



THE UNIVERSITY OF
BUCKINGHAM

MEDICAL SCHOOL

MB ChB

Attendance and absence FAQs

This document provides some advice on how to troubleshoot some of the more common issues encountered with attendance monitoring and recording of absences, and explains how the system works in various common scenarios, especially with respect to the use of absence forms. The 'EMER Attendance' mobile app is now the only means of recording attendance and you should use this throughout the duration of the course. Note that attendance and absence monitoring requirements are the same in both Phases of the course: you are expected to sign in and out of all compulsory sessions and submit either a self-certification form or an exceptional absence request as appropriate for all absences, and it is entirely your responsibility to ensure that your attendance is correctly recorded.

Using the app

1 Is there an alternative to using the app?

No. The app has now been in use for over a year and has proven itself to be a reliable method of recording attendance in all locations used by the Medical School, so no other alternatives are available and you must use the app. You are required to install it under the terms of the Student Agreement and failing or refusing to do so will not be accepted as a valid reason for not recording your attendance.

2 Is the app safe and is my data secure?

The app has been reviewed by the relevant authorities and approved for publication in the app stores, and does not contain any malicious code. It collects data only when you request it to and this does not include any personal or financial information, only your student ID number, the date/time and the GPS coordinates of your location. Collected data is stored in a secure system that is accessible only by authorised employees of the university and its partners, and will not be disclosed to any other party without your permission.

3 What devices can I install the app on?

The app is available for the Android and Apple iOS operating systems. There is no Windows Phone version as less than 1% of the Medical School student population are understood to currently own a Windows Phone. The app is pre-installed on the Medical School-supplied iPad via the Airwatch content management system but we recommend you also install it on your personal smartphone because you are more likely to have this with you at all times. If you don't have a personal Android or Apple device, please ensure you bring your iPad to all compulsory sessions.

4 How do I install the app?

Go to the app store and search for "emer attendance". The app you need has a logo of a maroon circle containing a stylised letter E, and the author's name will be either Lloyd Thomas or University of Buckingham Medical School. Download and install this app the same way as you would download any other app.

5 Do I need to pay for the app?

No. It is provided free of charge to all registered students of the Medical School.

6 How much data does the app use?

Very little. Only a few bytes are sent to the server when you press the button and a few more bytes received in response. Please do not be afraid to use the app over 3G or 4G connections as it is extremely unlikely that it will cause you to exceed your data allowance.

7 Can I use the app on more than one device?

Yes. Version 2 of the app released in December 2017 allows you to install and register it on multiple devices simultaneously. Note that version 1 did not support this feature and there are numerous other improvements in version 2 so we recommend all students install this update as soon as possible.

8 When using multiple devices, does my sign-in history synchronise across all of them?

No. History is stored locally so each device can only show the sign-ins that were made on that device and has no access to sign-ins from other devices.

9 Can I sign in using a friend's app, or allow a friend to sign in using my app?

No, each device can only be registered to one student. You must keep your user account details confidential and sharing them with another student is both against Good Medical Practice and a violation of the university's IT usage policy, to which you agreed at registration. Each student must sign in only using their own device and must not share their device or account details with anyone else.

10 Can I use the app for both phases of the course?

Yes. It works equally well for both Phase 1 and Phase 2 and we expect it to be used throughout the entire course.

11 What settings do I need to enter?

You need your student ID number and the standard password you use to log on to university computers and webmail. You must use only your 7-digit student ID number (e.g. 1234567), not your name or email address, and do not add anything else to the number (students\1234567 and 1234567@buckingham.ac.uk are both invalid and will not be accepted). The service URL is <https://emer.buckingham.ac.uk>. These settings will be saved and do not need to be entered every time you use the app.

12 Do I need to log in to the EMER website?

If you visit the service URL with a web browser you will see a login page for a website. This part of the system is for staff use only and students do not have access to it. You don't need to log in here to use the app and attempting to do so will fail.

13 Why does it say 'Invalid username/password' when I know I entered my password correctly?

For security reasons, after you have entered your password incorrectly five times in a row your account will be locked and all further registration attempts will fail even if the password is correct. User accounts are managed by central IT Services and not by the Medical School IT department so please contact the IT Services Helpdesk and ask them to unlock your account.

If you have forgotten your password and asked the helpdesk to reset it, the temporary password you were given will not work with the app, so you must log on to a university computer or webmail and change your password before registering the app.

14 What does 'Cannot verify connection' mean?

This error may be seen when registering the device and means it cannot connect to the server. There are two most likely possible causes:

1. Your device is not connected to the internet. Check your internet connection and try again.
2. You have entered the service URL incorrectly. The correct URL is <https://emer.buckingham.ac.uk> and if you leave this field blank in version 2 it will automatically default to the correct value when you register.

15 What does 'This device is already registered to another student' mean?

Sharing devices is prohibited and each device can only be registered to one student. This message means someone else has already registered the app on this device and you are attempting to share it with them. If you are the rightful owner of the device and someone else is preventing you from registering it, please contact the Medical School IT department. Attempts to share devices are logged and may result in concerns being raised both for the owner of the device and the other student with whom it is being shared.

16 How do I use the app to record my attendance?

Simply press the big E button on the Register page when you arrive at your first session of the day. The edge will spin for a few seconds while your attempt is verified and once this has stopped it will inform you of the outcome of your sign-in attempt. Please be patient and wait for the outcome before pressing the button again, especially if you have a slow internet connection.

17 What do the different colours mean?

The edge of the E logo will change colour to give visual feedback on the status of your sign-in attempt:

- Green: your sign-in succeeded and you have been marked as present.
- Yellow: the app was unable to contact the server and verify your attendance. You have not been marked as present but the record has been stored in your history and can be uploaded later.
- Red: your sign-in failed and you have not been marked as present. The reason for the failure will be explained in a pop-up message.

18 What does 'attendance not verified' mean?

The app is unable to connect to the server, usually because you are not connected to the internet. Please check your internet connection by opening a browser and trying to view a web page. If no Wi-Fi is available in your location and mobile internet services (3G or 4G) are not enabled on your device, you will need to upload the record later when you have an internet connection.

19 What does the main page show me?

The section below the E logo on the main page shows your timetable for today and the next working day to tell you which activities you are expected to attend during this period. To view past sign-ins, go to the History page.

20 When do I need to use the app?

The Medical School requires all students to sign in for all compulsory activities, so you should press the button when you arrive on site for your first timetabled activity. In general you don't need to sign in for each individual activity on your timetable, except when doing Practical Procedures in the Clore Lab.

21 I am doing Practical Procedures in the Clore Lab. Do I need to sign in?

Yes. Attendance at both that day's taught session and the Practical Procedures session before or afterwards is compulsory and is monitored for both elements. You must sign in for the morning session and again for the afternoon session.

22 Where can I use the app?

You can use the app at any location you are expected to visit for compulsory sessions. These include the Medical School building; the Clore Lab; Milton Keynes, St Andrew's and Warwick Hospitals; the various GP practices used for CSFC and Clinical Methods, and the community locations visited in Phase 2.

23 Where does the data from the app go and what is it used for?

The app connects to the Medical School's central EMER database, and the data it collects is used by authorised staff members only for the purpose of monitoring your attendance on the MBChB course as part of the Student Agreement you signed at registration. The EMER database is hosted on university premises and no data is stored in the cloud.

24 Where does the app get its timetable information from?

Timetables are defined on the Moodle calendar for each unit or block by the curriculum administrators. Each activity has a location specified and can be defined as compulsory or optional. If you have any queries about your timetable, please contact the curriculum team.

25 How does the app know where I am?

It uses the GPS coordinates provided by your device's location services and compares these against the coordinates defined in Moodle for the location specified on your calendar.

26 What does the History page show?

This shows the time and location of your last 20 sign-ins. Those with a green edge were successfully uploaded and those with a red edge were not. Tap an entry to view more details and a map, and/or to upload it if you could not upload it at the time.

27 Why does the History page show some locations as 'not verified'?

Either these records have not been uploaded yet so the server cannot check the GPS coordinates against the location defined on your Moodle calendar, or you tried to sign in from an invalid location and this attempt was rejected.

28 I live in university accommodation or elsewhere in Buckingham. Can I sign in from home?

No. The location provided by your device is far more accurate than merely identifying which town you are in. You must be within a few metres of the defined location for your attendance to be recorded and you cannot cheat the system by signing in from home as all accommodation is out of range of the teaching locations.

29 Can I sign in to the Medical School from other areas of the university campus, e.g. the OTM or Hunter Street?

No. These areas are outside the defined ranges and you must be inside or immediately outside the Chandos Road Building.

30 How accurate is the location provided by the app?

This depends on the quality of the GPS system used in your device, but it is usually accurate to within a few metres. This is good enough to identify which room of a building you are in, which is more than sufficient for our needs.

31 What happens if I don't enable location services on my device?

The app requires location services to be enabled in order to function. It will fail to record your attendance if you disable these services and you will be marked as absent. When you first run the app it will ask you for permission to access your location and you must grant this.

32 What does 'location out of range' mean?

You are too far away from the location specified on your calendar and need to move closer to the site. If you get this error when you are in the correct location, it may be that your device has not yet identified your precise location, so wait a few seconds and try again. If you still get the message, when in the correct location, there are two likely scenarios:

1. If the whole group are getting the same message and no one is able to sign in from that location, it is likely that there is a calendar error, which should be reported to the curriculum team (for Phase 1) or block administrators (for Phase 2).
2. If only you are affected and others are able to sign in from the same location, this is likely to be a technical issue with your app and/or device so please contact the Medical School IT department.

33 Whereabouts within the site can I sign in from?

Each location has a radius defined in Moodle that should be sufficient to cover the entire site, so you should be able to sign in from anywhere within that site, but not from outside it.

34 What happens if I sign in from the wrong location?

You will get the 'location out of range' error and the app will not save the record so you will be marked as absent until you sign in from the correct location.

35 What happens if no internet connection is available when I sign in?

Registering your attendance will fail with the 'attendance not verified' message. The record will be stored and can be uploaded later via the History page. Please note that you will not be marked as present until you successfully upload the record, so please ensure you upload any failed records as soon as possible.

36 How do I upload an attendance record at a later date?

Go to the History page and find the sign-in attempt edged in red. Tap it to open it in a new page and press the E button to upload it. If successfully uploaded it will turn green and you will be marked as present.

37 Will I get marked as late if I can't upload my attendance record at the time and do it later?

No. The app will store the time when you pressed the button and first attempted to register your attendance. This time will be sent when you upload the record later.

38 When should I upload records that couldn't be uploaded at the time?

As soon as possible and preferably on the same day. To ensure your end of week attendance report is correct, you should make sure you have uploaded all outstanding records for the week by 3pm on Friday.

39 What happens if I try to upload a record that has already been uploaded?

The app does not allow you to create duplicate sign-ins. If you press the E button for a record that has already been uploaded, it will tell that 'you have already registered this attendance record' and will not upload it again.

40 I am at a surgery with no Wi-Fi network for my CSFC placement. What should I do?

Certain surgeries used for CSFC have no Wi-Fi coverage. When at one of these locations, please either enable mobile data to allow the app to communicate with the server from the surgery, or upload the record later once you have left the surgery site and are in range of a Wi-Fi network. Whichever option you choose, you must still tap in when you arrive to avoid being marked as absent or late.

41 I am in a secure ward at a mental hospital where mobile communication devices are not allowed. How do I sign in?

You must ensure you sign in from a non-secure area before putting your device in a locker and entering the ward. Please note that Wi-Fi at St Andrew's is only available to Phase 2 students so you must use mobile internet or upload the record later when signing in for the Phase 1 Mental Health SSC.

42 I am unable to connect to the university Wi-Fi network. Who do I need to contact?

The UoB-WiFi network is provided and managed by central IT Services and not by the Medical School. The Medical School IT department are able to provide only limited basic support for this network and any issues with it should be reported to the IT Services Helpdesk (01280 820248 or helpdesk@buckingham.ac.uk).

43 What happens if I don't sign in?

If you fail to sign in at all during the day, you will be marked as absent. It is your responsibility to ensure you record your attendance at all compulsory sessions. Manual registers are no longer available so if you attend a session without signing in with the app this will be recorded as an unauthorised absence.

44 What does 'No activity found' mean?

The system cannot find any timetabled activities for you on today's Moodle calendars. This is usually due to an error or omission in the Moodle calendar setup so please contact the curriculum team.

45 What does 'No compulsory activity found' mean?

The system has found one or more timetabled activities for you on today's Moodle calendars but attendance at all of them is optional and is not being monitored so you are not required to sign in. This typically occurs on self-directed study days for SSCs and optional revision sessions in the final week of term. If you receive this message when signing in for a compulsory session, this is usually due to an error or omission in the Moodle calendar setup so please contact the curriculum team.

46 What does 'No location found' mean?

The system has found a timetabled activity for you but it does not have a location specified so it cannot verify you are in the correct location. Again this is a rare occurrence as all activities should have locations specified, so if you receive this message please contact the curriculum team.

47 Why does it say 'This student has completed their studies and has no calendar activities'?

This message should never be seen on the app, except if you attempt to continue registering your attendance after you have completed the entire MBChB course. In the rare event that you see it while you are an active student, this is due to an error in your EMER student record so please contact the Medical School IT department for assistance.

48 Why am I being marked as late when I sign in on time?

The app uses your device's system time so it may be that this is incorrect. Make sure the timezone is correctly set and it is displaying the correct date and time.

49 Can I use the app to sign in retrospectively?

No. It always uses the current time when you press the button and it is not possible to specify a different time. Even when uploading a record that previously failed, it will use the time you originally pressed the button, not the time you uploaded the record.

50 What information does the app give me when I sign in?

It will give you a timetable of your activities for today and the following working day. Tap an activity to see more details, including its location on a map and if available the name and photograph of the Unit Lead.

51 Do I need to re-register the app if I receive a new uCard?

No. The app does not use any uCard data and your student ID number will never change so the app will continue to work with the existing settings.

52 Do I need to re-register the app if I change my password?

No. The password is only used when you initially register the app, and a different method is used to authenticate attendance records. You will however need to change the password stored on your device for the UoB-WiFi network in order to continue using the university Wi-Fi.

53 Can I submit absence forms via the app?

No, all it can do is register attendance. You will need to use Moodle to submit these forms. This facility may be added to the app in future if there is demand for it.

54 Why do I get a 'token expired' error when I try to sign in?

For security reasons, the token used to register your device expires after 30 days. You need to go to the Settings page and re-enter your login details to generate a new token for the next 30 days.

55 What happens if I lose my device or it gets stolen?

Please notify the Medical School IT department immediately. They will be able to remotely invalidate your registration on this device and prevent unauthorised users from using the app. When you obtain a replacement device, you must install and register the app as soon as possible.

56 Can the Medical School provide me with training on how to use my device?

No. It was your decision to purchase this particular phone or tablet and is your responsibility to learn how to use it. There are so many different types of device that it is impossible for the Medical School to provide training for personal devices.

57 What happens if I can't use the app due to a technical issue outside my control?

On rare occasions there may be a technical issue with the university's IT systems that will prevent all students from using the app, for instance if the server has gone offline. If this happens you will be notified and alternative arrangements for recording attendance will be made, which will be communicated to you at the time.

58 Who do I contact if I have queries or issues with the app?

Please consult the posters displayed around the Medical School for information on who to contact in various common scenarios. As a general rule:

- For technical issues with the app, support information is available on Moodle at <http://medvle.buckingham.ac.uk/mod/page/view.php?id=6506>, and if your issue cannot be resolved by the information provided there please contact James Doughty (located in the front office, or email james.doughty@buckingham.ac.uk).
- For calendar errors and queries regarding your timetable and/or attendance requirements, if you are a Phase 1 student please contact the curriculum team located in the front office or

portacabin, or if you are a Phase 2 student please contact the Block Administrators for your block.

59 What information do I need to provide for troubleshooting?

The Medical School IT department have no way of accessing or checking the state of your app remotely so you need to provide more information than simply telling us the app is not working. Ideally you should supply a screenshot or transcript of the error message and details of the circumstances in which it occurred. Please help us to help you by providing as much information as possible,

60 When should I seek help for an attendance query or issue?

As soon as possible, within one week and preferably on the same day. The longer you leave it before contacting us, the harder it is to diagnose and fix issues, so it is beneficial to you to seek assistance as quickly as possible. Remember that there is a one week deadline from receipt of the weekly report, after which no further changes will be made to your records.

General attendance/absence queries

61 Why is my timetable different from my friend's?

The Moodle calendars are set up so each student receives a personalised timetable that contains only the activities applicable to them. Most Phase 1 activities are the same for the entire cohort, but your timetable may differ from other students' for various reasons, for instance if they are in a different study group and attending a different CSFC venue, or are studying a different SSC. In Phase 2, each pair or individual student within a stream will do different activities so every student may have a different timetable.

62 I have a medical appointment that clashes with a class. What should I do?

Medical appointments that are booked in advance and are not a result of a period of illness are classed as exceptional absence and not as sickness, so you should submit an exceptional absence request for this day (attaching the appointment confirmation letter if possible) and not a self-certification form. If you made an appointment during a period of absence and as a direct result of this illness, then the time spent at the appointment will count as part of your self-certification submission.

63 I was unable to attend a class due to bad weather. Which form should I use to notify my absence?

You must use the exceptional absence request form and not the self-certification form. Bad weather is not an illness so any self-certification forms submitted for weather-related reasons will be deleted and you will be asked to complete an exceptional absence request instead. Except on the rare occasions that a class is cancelled completely and no one is expected to attend (which you will be

clearly notified of), you must notify the school as soon as possible if you are unable to attend due to bad weather, and failing to do so will result in an unauthorised absence.

64 I was off sick and didn't attend a class. I haven't submitted a self-certification form yet so what should I do?

You must submit a self-certification form for your absence as soon as possible. Until you have submitted the form your absence will be recorded as unauthorised, but it will become an authorised absence once the form has been received.

65 I was off sick for more than five days and have a Medical Certificate from a doctor. How do I submit this?

Please scan in or photograph the signed certificate and attach it to your self-certification form submission, either by inserting the image into the 'Reason for absence' text box or uploading it under the 'Supporting Files' section. The Student Support team will then be able to view the certificate.

66 How do I submit evidence in support of my exceptional absence request?

One or more files can be uploaded under the 'Supporting Files' section of the form. This facility should be used for submitting appropriate evidence such as appointment letters, booking confirmations and so on.

67 I have submitted a self-certification or exceptional absence form. What happens when I don't sign in?

If you have submitted a form you will not be expected to attend for the duration of the dates specified on the form. The system checks for forms submitted by students who haven't signed in and if one is found your absence will be recorded as authorised. The only exception is if your exceptional absence request is rejected and you take the time off anyway; in this case your absence will be unauthorised.

68 Why was my exceptional absence request rejected?

The reason for rejection will be explained in the email. The most likely reason is that your request does not comply with the terms of the Attendance and Leave Entitlements Policy and/or was submitted with insufficient notice. Should you wish to query this, please contact the Student Support team.

69 I am a Phase 2 student and will be absent from my weekend or night shift. Do I need to complete an absence form?

Yes. Attendance at weekend and night shifts is compulsory and is monitored in the same way as weekday activities, so failing to attend a night shift or one or both days of a weekend shift without submitting a form will be recorded as unauthorised absence.

70 Who do I need to notify of absence?

For Phase 1 students, if you are absent from a session at the Medical School you should also notify the Unit Lead(s) of the unit(s) you will be missing, and if you are absent from a CSFC placement you must notify the relevant staff member at the surgery you were due to attend by email or phone as they do not have access to the absence forms. For Phase 2 students, you must notify your Educational Supervisor and Block Lead in all cases.

71 I arrived late for class. Do I still need to sign in?

Yes. If you fail to sign in you will be recorded as having an unauthorised absence. You will be marked as late but this will not affect your absence total. Continued lateness is a cause for concern though and you will be required to discuss your punctuality with the Student Support team.

72 I have arrived early to do some private study before class. Should I sign in now?

There is no harm in signing in early and you may find the app will respond more quickly as fewer students are using it at that time.

73 I arrived early and signed in then. Should I sign in again when the class starts?

No. As long as you have successfully signed in once you will be marked as present for the day so there is no need to sign in again.

74 Do I need to sign out when leaving after the day's classes have finished?

No. The Medical School only requires you to sign in and confirm your attendance on arrival, so it is not necessary to sign out again when you leave. You are however expected to attend all compulsory sessions and leaving early without permission is a cause for concern.

75 I am leaving the school for a short break and then coming back. Do I need to sign out and back in?

No. It is expected that students will need to temporarily leave the school during their breaks, e.g. to use the toilet or get food and drink. You are expected to return before the class resumes but not required to sign out and in.

76 I came to class but I'm not feeling well and I need to leave early. What should I do?

Even if you attended part of the class, you still need to submit a self-certification form for this absence, otherwise you will be considered to have left early without permission. This partial absence will be counted as a full day in your absence total for the term. Similarly if you arrive late due to illness (e.g. you missed the lecture but felt well enough to come in later for group work), you should submit a self-certification form to justify your lateness.

77 Do I need to sign in when attending an optional taught session?

Certain taught sessions, for example revision classes in the final week of term and some SSC sessions, may be designated as optional by the Unit Lead and it is up to you whether or not you choose to attend, but please confirm in advance which sessions are optional and which are compulsory for each unit. If you do attend an optional session it is not necessary to sign in as attendance at optional sessions is not counted in your attendance statistics.

78 Do I need to sign in when attending for private study?

No. You only need to sign in when attending compulsory timetabled classes (lectures, practical sessions, group work etc.). Private study in the school is recommended but not compulsory so attendance outside of classes is not monitored.

79 Do I need to sign in when attending for an exam?

No. Exams fall outside the designated term times. All students are expected to attend all relevant examinations though and failure to attend will result in failing the exam and probable course termination as defined by the Code of Practice.

80 Do I need to sign in for night and weekend shifts in Phase 2?

Yes. These are compulsory parts of the course and attendance is monitored in the same way as weekday shifts. When working a night shift, you must ensure you sign in before midnight for your attendance to be recorded on the correct day.

81 I was present at a session and forgot to sign in. What should I do?

It has been made clear to all students that it is your responsibility to remember to sign in for every session and forgetting to do so will not be accepted as an excuse. If you remember on the same day and are still in the correct location, sign in straightaway and you will be marked as late but present. If you do not remember to sign in on the day, it is your responsibility to prove to staff that you were present, otherwise your records will not be altered.

82 I arrived on time but signed in late. What should I do?

To avoid being marked as late you should ensure you sign in as soon as you arrive on site. If you forget and do it later, you will be marked as late and your records will not be altered unless you provide firm proof that you were present at the start of the day's teaching.

83 I signed in when I didn't need to, e.g. when attending an optional session or for private study. Do I need to do anything?

No. The system knows when the compulsory session times are so the app should not allow you to sign in when not required to. Any records created outside of these times are completely ignored by the system and will not affect your attendance statistics.

84 How does the system know which Student Selected Component I am studying and when the taught sessions are?

Each SSC has its own Moodle calendar. You will be enrolled in your assigned SSCs in Moodle and will see only the calendars relating to those SSCs.

85 What happens when I am doing self-directed study for my Student Selected Component?

The compulsory and optional session times for your SSC are defined on the Moodle calendar. You will not be recorded as having unauthorised absences when you are carrying out self-directed study away from the school (e.g. in the library or at home) in the designated periods, but failure to sign in for a compulsory taught session will be recorded as an unauthorised absence.

86 I am doing a Biomedical Research Project SSC in the Clore Lab. How is my attendance recorded?

The Clore Lab is defined on the Moodle calendar as the location for this SSC so you should use the app to sign in from the lab as you would for Practical Procedures.

87 I am doing the Medical Entrepreneurship SSC in the ADR Building. How is my attendance recorded?

The ADR building is defined on the Moodle calendar as the location for this SSC so you should use the app to sign in from there in the same way as you would from the Medical School.

88 I am doing the Library Project SSC this term. Do I need to sign in?

No. Library Projects have no compulsory taught sessions and are completed entirely through self-directed study. Attendance is not monitored but you are expected to carry out sufficient self-directed study in the designated periods to complete the project to a satisfactory standard, and failure to do so will result in failing the project.

89 How do I cancel a period of exceptional absence?

Once an exceptional absence request has been submitted it cannot be edited. If you wish to cancel a future period of absence, please contact a member of admin staff who will delete your request. You will then be expected to attend on the dates that were covered by the request.

90 I made a mistake with the dates on my absence form. How can I correct them?

Absence forms cannot be edited after they have been submitted so you should double-check the dates are correct before you press the submit button. If you do accidentally submit an incorrect form, please contact the admin office. They will delete your submission and ask you to submit a new form with the correct dates. Including dates you were actually present in an absence form will make

your absence totals higher than they should be, which may lead to you being flagged for exceeding the absence threshold, so it is important that your submissions are correct.

91 How much absence am I permitted?

Please consult the Attendance and Leave Entitlements Policy for information on this subject.

92 Why have I received a sign-in reminder email?

Every weekday morning at 10am, the system will send an automated reminder email to all Phase 2 students who have not signed in or submitted an absence form. You must sign in or submit a form by 1pm or further action will be taken as this will be considered an unauthorised absence.

Please note that these reminders are sent from an unmonitored mailbox and replies will not be read. If you wish to contact a member of staff in response, please do so directly using their own email address and do not reply to the reminder message. Due to current limitations of the system that will be addressed in future, all students who have not signed in by 10am will receive a reminder even if they are not expected until the afternoon or evening. If you know you have an afternoon or evening shift and are not required to be in attendance at 10am please ignore this reminder.

93 There appears to be an error in my timetable. How can this be corrected?

Every effort has been made to ensure all timetables are correct, but if you do find an error please contact a member of the curriculum team and provide them with details of the error so they can correct it in Moodle if necessary.

Engagement reports

94 What is the end of term/block engagement report I have received?

At the end of each term in Phase 1 and block in Phase 2, every student will receive an email containing their personal engagement reports for that term or block. These use the data collected from the app throughout the period to give you a summary of your attendance and punctuality and an overall engagement rating. Please contact the Student Support team if you have any queries regarding these reports.

95 What is the end of week attendance report I have received?

At 3pm every Friday, you will receive an email that details your attendance for that week. If you are a Phase 2 student you must share this with your Educational Supervisor as it forms part of their weekly report on your engagement with the programme. Please note that these emails are sent by an automated process and the data is not checked by any staff member beforehand, and it is your responsibility to address any issues raised by them.

96 Why are there are errors in my engagement report?

It is your responsibility to ensure you have correctly recorded your attendance, so these reports reflect the data you entered and any errors are yours. Unless firm proof of attendance can be provided, the attendance records will not be altered. Acceptable proof can take the following forms and requests made without adequate proof will not be considered:

- A screenshot of the app showing an attempt to sign in.
- The group work register taken by the clinical educators if available (these are not always completed so they cannot be relied upon as proof of attendance).
- Written confirmation from the lecturer or supervisor that you were in attendance.
- A copy of any manual register that was taken that day.
- Evidence of completion of an activity in Moodle or the e-portfolio.

97 How long do I have to resolve errors in my engagement report?

As stated in the report, you have one week (seven days) from the day you receive it to gather evidence and contact the relevant staff to resolve any issues. After that time and once the following week's report is sent, your data for this week will be permanently added to your record and no further requests to change it will be accepted.

98 What is the attendance warning email I have received?

Every three weeks, all students' attendance for the year to date is analysed by an automated process. If your absence during this period is found to have exceeded certain thresholds you will receive a warning email, which contains details of these absences and an explanation of why you have received this warning and how you are expected to mitigate your attendance issues in future. Please contact the Student Support team if you have any queries regarding these emails.

99 What are attendance drop-in sessions and why have I been asked to attend one?

These sessions are organised on a regular basis by the Student Support team, usually soon after the warning emails have been sent. They are intended to allow students with unsatisfactory attendance to discuss this face to face with Student Support and agree on an action plan to remedy the situation.

100 I was late arriving in Buckingham and registering at the start of the course. How will this affect my engagement report for term 1?

We understand that for various reasons students may be unable to register on the designated registration day and may arrive at a later date. We will create an exceptional absence form to cover the period between the start of term 1 and your arrival date and this will be considered an authorised period of absence. It will be recorded as an absence in the engagement report but please don't worry as it will not affect your academic record negatively, provided you have caught up on the work you missed.

101 I am repeating a year due to failing the Qualifying Exam and have missed the start of that year. How will this affect my engagement report?

Due to the timing of Qualifying Exams and the different term times for each year group, it is not usually possible for repeating students to restart their studies from the beginning of that year's first term. In these scenarios, we will create an exceptional absence form to cover the period between the start of term and your restart date so you do not record unauthorised absences for this period.

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