WALBROOK
Institute London

Student Engagement Policy

1. Scope and purpose

1.1 This policy applies to all students following a higher education programme, and apprentices.

1.2 This policy aims to promote student success by enabling early intervention where disengagement is identified, fostering a proactive and inclusive learning environment, and ensuring that all students are provided with the necessary support to achieve their academic potential.

2. What does engagement mean?

2.1 Engagement is the way in which you commit to the required learning, teaching and assessment components of your programme to support you being successful in your studies. We monitor your engagement in the ways set out in this Policy so that we can:

i. Provide you with support should you be finding engagement challenging.

ii. Enable you to get the most out of your programme by maximising your time participating in learning with your peers.

iii. Meet our requirements to the UK Home Office in relation to students who are studying with us on a visa that we are sponsoring through the Student Route.

3. Our expectations of you

3.1 The learning, teaching and assessment components of your programme are set out in your programme handbook, and we expect you to:

i. Engage fully and actively participate in all learning activities offered to you.

ii. Submit your assessments and participate in examinations on the required dates.

iii. Meet with staff where meetings are scheduled.

iv. Let us know if you are experiencing any challenges with your studies, or if you have personal circumstances that are impacting on your capacity to engage with your studies.

3.2 There are different ways in which we can support you in your studies if you are finding studying challenging including support from the Student Engagement Team or changing your study mode. If you have challenging personal or health circumstances, we can also consider assessment extensions, assessment deferrals, temporary leave of absence or study breaks.

4. How we monitor your engagement

4.1 If you are studying on one of our on-campus programmes, we will monitor your engagement in the following ways:

i. Attendance at on-campus enrolment and orientation events.

ii. Recording your attendance at our structured and scheduled teaching and learning activities. We monitor your attendance by requiring you to sign in (via the SEAtS app) to each session (e.g. lecture) that we schedule on-campus. We expect you to arrive on time and you are allowed a 15-minute window from the scheduled start of the session to sign in. Sign-ins beyond that 15-minute window will be recorded as late. Non-attendance or leaving early will also be recorded.

iii. Your attendance at examinations and your submission of assessments.

iv. Your attendance at any meetings scheduled with or by Walbrook staff.

v. Check-in meetings with you if you are experiencing challenges that we have discussed previously and have agreed to monitor and/or provide support.

4.2 If you experience problems signing in to an on-campus teaching session, you must inform the session leader so that they can make the necessary note of your attendance in the system.

4.3 If you are studying on one of our online programmes, we monitor your engagement by:

i. Your interaction with our virtual learning environment.

ii. Your attendance at online examinations and your submission of assessments.

iii. Your online attendance at any meetings scheduled with or by Walbrook staff.

iv. Check-in meetings with you if you are experiencing challenges that we have discussed previously and have agreed to monitor and/or provide support.

5. Actions we will take

5.1 We will contact you in the following circumstances if we have concern about your engagement. Our concerns may be based on a combination of the factors outlined below: Responsibility for taking the actions described in this section is set out in the table at Section 6.

5.2 Stage 1 [On-campus programmes]: Absence Concern Email. If your attendance at scheduled learning and teaching sessions falls below 80% without authorisation (see Section 7), or you fail to attend any teaching sessions within a specific one week period, we will email you to find out about your wellbeing, highlight the importance of engaging with the sessions and guide you to the support that is available at Walbrook should you need it. If you tell us about any particular circumstances or challenges that you are experiencing, we will advise you on next steps. If you are an international student studying on a visa, we will also remind you of the UK Home Office attendance requirements.

5.3 Stage 1 [On-line programmes]: Engagement Concern Email. If your engagement with the virtual learning environment falls below 1 hour in a given week, we will email you to find out about your wellbeing, highlight the importance of engaging with the learning materials and guide you to the support that is available at Walbrook should you need it.

5.4 Stage 1A [All programmes]: Non-participation Concern Email. We will contact you by email if you do not turn up for an examination or submit an assessment by the published deadline and do not have authorisation (see Section 7). We will want to check on your wellbeing, understand the circumstances that led to you not participating in the assessment and discuss any support that needs to be put in place to support you in your studies. We will take similar action if you do not attend a scheduled meeting with a member of Walbrook staff.

5.5 Stage 2: Initial Absence Concern Meeting. If your attendance continues to be below 80% without authorisation (see Section 7) in the two weeks after the email above has been sent, you will be invited to attend a meeting with a member of the relevant team (see Section 6) to discuss your situation and to identify what further support or discussions are needed. If you are an international student studying on a visa, we will continue to remind you of the UK Home Office attendance requirements.

5.6 Stage 3: Final Absence Concern Meeting. If your attendance continues to be below 80% without authorisation (see Section 7) after a meeting with the Stage 2 meeting you will be invited to a Final Absence Concern Meeting with the Head of Student Services, a member of the relevant team (see Section 6) . We will discuss your situation and circumstances and decide upon the most appropriate course of action which may include a Study Break or withdrawal from the programme. You can appeal a withdrawal decision by using the Student Appeals Policy. We will report an international student withdrawal to the UK Home Office which will mean that your visa will be withdrawn, and you will need to return to your home country.

5.7 **Stage 4: Withdrawal.** If you are allowed to continue studying on the programme after the Final Absence Concern Meeting, and your attendance then continues to be below 80% without authorisation (see Section 7) a recommendation will be made to the Assessment Board (see Section 6) that you be withdrawn from the programme, in accordance with the Academic Regulations. You can appeal a withdrawal decision by using the Student Appeals Policy. We will report international student withdrawals to the UK Home Office as set out above.

5.8 If you do not attend a meeting arranged with you under this section (including a meeting with the Student Engagement Team or a Final Absence Concern Meeting), we will write to you and, unless paragraph 5.9 applies, you may automatically progress to the next stage of the process set out above.

5.9 Where you were unable to attend a scheduled meeting because of exceptional circumstances beyond your control, you may ask us not to apply the automatic escalation in paragraph 5.8. Such a request, and any supporting evidence, must be submitted as soon as reasonably possible and will be considered by the relevant team manager, whose decision on whether to exercise discretion is final.

6. Summary of stages

6.1 The table below summarises the stages described in Section 5.

Stage	Action	Responsibility
Stage 1 (on-campus)	Absence Concern Email sent where attendance at scheduled learning and teaching sessions falls below 80% without authorisation, or no attendance is recorded within a specific one-week period.	Student Engagement Team
Stage 1 (online)	Engagement Concern Email sent where engagement with the virtual learning environment falls below 1 hour in a given week.	Student Engagement Team
Stage 1A (all programmes)	Non-participation Concern Email sent where a student does not attend an examination, submit an assessment, or attend a scheduled meeting with Walbrook staff, without authorisation.	Student Engagement Team - online Academic Services Team – on-campus
Stage 2	Initial Absence Concern Meeting held where the relevant non-engagement continues for two weeks after the Stage 1 email.	Student Engagement Team - online Academic Services Team – on-campus
Stage 3	Final Absence Concern Meeting held where the relevant non-engagement continues after the Stage 2 meeting. Outcome may include a Study Break or withdrawal from the programme.	Student Engagement Team - online Academic Services Team – on-campus
Stage 4	Withdrawal from the programme in accordance with the Academic Regulations, where non-engagement persists after the Final Absence Concern Meeting.	Recommendation to the Assessment Board from Student Engagement Manager for online, Academic Services Manager for on-campus.

7. Support to study

7.1 We understand that sometimes persistent struggles to engage with learning can be a sign of troubles that you may be experiencing beyond your studies. In such cases, we may make a referral through the Support to Study Policy to ensure that your support needs are being assessed and implemented through a holistic framework.

8. Authorised absences

8.1 We recognise that there will be temporary circumstances where it is not possible for you to engage in your studies. We can support you in these situations through:

i. Extenuating Circumstances: where you have personal or health circumstances that mean that you are unable to engage with an assessment by the published deadline or date of the examination, and where we may be able to provide you with an extension or deferral. More information is provided in the Extenuating Circumstances Policy.

ii. Temporary Leave Request: where you have personal or health circumstances that mean that you are unable to engage with learning and teaching activities that are scheduled by us (on-campus students) or that you need to complete in your own time (online students) to be ready to participate in an upcoming assessment. The reasons for such a request will likely be similar to those outlined in the Extenuating Circumstances Policy. A temporary leave request will normally be for a period of up to two weeks, but additional time may be approved in specific circumstances. You must contact the Student Engagement Team to request temporary leave, and you will normally receive a reply within seven calendar days.

iii. Study Break: where you are taking a longer break from your studies due to personal circumstances. More information is provided in the Study Break Policy.

iv. Support to Study: where you have been asked to take a break from your studies due to health reasons. More information is provided in the Support to Study Policy.

8.2 Where we have authorised your absence through any of the circumstances set out above, we will only additionally follow-up with questions about your engagement with your studies where:

i. You are an international student studying on a visa and where we are required by the UK Home Office to undertake monitoring.

ii. You are undertaking a teaching, learning or assessment activity that is not fully covered by one of the authorisations set out above (e.g. for on-campus students where Extenuating Circumstances only cover an assessment deadline but not scheduled learning and teaching sessions).

9. Data Protection

9.1 All engagement monitoring data will be held by Walbrook in accordance with the UK Data Protection Act and in line with our Privacy Notice.

10. Any questions?

10.1 Please contact the Registry team.

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Document Control

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