



Engagement Policy and Procedures

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1. Introduction

William College is committed to creating a supportive learning environment that enables all students to succeed. Regular attendance and active engagement are essential for academic progress, wellbeing, and achievement. Students are expected to attend all scheduled sessions, participate in learning activities, and make consistent use of resources such as the VLE and academic support services.

Engagement includes more than being present in class; it also involves completing assessments on time, contributing to online and in person activities, engaging with materials on Moodle, and maintaining communication with staff when difficulties arise.

The College monitors attendance and engagement to:

- identify students who may need support,
- provide timely and appropriate interventions, and
- meet the requirements of awarding bodies and regulatory bodies.

Where concerns about non-engagement persist despite support, students may be referred to the College's withdrawal procedures, in line with partner university regulations.

2. Policy Statement

William College is committed to promoting student success by ensuring that all students are able to participate fully in their studies. Regular attendance and active engagement are essential for academic progress, wellbeing, and progression, and the College monitors these areas to identify when students may need support.

The College takes a supportive and student-centred approach. Staff work collaboratively to identify early signs of disengagement and to provide appropriate guidance, reasonable adjustments, and timely interventions. Attendance and engagement information may also be used to meet the College's responsibilities to its awarding universities and to confirm eligibility for Student Loans Company (SLC) funding, as required.

The College's approach is based on fairness, transparency, and inclusivity. Students will not be disadvantaged where authorised absences, reasonable adjustments, or documented extenuating circumstances apply. Any actions taken under this policy will be proportionate and aimed at helping students remain on track with their studies.

3. Purpose

This policy explains William College's expectations for student attendance and engagement and sets out how the College monitors, supports, and responds to concerns about non-engagement.

Its purpose is to:

- Provide clear and consistent expectations for students and staff.
- Provide a consistent approach to the monitoring of attendance and engagement.
- Support early identification of students who may be at risk of falling behind.
- Enable timely and appropriate interventions to help students remain engaged and succeed.
- Ensure the College meets the requirements of its awarding bodies, regulatory partners, and the Student Loans Company (SLC).

This policy works alongside related procedures, including the Student Withdrawal and Interruption Policy and Partner University regulations.

4. Scope

This policy applies to all students enrolled at William College, across all programmes and modes of study. It covers attendance at scheduled in-person and online teaching sessions, participation in learning activities, engagement with the College's Virtual Learning Environment (VLE), and other academic requirements.

All programmes offered by William College are delivered on behalf of its awarding partners, Bath Spa University (BSU) and Birkbeck, University of London (BBK). This Engagement Policy has been aligned with those of our Partner Universities.

This policy is communicated to students:

- during admission interviews
- at induction
- in the Student Handbook
- on our website
- through our student VLE

5. Definitions

Attendance	Attendance refers to a student being present for the full duration of a scheduled teaching or learning activity, either in person or online, i.e. via synchronous virtual participation.
Engagement	Engagement refers to a student's active involvement in their studies. This includes: • attending scheduled sessions, • completing assessments on time, • engaging with learning resources on the VLE • maintaining communication with the College
Absence	When a student fails to attend a scheduled teaching and learning activity.
Authorised Absence	An authorised absence is an absence that a student has reported, with an acceptable reason, through the approved William College reporting process. Authorised absences are recorded but do not count as engagement for the purposes of SLC attendance confirmation.
Non-engaged	Refers to no attendance at scheduled sessions and no contact via VLE, communication, library, etc.

De-registration	De-registration refers to the formal termination of a new student's enrolment from their programme within the first two teaching weeks . A student may be de-registered if they voluntarily withdraw or if they fail to attend, engage, complete required enrolment, or secure necessary funding.
Withdrawal	Withdrawal refers to the formal process through which a student's enrolment on their programme is ended. This may occur when a student chooses to leave their studies voluntarily or when the College, in consultation with the awarding university, withdraws a student due to non-engagement or other regulatory reasons. Withdrawal ends the student's registration, access to College services, and eligibility for SLC funding.
Study Break	Study Break refers to an approved temporary pause in a student's studies, normally due to personal, medical, financial, or other significant circumstances. During an interruption, the student is not expected to engage with learning or

	assessments. The student will return at an agreed point to resume their programme. Interruption of study must be formally approved by the College and the partner university and may affect eligibility for SLC funding during the interruption period.
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6. Responsibilities

6.1 Student Responsibilities

Students are expected to:

- Attend all timetabled sessions and be punctual.
- Engage fully in learning activities, both in-person and online.
- Join online classes with cameras on.
- Access the VLE regularly and other learning facilities
- Complete assessments and engage with academic feedback.
- Inform the College, in advance when possible, if they cannot attend a scheduled session, using the approved absence-reporting process (see Section 7.1).
- Provide evidence for authorised absences when required.
- Check for timetable changes.
- Ensure their contact details are kept up to date.
- Seek support from the Student Support Team or Academic Team if personal, medical, or academic difficulties affect their ability to engage.
- Respond to communications from the College in a timely manner.

6.2 Attendance and Intervention Team Responsibilities

The Attendance and Intervention Team is responsible for:

- Monitoring engagement across all programmes using registers, VLE activity, assessment submission data, and other indicators.
- Assessing requests for authorised absence where appropriate.
- Identifying students with low or irregular engagement and applying intervention stages as triggered by Engagement Traffic-Light system.
- Issuing formal communications such as Attendance Reminders, Warning Letters, and invitations to Support Meetings.
- Coordinating Student Support Meetings and ensuring outcomes and actions are recorded.
- Liaising with the Student Support Team, Wellbeing Team, Registry, and Academic staff to develop appropriate support plans.
- Making recommendations for withdrawal to the awarding university when engagement does not improve.
- Ensuring all attendance and engagement data is processed in line with the College's Data Protection Policy.

6.3 Academic Staff Responsibilities

Academic staff are responsible for:

- Accurately recording attendance for all scheduled teaching sessions using the College register system.
- Providing academic support to students referred by the Student Support Team or Attendance and Intervention Team.

- Highlighting any concerns about a student's academic progress or participation to the Attendance and Intervention Team.
- Supporting re-engagement by offering academic guidance, feedback, and, where necessary, signposting to specialist support services.
- Contributing information, when requested, to assist the Attendance and Intervention Team in reviewing a student's engagement.

6.4 Student Support Team Responsibilities

The Student Support Team is responsible for:

- Providing wellbeing, pastoral, and practical support to students experiencing difficulties that affect their engagement.
- Liaising with the Attendance and Intervention Team to ensure students with known circumstances are supported and not unfairly penalised.
- Referring students to Academic Staff, the Wellbeing Team, or external services when specialist support is required.
- Supporting students during Support Meetings and helping develop action plans to re-engage with their studies.

7. Authorised Absences

William College recognises that students may occasionally be unable to attend scheduled teaching sessions due to short-term circumstances such as illness, medical appointments, caring responsibilities, or bereavement.

7.1 Reporting an Absence

If you are unable to attend a session, you should inform the Attendance and Intervention Team as soon as possible by emailing:

- attendance.bbk@williamcollege.ac.uk
- attendance.bsu@williamcollege.ac.uk

The email should provide:

- your full name and student ID
- the date(s) of absence
- a brief reason for the absence
- any evidence that supports your absence

Appropriate evidence that you could provide, includes:

- Hospital/clinic appointment letter
- Jury service letter
- Home Office/visa appointment letter
- Police/incident report
- Evidence of caring responsibility
- Evidence of bereavement of a relative

If the evidence you are providing is not in English, you should also provide a brief translation into English.

If you are absent for seven consecutive days or more, **you will have to provide evidence**.

7.2 Impact on Engagement

Reporting an absence is a positive action and helps the College provide support. However, students should note that:

- All authorised absences are still recorded as absences.
- Authorised absence does **not** count as academic engagement and cannot be used as evidence for SLC attendance confirmation.
- Students are required to catch up on missed work. Academic and student support staff can support students in this process.

7.3 Longer-Term Absence

If you expect to be absent for more than a short period (normally more than one week), you must contact the Attendance and Intervention Team or the Student Support Team to discuss your situation.

For extended periods of absence, the College may advise you to consider a Study Break/Interruption of Study, in accordance with the Student Withdrawal and Interruption Policy. An interruption may temporarily pause SLC funding. The Student Finance Team will advise you on the financial implications.

8. Class changes

From time to time, room allocations or class times may need to be changed (e.g. where a class is cancelled because a tutor calls in sick on the day of the class). You are responsible for checking your timetable regularly to ensure you have the most up-to-date information for the following day's classes. For:

- **Changes made more than 24 hours in advance:**
Students will be informed by email to their William College email account.
- **Changes made within 24 hours of the scheduled session** (including same-day cancellations):
The College will send both an email and a text message to the mobile number recorded on the student system.

Students must ensure their contact details are kept up to date by notifying Student Support Team at:

- studentsupport.leeds@williamcollege.ac.uk
- studentsupport.london@williamcollege.ac.uk

You will be marked late or absent for missed sessions caused by timetable changes if you have not checked the updated timetable or their communications.

Students who require adjustments to communication methods due to a disability or specific learning need should contact the Student Support Team.

9. Engagement Monitoring

This Procedure outlines William College's expectations for student engagement and describes the support and intervention processes used where concerns arise. These procedures apply to all William College students.

Attendance confirmations will be submitted at required points each term to the partner universities, which in turn will inform SLC. Students who have **not** met engagement thresholds will not be confirmed as attending.

Note: Eligibility for SLC funding depends on active and ongoing engagement. The College **confirms attendance at required liability points each term.**

9.1 Ongoing Attendance and Engagement Monitoring

The College monitors engagement using multiple indicators to inform an overall profile for a student, including:

- Attendance registers taken during lectures, seminars, and other scheduled learning activities, or during formal examinations or class tests.
- Assessment submission.
- Engagement with the College VLE.
- Informing the College as soon as practicable of absence or other matters, such as physical and mental health and wellbeing issues that may affect their studies.
- Timely responses to engagement from the College.

Students with approved reasonable adjustments may follow alternative engagement patterns where agreed.

9.2 Initial Two-Week Period

The first two teaching weeks are used to confirm you have begun engaging with your programme.

- **Week 1:** Students who do not attend any scheduled sessions will receive an Attendance Reminder email to the student email address from the Attendance and Intervention Team and may also receive a phone call.
- **Week 2:** Students who have not attended and have not contacted the College through the approved reporting route will be classed as non-engaged.

Non-engaged students may be recommended **for de-registration** following partner-university processes.

Students must report absence to:

- **attendance.leeds@williamcollege.ac.uk**
- **attendance.london@williamcollege.ac.uk**

9.3 Lateness Arrival and Early Leaving

If you **arrive later than 20 minutes after** the scheduled start of the teaching session, your attendance will be recorded as **late arrival (LA)**. If you arrive after **half** of the teaching session has already taken place, **you will be recorded as absent**.

If you leave the session **more than 20 minutes early**, you will be recorded as **early leaving (EL)**. If you depart before **half** of the teaching session has taken place, **you will be recorded as absent**. Repeated Late Arrival and/or Early Leaving will affect your engagement and could lead to formal proceedings.

9.4 Indicators of Concern

A student may be considered **at risk** if they demonstrate:

- Persistent non-attendance or unexplained absences
- Persistent late arrival or early departure
- No engagement with the VLE
- Missing multiple assessment deadlines
- Failure to respond to College communications
- Sudden changes in engagement without explanation

The Attendance and Intervention Team will also consider referrals or concerns raised by academic or support staff as part of this evaluation process.

10. At Risk Students

The College applies a traffic light system to identify and monitor **at risk** students. An on-line report of such students is automatically generated from our system and you will receive communication informing you are our concerns.

10.1 Engagement Traffic-Light System

Risk Level	Colour Code	Action
Low		Email to advise and support
Medium		Formal email warning
High		Study Break/Withdrawal

There is no 'fixed formula' for how many absences, late arrivals/early departures, non-submissions or how bad class engagement is that triggers the traffic-light system. We look at your engagement **holistically** and then decide what, if any, action and support is required.

We have a number of stages for interventions and if you do not contact us (in person or through the attendance email, you will move from one stage to the next, and your risk level will increase.

If you are at the high-risk level and you do not re-engage with the College, we may decide that a Study Break (i.e. you stop your studies and funding is paused for an agreed of time) is the best option for you. If so, we will contact you about taking a Study Break. If you do not re-engage to discuss a Study Break, we will make a withdrawal recommendation to our Partner University. If you are withdrawn, you may be liable for fees according to the College's Tuition Fee, Refund and Compensation Policy.

We may contact you if:

- You show a pattern of absence from classes.
- Your attendance falls into the low, medium, or high-risk categories.
- You repeatedly arrive late or depart early from class.
- You fail to engage with the VLE.
- You do not respond to previous contact regarding your attendance.
-

If you fail to get in touch with us to discuss any engagement issues, it could ultimately result in you being withdrawn from your course. If you are withdrawn, you may be liable for tuition fees or charges according to the Tuition Fee, Refund and Compensation Policy.

To contact us and let us know what is happening, email:

- [**attendance.leeds@williamcollege.ac.uk**](mailto:attendance.leeds@williamcollege.ac.uk)

- attendance.london@williamcollege.ac.uk

10.2 Student Attendance Group (SAG)

Our SAG records all the at-risk students with detailed notes on actions to reduce their risk. SAG also discusses and categorises non-submissions, late submissions, and referrals that the Assessment Board has authorised. SAG Meetings are minuted for audit purposes.

The SAG meets every two weeks to:

- a. Apply the traffic light system to monitor engagement.
- b. Decide if any at risk students have reached a point where the student needs to take a Study Break or be withdrawn from study.
- c. Action Plans (see Appendix) for at risk students.

The SAG also meets a few weeks before the beginning of each new term to review students' engagement over the previous term. If any students' engagement places them in the high risk category, then these students might have to take a Study Break or be withdrawn before the beginning of the new term.

10.3 Re-engagement Requirements

To demonstrate re-engagement, you must:

- attend scheduled sessions regularly,
- participate in learning activities,
- communicate with staff when requested, and
- complete any actions agreed during support or intervention meetings.

11. Support for Student Engagement

William College is committed to supporting all students to engage fully with their studies. Students experiencing difficulties (personal, financial, or wellbeing-related) are encouraged to seek help as early as possible. A range of support services is available:

11.1 Student Support Team

Contact:

- studentsupport.leeds@williamcollege.ac.uk
- studentsupport.london@williamcollege.ac.uk

The Student Support Team is the first point of contact for students experiencing personal, financial, or wellbeing challenges. They can:

- provide guidance on managing personal circumstances
- advise on authorised absences and evidence requirements
- facilitate referrals to the Wellbeing Team or external services
- direct students to our financial advice services
- support students during attendance related meetings.

11.2 Wellbeing Team

Contact:

- wellbeing.leeds@williamcollege.ac.uk
- wellbeing.london@williamcollege.ac.uk

The Wellbeing Team provides specialist support for students with health conditions, disabilities, or ongoing wellbeing needs. They:

- assess requests for reasonable adjustments,
- coordinate support plans,
- offer one-to-one wellbeing support, and
- advise when an Interruption of Study may be appropriate.

12. Policy Review

This policy is reviewed annually by the Academic Board. Any changes to this policy will be communicated to students in advance via email and VLE announcements, in accordance with CMA expectations on material information.

13. Related Policies and Documents

- Data Protection Policy
- Exceptional Circumstances Policy
- De-Registration, Withdrawal and Study Break Policy
- Learning Support & Reasonable Adjustments Policy
- Student Complaints Policy and Procedures
- Tuition Fee, Refund and Compensation Policy
- Student Code of Conduct
- Student Terms and Conditions
- Bath Spa University - [Student Engagement and Attendance Policy](#)
- Birkbeck, University of London - Student Engagement and Attendance Policy

14. Appendix A

Action Plan for At Risk Students

Student Name:

Student ID:

Cohort No.

Tutor Assigned:

Units Affected:

Reasons for Action Plan (tick all that apply) and Level of Risk:

Issue		Level (L, M, H)
Punctuality	☐	
Attendance	☐	
Assessment submission	☐	
Engagement in class	☐	
Maintaining contact	☐	

Action	Detail	Deadline	Progress	Signed
1				
2				
3				
4				
5				