

Academic Engagement and Attendance Policy

- 1 Purpose**
- 1.1 We know that students who engage fully with their studies are more likely to succeed in their programme and their SQE assessments. This policy and procedure set out our expectations of academic engagement, how we will support students who are not engaging, and what the potential consequences of non-engagement could be.
- 1.2 For students who receive postgraduate loan funding, we are required by the Department for Education to have in place an attendance policy to ensure that students are engaging appropriately with their programme.
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- 2 Scope**
- 2.1 This policy applies to all students taking a College module or programme, including apprentices and students from a partner university.
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- 3 Expectations of Academic Engagement**
- 3.1 We expect you to engage fully with the learning opportunities offered in your studies. This includes:
- Attendance at Town Hall Meetings, surgeries, and personal supervisor meetings;
 - Engagement with learning tasks and activities in line with the module delivery schedule on Canvas;
 - Submission of formative and summative assessment;
 - Not taking holidays during module delivery. If you have booked a holiday prior to accepting your place on a module, you may be eligible to apply for exceptional circumstances to defer your assessment;
 - Where applicable, balancing employment with your studies.
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- 3.2 We will monitor your engagement at regular points in the delivery of each module, to identify where you may require further support, or may be at risk of not completing your module.
- 3.3 At the beginning of your studies, we will highlight the risks of non-engagement to you, which may include withdrawal from your module or programme.
- 3.4 If you experience circumstances which mean you are unable to engage fully with your studies, you must notify by email or ServiceNow a member of the Academic Team or Student Services.

4 Engagement Review

- 4.1 At the mid-point of delivery for all modules, the Academic Team will review your engagement in line with the expectations above.
- 4.2 The Academic Team will consider the following as indicators that you may not be engaging in line with this policy:
- Persistent non-attendance at personal supervision meetings;
 - Non-completion of learning tasks and activities, such that it is detrimental to the student's ability to complete their module;
 - Non-submission of formative or summative assessment.
- 4.3 The Academic Team will determine the levels of engagement appropriate to each module, in line with academic requirements. These will be communicated to students at the start of their module.
- 4.4 Where the Academic Team identify a student whose engagement falls below expected levels, they will notify the Student Services Team, who will trigger the procedure in the next section.

5 Academic Engagement Procedure

5.1 The Student Services Team will review the engagement information provided by the Academic Team and will decide on the appropriate route:

- Informal Support
- Formal Review
- Referral to another Policy
- Withdrawal
- Notifying a university or employer partner

5.2 To ensure timeliness of interventions, this procedure will be triggered within seven working days of the Engagement Review.

5.3 The Student Services Team will maintain written records of all communication and action taken under this procedure.

Informal Support

5.4 Informal support will be initiated where review of engagement information indicates that engagement has fallen below expected levels for a module, but there is not a pattern of non-engagement across modules.

5.5 The Student Services Team will contact the student by email to:

- Remind them of our expectations for academic engagement;
- Remind them of the routes available under the Exceptional Circumstances Policy and the Leave of Absence Policy if life circumstances are preventing engagement;
- Encourage students to reach out to the Academic Team to agree a plan to get back on track;
- Signpost students to external wellbeing support;

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- Offer a phone call or Zoom meeting to discuss their circumstances;
 - Notify them that engagement will be reviewed again, and continued non-engagement may result in escalation to Formal Review or Withdrawal
- 5.6 The Student Services Team will request an update on engagement from the Academic Team no later than 21 working days following the email to the student.
- 5.7 Where engagement has not improved, the Student Services Team will trigger another stage of this procedure.

Formal Review

- 5.8 Formal review will be initiated where a student's engagement has not improved since the informal support stage. It may also be triggered where there is a pattern of non-engagement across modules, or where there are other concerns about a student's ability to engage.
- 5.9 The Student Services Team will contact the student by email and phone to invite them to a meeting to discuss their engagement.
- 5.10 The Programme Leader or Module Leader and a member of the Student Services Team will attend the engagement meeting, and this will provide an opportunity to:
- Remind the student of our expectations for academic engagement;
 - Remind the student of the routes available under the Exceptional Circumstances Policy and the Leave of Absence Policy if life circumstances are preventing engagement;
 - Agree a plan to get back on track;
 - Signpost to external wellbeing support;

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- Notify them that engagement will be reviewed again, and continued non-engagement may result in withdrawal.
- 5.11 Where a student does not attend the meeting once, this will be rearranged.
- 5.12 Where a student misses the meeting for a second time, the Student Services Team will progress to the withdrawal stage.
- 5.13 The Student Services Team will request an update on engagement from the Academic Team no later than 21 working days following the email to the student.
- 5.14 Where engagement has not improved, the Student Services Team will trigger another stage of this procedure.

Withdrawal Stage

- 5.15 Where a student's engagement has not improved since the procedure was triggered, the College has the right to withdraw a student in line with the Terms and Conditions.
- 5.16 The Student Services Team will contact the student via email to notify them that due to non-engagement, it is the opinion of the College that the student no longer has the intention to complete their studies and as such they are presumed to have abandoned their programme.
- 5.17 The student will be given a period of five working days to inform the College that they do not wish to be withdrawn.
- 5.18 Where a student responds to indicate that they wish to continue, they will be invited to a meeting under the formal review stage of this procedure. Non-attendance at this meeting on two occasions will result in withdrawal.
- 5.19 Where a student does not respond to the withdrawal notice, or does not attend the formal review meetings, the Student Services Team will issue a letter by email to the student

confirming that they have been withdrawn with effect from the date of the letter. The withdrawal letter will include details on how to request a review of the decision.

- 5.20 If the student was in receipt of funding, the Student Services Team will notify the relevant funding body.
- 5.21 The Student Services Team will notify the Registrar of the withdrawal so this can be reported to the Progression and Awards Panel. The Registrar will ensure that the student receives a transcript and any exit award as appropriate.

Referral to another Policy

- 5.22 Where the review of engagement information or communication from the student indicates an issue is preventing engagement, the Student Services Team may recommend that the student considers an application for Exceptional Circumstances, or a Leave of Absence.
- 5.23 Where the student's health is preventing engagement, the Student Services Team may refer the matter for consideration under the Fitness to Study Policy.
- 5.24 Where a student is referred to another Policy, the Student Services Team will follow up with the student by email no later than 21 working days after the referral to ensure that this has been actioned.

Notification of a university or employer partner

- 5.25 Students who are registered on a College module through a university partner may be subject to engagement requirements from their home university. Where required by a partnership agreement, we will share information regarding a student's engagement with the designated Link Tutor.
- 5.26 Students who are registered on a College module through a formal employer partnership may be subject to engagement

requirements by their employer. Where required, we will share information regarding the student's engagement with the employer contact.

6 Right to review of a withdrawal decision

- 6.1 Students who are withdrawn under the Academic Engagement Procedure have the right to request a review of the decision if one of the following apply:
- That there has been a procedural irregularity – i.e., the procedure was not followed;
 - That there is further evidence which the student could not reasonably have submitted previously for consideration.
- 6.2 Review requests must be submitted within 10 working days of the withdrawal letter, by email to the Registrar (email: registrar@collegalpractice.com)
- 6.3 The Chief Operations Director will review the case, considering the original decision and the student's circumstances, and will determine whether the student's registration should be reinstated.
- 6.4 Written confirmation of the decision will be sent to the student within 10 working days of receipt of the review request.

7 External Review – Office of the Independent Adjudicator

- 7.1 There is no further right of review within the College's processes.
- 7.2 The College subscribes to the independent scheme for the review of student complaints and academic appeals. If a student is dissatisfied with the outcome of their withdrawal they may be able to apply for a review of the decision to the Office of the Independent Adjudicator for Higher Education (OIA) providing the appeal is eligible under its rules. Details about the OIA can be found on their website: <https://www.oiahe.org.uk/> and the Student Services Manager is able to provide advice if required.

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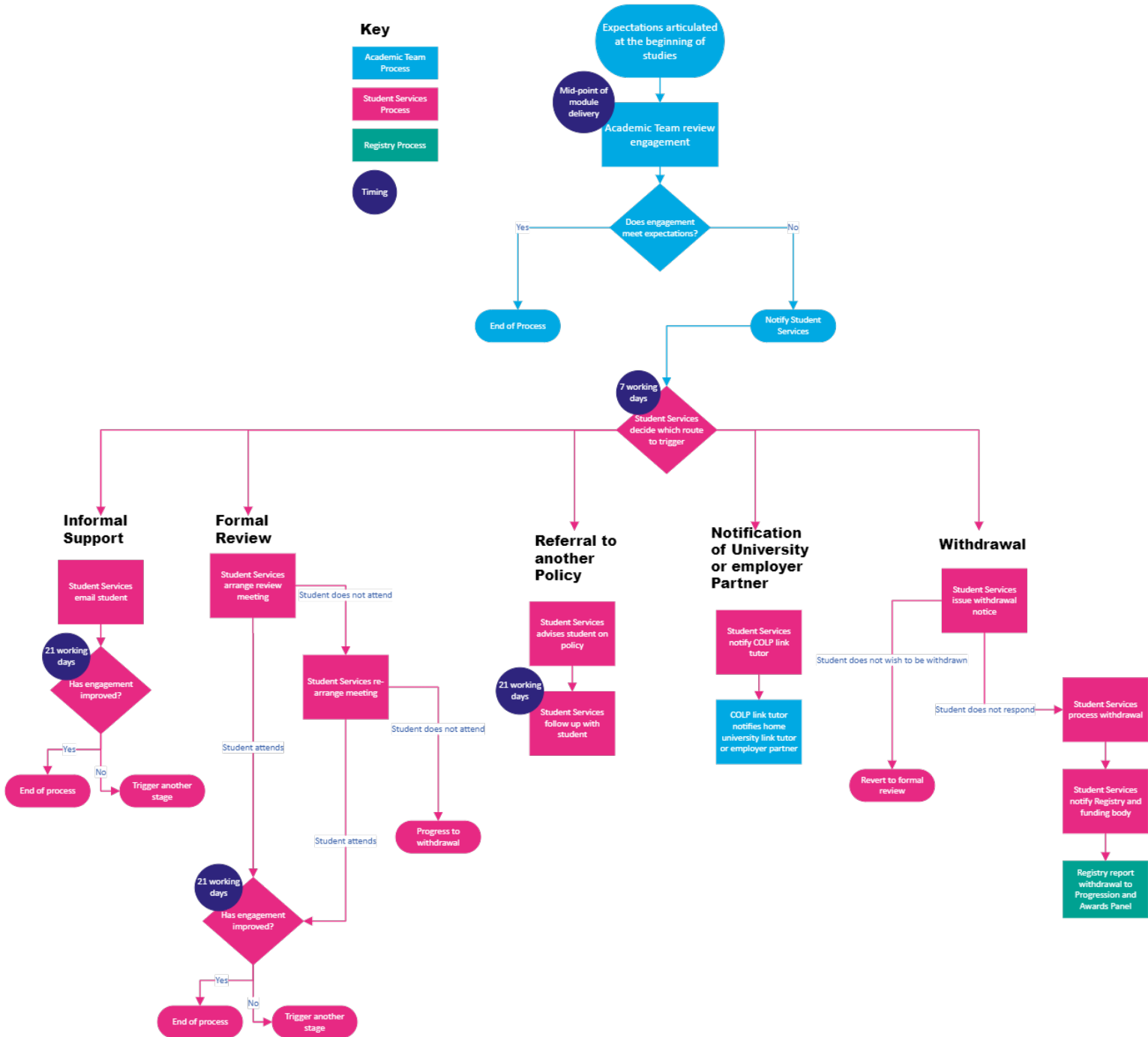
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- 7.3 To apply to the OIA, a student will require a Completion of Procedures Letter to show that internal procedures have been exhausted. This letter will be automatically provided to students at the conclusion of the Review Process.
- 7.4 Further guidance about submitting a complaint to the OIA is available on their website:
<https://www.oiahe.org.uk/students/how-to-complain-to-us/>.
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Academic Engagement Procedure Flowchart



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