

Frequently Asked Questions: Attendance Monitoring

Q: What is Attendance Monitoring?

A: We record student attendance in line with our Student Attendance and Engagement Policy to ensure we can support students in the best possible way to engage with their studies and meet UKVI requirements for our students on a visa. You can find more information [here](#).

Research has shown that consistent attendance and good academic performance are closely linked; it is therefore important that we know you are attending regularly. The University is also committed to helping its students to resolve any problems that may be impacting adversely on their studies. We have a wide range of support services available to you, but we do know that sometimes students may be reluctant to ask for help. By monitoring student attendance, we hope to be able to identify students who need support at an early stage and put in place measures to help them continue and succeed in their studies.

One of the most important uses of the **student ID Card** is to register your attendance at lectures, seminars, and workshops. Students are required to pass their card across the front of the electronic card reader in each teaching venue, which records your presence at that time.

The University also must report details of all student attendance to external Funding Authorities and to advise the UK Border Force/Home Office when Student Route Visa students are not in full attendance. It is therefore very important that we monitor student attendance across the University and the electronic monitoring system based on your Student ID Card helps us to do this effectively.

Q. What is MySRS?

A: MySRS simply means, 'my student records system'. It is a portal that students can use to access certain information and make requests. For example, complete online enrolment, requesting an absence, checking your attendance record, letter requests, keep your details up to date, view your marks and more. If you have any issues logging into the MySRS portal, please email mySRS@bcu.ac.uk, please send a screenshot of the details you are entering into the login page and any subsequent error messages. If you have any issues with your BCU IT account or Multi-Factor Authentication, please contact ITHelp@bcu.ac.uk for further assistance.

Q: Am I expected to attend all my scheduled learning sessions?

A: Yes, the University expects you to attend all sessions. From time to time we appreciate that you may feel unwell or have a last-minute emergency. For such cases, you will need to log an absence request via [MySRS](#). There may on occasion be sessions that are optional, your Tutor will inform you of these and they will not be used to monitor your attendance.

Q: Why can I only see my sessions on Presto Academic for the next 2 weeks?

A: Currently, the student check in system only shows sessions for the next 14 days

Q: How do I record my attendance?

A: You can record attendance using the tap-in card reader, Challenge code or if you have forgotten your student ID card, you must inform your Tutor within the teaching session to manually record your attendance. Please note, attendance will not be updated retrospectively. For online sessions, please ensure you are logged into your BCU account to be marked as present, personal accounts will not be recognised and you will be marked absent.

Q: How do I know my card has been registered at the attendance reader?

A: A welcome message will appear on the card reader with your name and student ID displayed.

If the card reader displays an error message, you must inform your Tutor straight away within the session to ensure your attendance is recorded correctly. It is important you view your error message and visit your [Faculty Student Centre](#) to help identify the error. Please note, students must only attend sessions included on their timetable. If you attend an alternative session at a different time or date to your timetable, you will be marked as absent.

Q: How do I view my attendance record?

A: Students can check their attendance via logging into the [MySRS](#) portal, clicking on **Course** and then **Attendance**. This brings up an overview of attendance. For all attendance queries, please contact your [Faculty Student Centre](#). You can also access your attendance when you are on campus via [Presto Student](#). **Please note you need to be signed into the University Wi-Fi 'Eduroam' to connect.** Please note this link will not work with 'BCU Open Wi-Fi'. For details on how to connect to Eduroam, please [click here](#) to see the guidance from IT Help.

Q: I forgot/lost my ID card; how can I register my attendance?

A: Please let your Tutor know during the session so that they can record your attendance for you manually. Please be aware, it is not possible to update attendance retrospectively. If you have lost your card, replacement cards can be ordered online at store.bcu.ac.uk.

Q: What is a Challenge Code?

A: The Challenge Code system means you can now register your attendance if there are no card readers available via Presto Student. The challenge code needs to be generated by the academic tutor leading the session. Find out more [here](#) about Challenge Codes. Please use the links below to access the guides.

Q: I've been marked as absent for a session, but I was in attendance?

A: If you have trouble scanning in, please contact your [Faculty Student Centre](#) to resolve any issues as soon as possible and in the meantime ask your tutor at the start of each session to manually mark you present.

Q: What should I do if I am late to a session and need to record my attendance?

A: You can still register for the session up to 20 minutes after the start time and up to 20 minutes before the end of the session, but you will be marked as late if you swipe outside of this timeframe. The university will be in contact with you if your attendance, punctuality, or engagement falls below the University policy requirements.

Q: What happens if I do not attend?

A: Students who do not attend scheduled learning sessions will receive attendance notifications in line with the [Student Attendance and Engagement policy](#). Continued poor attendance could lead to withdrawal from your course so it is important to attend or contact your [Faculty Student Centre](#) if you are experiencing challenges that are preventing you from attending and engaging with your course.

Q: I'm unable to attend a session, how do I report my absence?

A: You should inform your Tutor so that they are aware and report your absence (ideally in advance) on the [MySRS](#) portal. This will flag up on your registers in the period for which you are away. You can check your attendance via logging into the [MySRS](#) portal, clicking on **Course** and then **Attendance**. This brings up an overview of attendance. Please [click here](#) to access the Absence Reporting Guide.

Absences that are upcoming will automatically be processed if they are less than 7 days in length. Any other absences will need to be authorised by a faculty member before they can be processed. This may require reviewing additional evidence that has been uploaded by the student.

Q: How does the University monitor my attendance?

A: The University wants to support students to maximise their potential and will monitor attendance at scheduled learning sessions. There will be a range of informal and formal interventions throughout the academic year and where attendance is flagged as a concern, we will contact a student, initiating formal attendance notifications. You can find out more about this process in the Student Attendance and Engagement policy [here](#). Please respond to all emails regarding your attendance so the University can support your engagement and studies.

Q: I am facing some challenges that are affecting my attendance what support can BCU provide me?

A: Firstly, your Faculty Student Centre is here to help and can signpost you to relevant services and options across the University.

You can also speak to your Personal Tutor or Course Leader.

BCU has many services that can offer support to our students such as mental health, wellbeing, disability, academic and financial matters. You can access these services [here](#).

Q: I have a Student Route Visa; can I travel out of the UK during Term Time?

A: All **Student Route Visa** students should be actively studying during term time. However, occasions can arise when students do have to leave the UK due to emergency/personal reasons or undertaking research field trips. On such occasions, it is important to obtain permission from your [Faculty Student Centre](#) and UKVI Compliance Team prior to making any travel arrangements and travelling. If you do not obtain permission before you travel, you may not automatically be allowed back to the UK.

Further information on responsibilities as a Student Route visa holder can be found here: www.bcu.ac.uk/international/protecting-your-student-visa.

Q. The card reader is not working in my teaching room, what do I do?

A: Inform your Tutor straight away so that they can update your attendance and request the reader to be fixed.

Q. I have received a call/text/email to invite me to a meeting to discuss my low attendance. What is the meeting about, and should I attend?

A: Yes, these meetings are important and will normally be the result of you receiving a **Stage 2 Attendance Notification – ‘Urgent Attendance Notification – Contact us immediately’**. They aim to support you to engage with your studies and attend your scheduled learning sessions. This is an opportunity for you to discuss support mechanisms that can be put in place in order for you to succeed. It is also an opportunity for you to let us know if you are experiencing any difficulties which are preventing you from engaging fully with your course.

Failure to improve attendance and engagement following a Stage 2 Attendance Notification could lead to withdrawal from your course.

Q. Why am I seeing a ‘No Timetable’ message on the card reader?

A: If the ‘No Timetable’ message is displayed on the card reader then it may indicate that;

You are attending a session you are not timetabled for or you are attending a session deemed to be an alternative one, but without this change having been amended on your timetable.

Firstly, please check your timetable to ensure you are attending the correct session.

To view your timetable:

1. Log in to iCity.
2. Click the BCU Links button in the top left-hand side.
3. Click Your Calendar.

If your timetable is correct, please visit your [Faculty Student Centre](#) and they will be able to assist you.