STUDENT ATTENDANCE TO CLINICAL SESSIONS AT THE UCO'S CLINICAL (SOUTHWARK BRIDGE ROAD) SITE

### 4.1 INTRODUCTION

- 4.1.1 As students on a pre-registration course, you will undergo extensive clinical training during your time at the UCO and you will gradually take greater responsibility for patients as you progress through your course. It is important that you are able to recognise the professional standards expected of you as developing practitioners, in particular with respect to your duty to patients, peers, clinic tutors and the clinic reception team. Providing osteopathic care as an undergraduate or postgraduate student should be seen as a privilege and something that you are highly motivated by and engaged with.

4.1.2 Attendance in the UCO clinical centre, and its various specialist and external clinics, is central to the process of the development of clinical competence and you as a practitioner. As such, you are expected to complete a minimum number of clinic hours each year until graduation. The minimum number of hours of clinical education is stated within the Benchmarking Statement for Osteopathy (Quality Assurance Agency, 2007) as being 1000 hours. At the UCO however you are scheduled to attend 1296 hours and all of these clinic hours are compulsory based on our Recognised Qualification (RQ) status.

4.1.3 At the UCO this total is broken down over the four years of the Integrated Master's (Full-Time /) (M.Ost) courses and over the five year of the Integrated Master's (Part-Time) (M.Ost) course as follows:

Year	Full Time Course		Minimum per year
	Term	Vacation	Total
1	28	-	28
2	108	160	268
3	256	240	496
4	384	120	504
Total	776	520	-
Course total	-	-	1296

Year	Part Time Course		Minimum per year
	Term	Vacation	
1	12	-	12
2	40	-	40
3	84	160	232
4	256	240	470
5	384	120	480
Total	776	520	
Course total	-	1256	1296

4.1.4 You are made aware of these requirements via your Unit Information Forms (UIFs) and you are expected to ensure that you complete the specified timetabled number of hours each year.

- 4.1.5 All clinic hours are compulsory and any hours missed will need to be made up at a later date (please see the sections below for how you can make up clinic hours). You also have an obligation to your patients and colleagues during your clinical education to behave in an appropriate manner and to attend when scheduled. Poor attendance can cause severe disruption to patient care and your clinical education. In addition, student absence that compromises a patient appointment from taking place may have a negative impact on the UCO clinical centre as a business. You should therefore aim to complete 100% of your timetabled attendance whenever possible. Only in exceptional circumstances (see Section 1.2.4 of this policy) should students not be attending their timetabled clinic attendance.
- 4.1.6 Your attendance is monitored through clinic log books and the clinic appointments system, and all the data is recorded so that the clinic reception team are able to track your attendance. If you are in the senior years of your course, when you have your own patient lists, you will be able to log onto TM2, the clinic software system whilst at the UCO, and check your clinic hours at any time.
- 4.1.7 Whilst you should be logging your clinic attendance as you progress, access to TM2 enables you to monitor your own attendance and plan how you will make up any missed hours. You are encouraged to speak with the Head of Clinical Practice if you are concerned at any point about your hours or clinical attendance.

## 4.2 STUDENT RESPONSIBILITIES

### a) ALL STUDENTS

- 4.2.1 As a student at the UCO, you are bound by the policies and regulations of the UCO and have a responsibility to know and understand these. Please access the UCO's Intranet for the general Code of Conduct for Students and also the Fitness to Practise and Behaviour Policy which have additional guidance on clinic and clinical attendance<sup>2</sup>.
- 4.2.2 With regard to clinic attendance, there are a number of pertinent areas dependent on whether you are a Junior Student, who is primarily observing Senior Students, or are a Senior Student, who has your own list of patients. These are outlined below.

### b) JUNIOR STUDENT RESPONSIBILITIES

- 4.2.3 For the purposes of this document, Junior Students will be classed as those who do not have their own list of patients and are in the early years of their osteopathic education (typically FT1, FT2, PT1, PT2 and PT3).
- 4.2.4 As a Junior Student you have the following responsibilities with regard to student attendance:
- You must attend clinic sessions as outlined in your timetable – you are informed of your Clinic Team when you first start your course at the UCO and it is your responsibility to attend the clinic introductory sessions and to know who your Clinic Tutors and Clinic Team Leaders are.
  - You must maintain a log of your clinic attendance – where appropriate this forms part of your DOP / PCC (or equivalent) unit clinic logbook where Clinic Tutors can sign off your attendance for each session that you are in clinic. It is your responsibility to get your attendance signed off each time you are in.
  - You must make sure your name has been included on any patient notes where you have attended that patient (either as an observer or secondary clinician).

---

<sup>2</sup> [http://intranet.uco.ac.uk/policies\\_and\\_procedures/students](http://intranet.uco.ac.uk/policies_and_procedures/students)

- d) Reporting – Junior Student Absences - You must notify clinic of any sessions that you will not be able to attend – this should be for exceptional reasons only (see Section 1.2.4 of this policy) and can be done via the FirstClass “Junior Student Clinic Session Booking” conference. In this conference there is an icon you can click on that will open an email. You will need to complete the content of the email, including an alternative time for you to attend the missed session. Once sent, the email will automatically be directed to the conference which the Head of Clinical Practice and Reception Manager will monitor.
- e) You should also record in your log book any sessions that you have been unable to attend and the alternative time that you have scheduled.

#### C) SENIOR STUDENTS

- 4.2.5 For the purposes of this document, senior students will be classed as those who have their own list of patients and are in the senior years of their osteopathic education (typically FT3 and FT4, PT4 and PT5 and MSc (Pre-Registration) Students and others who are studying at a postgraduate level.
- 4.2.6 As a Senior Student you have the following responsibilities with regard to student attendance:
- a) You must attend clinic sessions as outlined in your timetable or set out on clinic rotas – it is imperative that as Senior Students you are organised and plan ahead as, for example, clinic diaries need to be set up several weeks ahead of their use so that patients can book in. It is also your responsibility to ensure that you know which team you are in, who your Clinic Tutors are and who your Clinic Team Leaders are.
  - b) You must check any draft clinic rotas that are sent out and respond promptly if you have any concerns or issues. Once these rotas are added onto the live system it is considerable work for any amendments to be made. Hence any changes will only be made if there are exceptional reasons.
  - c) You must maintain a log of your clinic attendance – on the clinic software system you are able to scroll through and view your diary but you should also have your own record of this. You need to be aware of any hours missed so that all of these can be made up at an appropriate time. Please see Section 3.5b on making up hours for more details on this.
  - d) You must make sure that your name has been included on any patient notes where you have attended that patient (either as an observer, primary or secondary clinician).
  - e) You must notify the clinic of any sessions that you will not be able to attend – the method of this depends on whether the absence is planned or unplanned. Please see below for more information on this.
  - f) You must request to complete extra hours during the holidays if needed – relevant emails will be sent out to your FirstClass “Year Notices” conference several weeks prior to the holiday period regarding this and you are expected to reply to these in a timely manner. Whilst the UCO keeps a record of your hours it is your responsibility to ensure that you manage your own hours and communicate when you want to make hours up (see Section 3.5b).

#### 4.3 REPORTING SENIOR STUDENT ABSENCES FROM CLINIC – PLANNED AND UNPLANNED

- 4.3.1 You are expected to attend clinic in line with your timetable that will be sent out several weeks in advance. If you are unable to attend a clinic session due to unforeseen circumstances you may be asked to provide evidence of the reasons for your non-attendance.
- 4.3.2 Absences are dealt with in two different ways depending on whether the absence is planned, such as a hospital appointment that you are unable to move, or unplanned, such as a sudden onset of illness.

#### 4.4 REPORTING PLANNED SENIOR STUDENT ABSENCES

- 4.4.1 If you have an event such as a hospital appointment that you are unable to change you should submit a “Student Planned Absence from Clinic Form” (attached at the end of this policy). You should complete this form when you first know of your intended absence and this should be a minimum of two weeks in advance. This form can be found at the end of this document and can be downloaded from the intranet<sup>3</sup>.
- 4.4.2 Once this form has been completed, it will need to be signed off by a Clinic Team Leader before being handed into the Reception Team. The Reception Team will then amend your student diary as appropriate.
- 4.4.3 You should confirm that the absence has been added onto your diary appropriately by checking on TM2. You should also keep a log of any absences so that you can plan how you will make up all missed hours (please see Section 3.5b on Making up hours for more details).
- 4.4.4 Planned absences allow for your student diary to be blocked out before any patients are allocated and therefore creates minimal disruption when this is done in a timely fashion.

#### 4.5 REPORTING UNPLANNED SENIOR STUDENT ABSENCES

- 4.5.1 Unplanned absences should by their nature leave little time for planning and so we ask that you email the Clinic Reception Team via the “Clinic Absence” conference on Firstclass (or [absent-student@uco.ac.uk](mailto:absent-student@uco.ac.uk) if you are emailing from an external source) informing them of your absence. This should be done at least 30 minutes before the start of that day’s morning clinic session (even if you are in for the afternoon session) so that any patients booked can be reallocated, and tutors and peers informed.
- 4.5.2 If you are unable to email then you should phone the Clinic Reception Team on 020 7089 5360. Failing that, the contact details of individual Clinic Reception Team staff are provided below to ensure that a member of the Clinic Reception Team is aware of the situation. If you are unable to email and cannot get through to the Clinic Reception Team, then as a last resort you should call your Team Point (numbers below) to leave a message with a colleague or Clinic Tutor. However this should only be done if you cannot send an email or you are unable to get through to the Clinic Reception Team on the telephone.
- 4.5.3 Whenever you leave a message with a member of the Clinic Reception Team, a Clinic Tutor or a colleague, you should always make a note of the name of this person and when you contacted them so that this can be confirmed at a later date if needed. It is always better to email as this can be easily tracked.

---

<sup>3</sup> [http://intranet.uco.ac.uk/policies\\_and\\_procedures/students](http://intranet.uco.ac.uk/policies_and_procedures/students)

4.5.4 Failure to inform the Clinic Reception Team of an absence creates significant disruption to your patients, peers and tutors and an added workload for the Clinic Reception Team; typically patients will need to be contacted to change their appointment to another student or to a different day if they wish to remain with the same practitioner.

4.5.5 We appreciate that unplanned absences will inevitably occur. However, if these can be managed as efficiently as possible then it makes a significant difference to patients, students and staff. Failure to manage your absence effectively may lead to disciplinary processes.

#### 4.6 DIFFICULTIES WITH MANAGING YOUR CLINIC TIME

4.6.1 If you are struggling with managing your clinic time, perhaps because of ill health, personal or family issues or other matters, you are strongly encouraged to speak to your Clinic Team Leader or the Head of Clinical Practice in the first instance. If you feel unable to speak to any of these individuals please use other support mechanisms at the UCO such as the Student Support Department or your Academic Tutor. The most important thing is that you inform the UCO of issues so that appropriate support can be put in place. It may be appropriate that your clinic attendance can be amended temporarily as a supportive measure during a difficult time. We always aim to work with you to help you find a better way of managing your situation. The aim is to support you so that you can continue with your clinical work to some degree if this is appropriate.

4.6.2 If you continue to be absent from clinic or to owe hours and/or fail to make up hours, you will be referred to the Head of Clinical Practice so that we can try to ascertain the reasons for the absences and the best way of managing this. Please be aware that continued unauthorised absences or concerns regarding repeated poorly managed time can lead to disciplinary processes.

#### 4.7 MONITORING CLINIC HOURS

##### a) RESPONSIBILITIES OF STUDENTS IN MONITORING THEIR CLINIC HOURS

4.7.1 As discussed above, you have a responsibility to keep a log of your clinic attendance and to record any absences from clinic. You should be aware of the number of hours you have missed at any point so that you can plan how to make these hours up at the appropriate times.

4.7.2 The clinic hours that you have attended are monitored by the Student Attendance and Retention Group (SARG).

4.7.3 If you, as a Junior Student, owe a significant number of hours or fail to make up hours appropriately, you will be asked to meet with the Head of Clinical Practice, so that an appropriate course of action can be agreed regarding making up hours. Normally:

4.7.4 You are expected to make up hours within an appropriate timeframe depending on your course of study so that you do not accumulate too many missed clinic hours.

4.7.5 Continued failure to make up hours or prolonged unauthorised absence may initiate disciplinary processes including the instigation of the Student Fitness to Practice and Professional Behaviour Policy.

4.7.6 You must complete the required number of clinic hours by the end of each academic year. Students who miss significant numbers of clinic hours inevitably find that this is highly detrimental to their clinical development and may significantly impact on their clinical assessments.

4.7.7 Students who have successfully completed their course but still owe a significant amount of clinic hours may have their letter confirming their eligibility for registering with the GOsC withheld until such time as these hours have been completed.

- 4.7.8 If you, as a Senior Student owe a significant number of hours you will be referred to the Head of Clinical Practice, so that an appropriate course of action can be agreed regarding making up hours. Normally:
- 4.7.9 You are expected to make up hours within an appropriate timeframe which as a minimum should be at the next holiday period so that you do not accumulate too many hours owing;
- 4.7.10 If you fail to make up hours appropriately you may be referred to the Head of Clinical Practice to discuss the problem and to identify an appropriate course of action;
- 4.7.11 Continued failure to make up hours or prolonged unauthorised absence may lead to disciplinary action and in some circumstances initiation of the Student Fitness to Practice and Professional Behaviour Policy;
- 4.7.12 Students who have successfully completed their course but still owe a significant amount of clinic hours may have their letter confirming their eligibility for registering with the GOSc withheld until such time as these hours have been completed. Senior Students in this situation will be expected to attend extra clinic sessions, normally during the summer vacation, in negotiation with the Head of Clinical Practice.
- b) RESPONSIBILITY OF THE CLINIC RECEPTION TEAM AND CLINIC STAFF IN MONITORING JUNIOR STUDENTS' CLINIC HOURS
- 4.7.13 The Head of Clinical Practice and Reception Manager will be responsible for checking emails sent to the FirstClass "Junior Student Clinic Session Booking" conference by Junior Students informing clinic of their absence.
- 4.7.14 The Head of Clinical Practice and Reception Manager will then be responsible for replying to the student by email confirming that their email has been received and that the suggested alternative time to make up the missed hours is appropriate.
- 4.7.15 The Head of Clinical Practice and the Reception Manager will then be responsible for recording this on the FirstClass "Clinic Activity" Calendar.
- 4.7.16 Clinic Team Leaders will be responsible for checking the FirstClass "Clinic Activity" Calendar and informing their teams so that they are aware of which students are due in. Any students who do have to change their clinic attendance will still be responsible for getting their log book signed.
- c) RESPONSIBILITY OF THE CLINIC RECEPTION TEAM AND CLINIC STAFF IN MONITORING SENIOR STUDENTS' CLINIC HOURS
- 4.7.17 The Clinic Reception Team are responsible for entering your absence into the database once you have emailed the FirstClass "Clinic Absences" conference. This is one of the first tasks of the Clinic Reception Team in the morning so it is important that you email any unplanned absence as early as possible.
- 4.7.18 The Clinic Reception Team are responsible for checking your diary on a bi-weekly basis and will add any hours missed onto a spread sheet so that all absences are collated.
- 4.7.19 If you do not attend clinic when scheduled and do not inform clinic of your absence you may be contacted by your Clinic Team Leader by email in the first instance.
- 4.7.20 Failure to manage your clinic attendance appropriately is discourteous and unprofessional and you are reminded of the inconvenience caused to patients, colleagues, tutors and reception staff should you not follow this policy.
- 4.7.21 The clinic hours that you have attended are monitored by the Student Attendance and Retention Group (SARG).

d) SUMMARY OF THE RESPONSIBILITIES OF THE CLINIC RECEPTION TEAM

4.7.22 The following process serves to inform the Clinic Reception Team about their responsibilities when dealing with unplanned student absences:

- a) The nominated receptionist on duty at 08:00 is required to check the FirstClass “Clinic Absence” conference (this conference should also be checked regularly during the day) and phones for messages;
- b) Any messages received (emails and phone calls) should be responded to in the following way:
- c) The student should be noted as absent accordingly on TM2 and their list blocked so that additional patients cannot be booked onto their list.
- d) Any patients on the student’s list should be contacted as soon as is feasibly possible so that they are informed of the situation.
- e) Each patient should be offered an alternative appointment at the same or similar time where possible or, if the patient would prefer to continue with the initial student, a replacement appointment should be offered at a mutually agreeable time.
- f) The student should be emailed by the receptionist to confirm that their email has been received.

#### 4.8 MAKING UP CLINIC HOURS

a) JUNIOR STUDENTS

4.8.1 If you are a Junior Student who has missed a clinic session, you are required to organise attending an alternative session preferably at the same time as you notify the clinic of your absence. If you are unable to do this immediately then you should, at a later date, email the FirstClass “Junior Student Clinic Session Booking” conference and use the icon to suggest an alternative time for you to come in. This should be done within 2 weeks following of your absence.

4.8.2 The Clinic Team leader on the day will then contact you by email to confirm if this is suitable or not.

4.8.3 You are expected to include this in your clinic attendance log book and get any alternative sessions signed off by the clinic tutors on the day.

4.8.4 Please note that the allocation of any extra hours is at the discretion of the Clinic Team Leader and will be dependent on availability within the clinic and other clinic activities that may already be scheduled.

b) SENIOR STUDENTS

4.8.5 **PLEASE NOTE:** If you complete and successfully pass all examinations during your final year yet still have significant clinical hours owing, you will be expected to complete these hours. This is necessary as part of the UCO’s Recognised Qualification (RQ) status. Hours that are owed will normally be completed during the Summer holiday clinic.

4.8.6 Only once you have completed the required number of clinic hours can we provide you with a letter confirming that you are eligible to register with the General Osteopathic Council (GOsC).

- 4.8.7 It is therefore vital that students keep a log of any hours owing and plan ahead as to how these may be made up. If a student is struggling in any way with this or struggling with managing their clinic attendance then they should speak to their Clinic Team Leader or the Head of Clinical Practice. If you feel unable to speak to any of these individuals please also look to other support mechanisms at the UCO such as the Student Support Department or your Academic Tutor so that supportive action can be taken.
- 4.8.8 It should also be noted that Senior Students are normally only able to make up clinic hours during the holiday periods. It is therefore also vital that Senior Students plan ahead as holiday schedules will be set up several weeks in advance. The allocation of any extra hours is at the discretion of the Head of Clinical Practice (or appropriate other) and will be dependent on availability within the clinic and other clinic activities that may already be scheduled.
- c) BY COMPLETING EXTRA HOURS DURING THE HOLIDAY PERIODS
- 4.8.9 Holiday rotas are normally created 12 weeks prior to the holiday period beginning as outlined in the “Creating a Clinic Holiday Rota Procedure” found on the intranet<sup>4</sup>. Once holiday rotas have been finalised for all students, an email will be circulated via your “Year Notices” FirstClass conference inviting students to request extra clinic hours during the holiday period.
- 4.8.10 Students who would like to complete extra hours in a holiday period need to reply promptly to this email and include the relevant information that is requested. The student’s reply email will be automatically sent back to the FirstClass “Clinic Holiday Rota Requests” conference where this will be processed. Students will then be informed if their request has been successful. Students will normally be prioritised on a first-come-first-served basis.
- d) BY ATTENDING PRACTICES (OSTEOPATHIC OR RELEVANT OTHERS) EXTERNAL TO THE UCO
- 4.8.11 You can attend practices (osteopathic or relevant others) external to the UCO which may contribute to the clinical attendance expectations for your course for a maximum of 20 clinic hours per academic year. For practices attended, you will need to ask them to write a letter confirming your attendance and the number of hours this was for. This can then be passed to the Clinic Reception Team who can log the hours for you (please also keep a copy for your own records). This is very useful in your own development as a clinician and will hopefully help your own ability to critically evaluate clinical interactions. It can also be a useful way of meeting osteopaths and other professionals in your local area.
- e) BY COMPLETING EXTRA HOURS IN SPECIALIST CLINICS WHERE SPACE IS AVAILABLE
- 4.8.12 When the specialist clinic allocations are made (see the Specialist Clinics & Allocating Students to Them), there are at times extra students needed in some of these clinics, enabling clinic hours to be made up this way.
- 4.8.13 In these situations a list will be posted on the appropriate FirstClass “Year Notices” conference to ask for volunteers. Students will normally be prioritised on a first-come-first-served basis, and not dependant on how many hours you have to make up.

---

<sup>4</sup> [http://intranet.uco.ac.uk/policies\\_and\\_procedures/clinic](http://intranet.uco.ac.uk/policies_and_procedures/clinic)

## 5. SUMMARY OF CLINIC STAFF CONTACT DETAILS

Contact Person	Name	Email	Ext	DDN
Clinic Reception Team	-	-	-	020 7089 5360
Reception Manager	Cormac O'Dalaigh (CO)	<a href="mailto:c.o'dalaigh@uco.ac.uk">c.o'dalaigh@uco.ac.uk</a>	5368 (or 6109 if logged on)	020 7089 5368 or 020 7089 6109
Head of Clinical Practice	Francesca Wiggins (FW)	<a href="mailto:f.wiggins@uco.ac.uk">f.wiggins@uco.ac.uk</a>	5359	020 7089 5359
Team 1 Team point Team 2 Team point Team 3 Team point Team 4 Team point	Dial 020 7407 0222 And then the extension-	-	Team 1: 5371 Team 2: 5372 Team 3: 5373 Team 4: 5374	-

5.1 If you are concerned at any point or unsure of what to do, again please do speak with your Clinic Team Leader, Reception Manager or Head of Clinical Practice.

### 5.2 Summary of Who to Contact When regarding Clinic Issues

No	Problem	Action	Notes	Phone
1	Not able to get to clinic at short notice = Unplanned absence	Email "Clinic Absence" conference from Firstclass (or email <a href="mailto:clinicabsence@uco.ac.uk">clinicabsence@uco.ac.uk</a> if from an external source)	If you are unable to email then please call reception	020 7089 5360
2	Not able to get to clinic in the future = planned leave	Senior Student: Complete Student Absence form (from the intranet <sup>5</sup> ) and hand to reception team. Junior Student: Email "Junior Student Clinic Session Booking" conference from Firstclass	You should give at least three weeks' notice.	N/A
3	Would like to request certain weeks for the Holiday rotas	Email the "Holiday Clinic Rota Request" conference with the relevant forms	Time frames for this will be posted to you. Late requests cannot be accommodated.	N/A
4	Would like to confirm number of hours owed	Senior Student: Speak to the reception team who can check. Junior Student: Check your log book	/	N/A
5	Unsure of allocation to Specialist clinics	Check your diary in TM2 as any blocking for specialist clinics will be shown here. You can also check rotas on Firstclass; check the "Specialist Clinics and Allocation of Students" paper on the intranet <sup>6</sup> .	Contact CO or FW for further help	N/A

<sup>5</sup> [http://intranet.UCO.ac.uk/policies\\_and\\_procedures/students](http://intranet.UCO.ac.uk/policies_and_procedures/students)

<sup>6</sup> [http://intranet.uco.ac.uk/guidelines\\_and\\_handbooks/staff\\_and\\_students](http://intranet.uco.ac.uk/guidelines_and_handbooks/staff_and_students)

6	Unsure of assessment/feedback timetables	Check rotas on BONE or the draft on Firstclass; check your own diary in TM2	Contact CO or FW for further help	N/A
7	Concerned re: patient numbers	Please see following notes first and if you are still concerned arrange appointment with CO	Read the "Allocation of Patients to Students" paper that is on the intranet <sup>7</sup> ; run a Clinical Experience Review report (CERR) and perhaps compare this with colleagues. If you are still concerned then please arrange an appointment with CO	N/A
8	Any general concerns	Senior Student: Email CO or FW; Arrange appointment to see CO or see FW Junior Student: Speak to your Team Leader in the first instance; you are also welcome to speak to the Head of Clinical Practice or the Reception Manager	/	N/A

---

<sup>7</sup> [http://intranet.uco.ac.uk/guidelines\\_and\\_handbooks/staff\\_and\\_students](http://intranet.uco.ac.uk/guidelines_and_handbooks/staff_and_students)

## APPENDIX 1: STUDENT PLANNED ABSENCE FROM CLINIC FORM

Please complete this form in CAPITAL letters

Planned absences MUST be authorised by a Team Leader

Requests should be handed in at least 2 weeks before the event, where this is possible.

Once this paper copy has been completed please hand it in to the reception team who will amend your clinic lists as requested.

Please check your diary on TM2 to confirm that your absence has been processed appropriately. Many thanks.

Name:			
Year:			
Team:			
I am unable to attend clinic on the following dates:		AM (Please Tick)	PM (Please Tick)
	Date:		
	Date:		
This is because:			
Signature of Student:			
PRINT Name of Team Leader:			
Signature of Team Leader:			
Date:			

Please photocopy this completed form and keep this as a receipt of your authorised request.