

3K – Engagement Monitoring and Withdrawal: Procedure

1 SCOPE AND PURPOSE

- 1.1 This procedure is for all BU staff and applies to all BU programmes, with the exception of programmes delivered by Partners through the validation model.
- 1.2 This procedure is intended to provide advice and guidance for staff in relation to the administration of engagement monitoring and withdrawals for BU programmes including when students are on placements.

2 KEY RESPONSIBILITIES

- 2.1 It is the responsibility of Student Lifecycle to ensure that this procedure is kept up to date. It is the responsibility of the Faculty/Partner to ensure that this procedure is followed, and that any queries are discussed with Student Lifecycle.

3 ACCESSING OTHER RELEVANT BU DOCUMENTS

- 3.1 All documents can be accessed [here](#)
[Standard letter templates](#) for Attendance, Proof of Qualifications and Identification and Fees

- 3.2 Other documents with direct relevance to this are

Student Policies, Procedures & Regulations in particular:

- *Fees Policy*
- *11J – Support to Study: Policy and Procedure*
- *11H – Fitness to Practice: Procedure*

- 3.3 Academic Policies, Procedures and Regulations in particular:

- *3F - Proof of Qualifications and Identification: Procedure*
- *3Q - Movement of Students between Programmes*
- *6K - Assessment Boards Policy*
- *11F - Student Complaints: Policy and Procedure*

PROCEDURE

4 GENERAL

- 4.1 In order to offer students appropriate academic and pastoral support, it is essential that we have full and correct information about them (contact details, ALS, study status and so on). Whilst some information is kept on the student file, increasingly information is stored centrally on the student record system. There are substantial benefits in this central repository including the ability for tutors to be

able to access individual contact details quickly, to identify trends across their programmes (via Info BU), the facility to see a student's full profile and the ability to be able to identify which students are currently registered on any particular programme at any one time. Importantly the student record system is not only BU's central repository for convenience but also its legal record of each student.

- 4.2 A student's enrolment status, as recorded on the student record system, is the one that will be used to report to various statutory bodies including:
- Office for Students
 - HESA
 - Education and Skills Funding Agency (ESFA)
 - NHS Student Bursaries
 - NHS/Strategic Health Authority Commissioners
 - Student Loans Company
 - Home Office (non-EU students)
 - US Department of Education
- 4.3 The information held on the student record system is also that which will be used to identify whether or not a student is entitled to be on BU, Partner or SU premises, to use the Library and a variety of other benefits including:
- BU IT facilities (including BU email account)
 - Bursary (NHS or BU)
 - Scholarships
 - Student Loans
 - Council Tax Exemption
 - Tier 4 (General) student visa (non-EU students)

It is critical that the correct status is recorded in a timely manner as this affects the student's access to the above.

- 4.4 The core student record is used to produce confirmation of engagement letters for bank or visa purposes and, from time to time, in liaison with the Police for the prevention and detection of crime. It is therefore essential that the student's information on the student record system is up to date.
- 4.5 Failure to maintain each student's status correctly on the student record system can have severe consequences. If a student's status as shown on the system does not reflect the actual status of the student then the University's statutory returns will be wrong. As noted above the student may also receive funding and other benefits to which they are not entitled, or conversely be denied funding and benefits to which they are entitled. Failure to maintain the correct student status may also lead to the University losing its registration with various bodies (e.g. the Home Office) as well as severe financial penalties.
- 4.6 A list of all available statuses, and a description of each, is given in Appendix 1.

5 ATTENDANCE AND ENGAGEMENT

- 5.1 All students with a 'Live' status are required to engage with their programme of study. BU considers attendance to be in students' interests and expects students to attend teaching and support sessions as scheduled and to participate in assessment. BU does not routinely monitor and record individual students' attendance at specific teaching sessions, except that individual attendance will be recorded in the following cases:
- Where there is a Professional Statutory & Body Requirement for a minimum level of attendance; and
 - Where attendance and other engagement with apprenticeship training is monitored in order to satisfy the ongoing requirements of apprenticeship training programmes, including regular discussions with employers regarding progress.
- 5.2 There may be sound justification for capturing individual students' attendance in other specific cases. Staff capturing attendance must comply with data protection legislation and BU's Data Protection Policy, seeking advice from the BU Data Protection Officer or Legal Services as required. As a minimum, staff must keep records of their purpose for capturing attendance and how they will use attendance data for that purpose, and inform students in advance of planned attendance capture and the reasons for it.

- 5.3 Regardless of any attendance requirements, as stated above BU requires all students to engage with their studies and there are indicators that will show if a student is not engaging between the point of enrolment and when their results are taken to the main Assessment Board at the end of the academic year, such as:
- Missing a deadline for coursework without a previously agreed extension
 - Missing a deadline for dissertation submission without a previously agreed extension
 - Missing an examination without permission
 - Missing a resit examination without permission during the resit period (Tier 4 students only)
 - Missing a compulsory tutorial without notice or rescheduling
 - Failure to respond to routine letters/ emails including requests for meetings
 - An employer/placement provider notifying BU that the student is absent for more than five working days without authorisation (sickness included).
- 5.4 If a student misses one event and is raised as a cause for concern by a unit tutor/Programme Leader(PL) the Programme Support Officer (PSO) should send the informal first contact email **EL0** from the [Standard letter templates](#). This encourages the student to report any illness or concerns to their PL or PSO and provides links to Exceptional Circumstances documentation, student support services and the Faculty's Student Support and Engagement Coordinator.
- 5.5 As soon as it becomes apparent that a student is not engaging with their studies, or has missed two events as set out above and has not contacted the University/Partner with an explanation, they should be sent a letter using the template **EL1**¹. This letter asks the student to contact the University/Partner to explain the reason for absence and to provide a GP note or other appropriate supporting evidence². It also provides information about who to contact to find out more about available support. The letter can be reworded as appropriate but must contain the core information regarding Exceptional Circumstances, BU Facilities & Support and the SUBU Student Advice Centre. All engagement letters should be emailed to their student and personal email account.
- 5.6 At the next point of non-engagement, a follow up letter using the template **EL2** should be sent³. This letter alerts the student to the fact that they may lose their eligibility for a student loan, bursary, visa etc. As well as being emailed **EL2** and all subsequent letters must also be sent in hard copy to the student's home and term time addresses.
- 5.7 If the student still does not respond then a letter using the template **EL3N (no contact)** should be issued (ten working days after **EL2**). If the student has made contact but is not engaging then a letter should be issued using the template **EL3W (with contact)** (ten working days after **EL2**). This letter informs the student that they will be withdrawn in five working days from the date of the letter and that all relevant authorities will be notified.
- 5.8 If the student does not engage after letter **EL3** is sent then the student will be withdrawn after five working days. A final letter using the template **EL4N (no contact)** should be sent to the student confirming that they have been withdrawn. If the student confirms their withdrawal after **EL3** and returns the completed withdrawal form, a final letter will be sent to them using the template **EL4W (with contact)** instead.
- 5.9 The Faculty Programme Support Team must update the student record system as soon as the withdrawal is approved by the Programme Leader. The Student Loans Company will be informed within 5 working days of the official withdrawal date.
- 5.10 All reporting to the relevant authorities (e.g. Home Office, NHS Bursaries) will be done by Student Services; the Faculty should not contact any authorities themselves.
- 5.11 For those undertaking apprenticeship programmes, Faculties will also need to consider at what stage employers (or the main provider of the apprenticeship where BU is a sub-contractor for the

¹If a student has already been contacted *within the academic year* regarding non-attendance then it may be appropriate to send a follow up letter using template **EL2** rather than starting a new process.

²For students with declared additional learning needs or other special circumstances the letters may need to be adapted. If you require additional guidance, please contact studentlifecycle@bournemouth.ac.uk.

³If a student has already been contacted for missing an exam within the same exam period then they should be given time to respond to **EL2** before following up with **EL3**.

apprenticeship) are to be made aware of their employee's non-engagement with the training being provided at the University. This should generally be done at an early stage and considered as part of the regular review meetings between the employer, university and apprentice.

NOTE – All letters referred to in this section are available [here](#).

6 STUDENTS IN RECEIPT OF NHS BURSARY (enrolled on an eligible programme in 2016/17 or earlier)

- 6.1 Where a student is in receipt of an NHS Bursary and has not engaged with their studies, the process within section 5 should be followed. In addition to issuing the **EL1** letter, administrators should also contact askBU to inform them of non-engagement so that bursaries are suspended at this point.
- 6.2 Students in receipt of an NHS Bursary are required to inform NHS Student Bursaries (SB) that they have withdrawn [or been withdrawn] from the programme. The University also notifies the NHS (SB) Concurrently with issuing the **EL3 (with contact / no contact)** letter, administrators should contact AskBU Students Service to inform that they are withdrawing the student via AskBUSITSNotifications@bournemouth.ac.uk

7 OVERSEAS (NON-EU) STUDENTS

NB: This section does not apply for Partners where the Partner issues the CAS.

- 7.1 The Home Office has introduced the *Points Based System (PBS)* whereby each international (non-EEA) student will need a Confirmation of Attendance of Studies (CAS) issued by the University. The University will be legally obliged to notify the Home Office of all international (non-EEA) offer holders who do not enrol and all international (non-EEA) students who withdraw (for whatever reason), suspend their studies, transfer to a different BU programme after enrolment or who complete earlier than expected. Failure to comply with Home Office requirements will lead to BU being removed from the Home Office Register of Sponsors, thereby removing our ability to recruit any overseas students. If any students fall into the category, please email migrantreporting@bournemouth.ac.uk with the following details:

- Student record number
- Student name
- Change of circumstances (programme, end date, suspended, withdrawn etc.)
- Date when change of circumstances was confirmed
- Reason for withdrawal or suspension

- 7.2 US Federal Loans students' academic progression should also be monitored, and any changes to their BU study status (students who withdraw, suspend their studies, transfer to a different BU programme after enrolment or who complete earlier than expected) should be reported to Fedloans@bournemouth.ac.uk with the following details:

- Student record number
- Student name
- Change of circumstances (programme, end date, suspended, withdrawn etc.)
- Date when change of circumstances was confirmed
- Reason for withdrawal or suspension

- 7.3 These reports must be made as soon as the student status changes as the update must be reported to the Home Office (or US Department for Education) within 10 days.

8 WITHDRAWAL WHERE A STUDENT HAS NOT PRODUCED PROOF OF QUALIFICATIONS OR ID

- 8.1 At enrolment all students are required to provide proof of ID and their qualifications. For students on a Tier 4 general visa the University also needs a photocopy of their visa, either in the form of an ID card or sticker in their Passport. If any of this documentation is not provided students are still permitted to attend, but their Smartcard will be withheld and they will not be made 'Live'. Students in this situation have a limited time to produce their documentation before their access to Library and IT will be

suspended. Students who fail to produce the relevant documentation will be withdrawn. BU policy is that no Undergraduate student may be enrolled later than two weeks after the official start date of the programme, and no Postgraduate student may be enrolled later than one week after the official start date of the programme. In exceptional cases enrolment may occur outside of this time, this will be at the discretion of the relevant academic see *3N – Enrolment: Procedure*, for full details.

- 8.2 International (non-EEA) students must not be enrolled until a copy has been taken of their visa. This visa must be 'tied' to Bournemouth University. If this or other acceptable evidence is not produced by the enrolment deadline, the student cannot be enrolled and this must be reported to migrantreporting@bournemouth.ac.uk (see section 7).
- 8.3 Please see the *3F - Proof of Qualifications and Identification: Procedure* for full details.
- 8.4 The University will report all withdrawn students to the statutory and regulatory bodies as they do with withdrawals for non-attendance as outlined in sections 5 to 7 above.

9 WITHDRAWAL WHERE A STUDENT HAS NOT PAID TUITION FEES

- 9.1 Online registration allows new students with current year outstanding fees to be made Live in the student record system. If a continuation student has a prior year debt for tuition fees, they will not be allowed to re-register until their debt has been either paid in full or have an agreed instalment plan in place. Finance and Performance (F&P) will manage prior and current debt by following the Student Fees Policy and the internal debt management processes. Ultimately non-payment of tuition fees will lead to sanctions and withdrawal from Bournemouth University.
- 9.2 F&P identify the students that have outstanding fees and inform the Faculty or Partner who are asked to validate the information.
- 9.3 Any students who have not replied or cleared their outstanding balance are then withdrawn by the Student Lifecycle Team and a letter confirming this will be sent to the student by F&P. The University will report all withdrawn students to the statutory and regulatory bodies as they do with withdrawals for non-attendance as outlined at sections 5 to 7 above.
- 9.4 The Student Lifecycle Team must update the student record system as soon as the withdrawal is approved by F&P and must inform the Student Loans Company within five working days of the official withdrawal date.
- 9.5 If an international (non-EEA) student is withdrawn because of failure to pay tuition fees, this must be reported to migrantreporting@bournemouth.ac.uk (see section 7).

NB: Students will remain as Live status throughout the first part of the process and the status is only Withdrawn after the Final Letter deadline has passed.

10 WITHDRAWAL AT REQUEST OF STUDENT

- 10.1 If a student wishes to request withdrawal from their programme, they should email or write to the Faculty enclosing the fully completed withdrawal form (see Appendix 2). The form must be signed and dated by the Programme Leader.
- 10.2 To withdraw the student in the system the agreed [withdrawals document](#) should be followed. If in doubt please email studentlifecycle@bournemouth.ac.uk.
- 10.3 Any refund due in respect of tuition fees (if applicable) should be calculated as set out in section 7 of the Student Fees Policy and inserted in the 'Refund Recommended' field within the student records system, so F&P can action as appropriate. The Director of Operations or nominated representative must identify the amount refunded to the student.
- 10.4 An email, using the template **EL4W (with contact)**, should be sent by the Faculty to the student's personal and BU email addresses to confirm their withdrawal. The Faculty Programme Support Team

must update the student record system as soon as the withdrawal is approved. The Student Loans Company will be informed within 5 working days of the official withdrawal date.

11 WITHDRAWAL AS RESULT OF DISCIPLINARY PROCEDURES

- 11.1 Where the outcome of any disciplinary procedures is to withdraw a student, the update to the student records system must happen immediately.

12 FEES

- 12.1 If a student withdraws from their studies, F&P will adjust the student's liability for tuition fees on the University's record for that student in accordance with the refund table in the Fees Policy. If, after any such adjustment, there is a balance of tuition fees outstanding to the University, the student will be notified by F&P and required to pay the outstanding balance within 30 days of such notice. If, following the adjustment, a refund of tuition fees is payable to the student, this will be payable to the student in accordance with the Fees Policy.

13 ASSESSMENT BOARD

- 13.1 All students with a Live, Withdrawn or Interrupted status should be presented to an Assessment Board at the end of their academic period (including those who have not completed any work). The Board Reports are designed to automatically return all Live, Withdrawn and Interrupted students so a decision can be taken about the progression, or otherwise, of the student on the programme. For more information, please refer to the *6K - Assessment Board Policy*

14 REFERENCES AND FURTHER INFORMATION

- 14.1 Further information or guidance on any aspect of this procedure is available from studentlifecycle@bournemouth.ac.uk.
- 14.2 This procedure was reviewed according to the University's Equality Analysis Procedure in June 2019.
- 14.3 As required by the General Data Protection Regulation (GDPR) 2018, BU will not normally disclose personal information to a third party other than with the data subject's explicit permission; except where there is a legal obligation to do so. Likewise it is not possible for BU to obtain information about a student from a third party (such as a doctor) without the student's prior explicit consent
- 14.4 If a student is not satisfied with a decision concerning a withdrawal, they may address this through the University's complaints process as outlined in *11F – Student Complaints: Policy and Procedure*.
- 14.5 Further guidance, advice and information can be obtained from askBU Students' Service (telephone 01202 969696 e-mail askBUstudents@bournemouth.ac.uk) or SUBU Advice (e-mail subuadvice@bournemouth.ac.uk telephone 01202 965779).

15 APPENDICES

- Appendix 1 - List of Student Statuses
Appendix 2 – [Withdrawal Form](#)

Appendix 1 - List of Student Statuses

Provisional (P)	An applicant has met all the conditions of their offer. However, they have not yet completed online registration.
Provisional Live (PL)	Students with a 'PL' status will have one or all of the following outstanding: <ul style="list-style-type: none"> • Photographic proof of ID • Original academic certificates • Proof of English Language Proficiency • Proof of other conditions • Completed their online registration
Live with Debt (LD)	Where a student has completed OLR, shown all required documentation but has failed to pay their fees at F2F enrolment are set to a status of LD. This ensures that Finance can chase debtors accordingly
Live (L)	Once an applicant has met all the conditions and produced evidence that they have done so, completed their registration and provided confirmation of funding/paid their first fee instalment, they will become 'L'. Students with an 'L' status are expected to engage fully with their programme, attend all taught element and participate in assessment. The change of status from 'P' to 'L' in the student record system is automatic for continuation students on completion of online registration and is managed via a system process for new students. The Student Lifecycle team can manually change students from 'P' to 'L' if appropriate.
Registration Complete (RC)	Students who have completed OLR successfully before they attend F2F enrolment have a status of 'RC'. This shows that they have completed OLR and are expected to attend F2F Enrolment.
Registration Complete with Debt (RD)	Those students who have completed OLR but have finance/payments outstanding are shown with a status of 'RD'. These students can be directed to Finance at F2F Enrolment for assistance.
Completed (C)	Once a student has successfully sat and passed all the units for their award they will have this ratified by the Assessment Board. The student status for this programme should then show 'Completed'.
Closed (CL)	Once a student has successfully complete a whole level of study and progresses to the next level, the student status for that level will show 'Closed'.
Interrupted (I)	On occasion a student may need to interrupt their studies for a period of time. This would be used if a student intends to resume their studies at the same stage of their programme (normally the following year). "I" may be used if a student is doing well on their programme but faces unforeseen health or family issues that mean that they are unable to continue at that time. Students may not suspend their studies partway through a unit. In permitting a student to interrupt their studies and start on a different programme in the following academic year the 'accepting' Faculty must ensure that the student has the correct tariff points and meets any relevant selection criteria and consider whether any units already taken by the student 'map' across to the new programme.

<p>Live to Interrupt (L-I)</p> <p>Interrupt to Live (I-L)</p>	<p>NB NHS may refer to these students as ‘ ‘Intercalation’</p> <p>‘L-I’ is used when a student has registered and fully enrolled onto a level and subsequently interrupts their studies mid-way through the year. This will be preceded in the student records system by a ‘L’ period of study for the start of the academic year.</p> <p>‘I-L’ is used when a student returns to study from a period of interruption within an academic year, This will be preceded in the student records system by a ‘I’ period of study on their record for the start of the academic year.</p>
<p>Transferred (T)</p>	<p>Where a student transfers from one BU programme to another at a same level, during the academic year then the Transferred status should be used. Any transfer should be considered on academic grounds both for the suitability and timing of it.</p> <p>In permitting a student to transfer between programmes, the ‘accepting’ Faculty must consider whether any units already taken by the student ‘map’ across to the new programme. Further information about internal transfers is laid out in 3Q - Movement of Students between Programmes: Procedure.</p> <p>Where a student leaves a BU programme to take up a programme at another university, the status should be set to ‘Withdrawn’ and not ‘Transferred’ or ‘Withdraw-Transfer’.</p>

NB: SITS guide to Enrolment Statuses can be found [here](#)