



## Introduction

This Student Engagement Policy applies to all students registered on a course at TheWRD Academy.

TheWRD monitors student engagement in its various forms to support progression and achievement within a student's course of study and aims to ensure the provision of information, advice and guidance at the earliest opportunity to help overcome any barriers to study.

## Aims

- To encourage students to maintain good levels of engagement, thereby making them active participants in ensuring their own achievement;
- To identify poor engagement and to intervene to support students who may be struggling with their studies;
- To maintain levels of course engagement, in the interests of all students to prevent any adverse impact on learning that involves group and ensemble work;
- To ensure that all students are given a fair and equal opportunity to achieve the academic aims of their course of study.

## Policy

Where TheWRD has been notified by the student, staff will process the student's absence by informing the relevant facilitator and completing the following:

- a. Registers are updated to reflect the fact that the student has informed TheWRD of their absence
- b. Where appropriate, a member of staff will follow up to check on the student's wellbeing if the reason for absence is seen as serious or is one of a series of absences
- c. The Chief Education and Learning Officer is advised of any relevant information that could impact on decisions it might take regarding the student's progression on the course.

Where a student is repeatedly absent for reasons related to illness or an ongoing pastoral situation, staff may also consider if TheWRD's Fitness to Study Policy should be implemented.

In circumstances where a student's absence is expected to prevent them from progressing on their course of study, the student should be contacted with recommended options for progression or interruption of studies.

All students are expected to be in attendance from the beginning of lessons or other learning activities. It is in the first few minutes that facilitators introduce the aims and objectives that the session will help students achieve. If a student is late, facilitators may, at their discretion, decide to exclude a student from a session where they are very late and if their delayed arrival may be disruptive to the group.

Students are responsible for ensuring they are marked present on any class and examination registers where applicable. Where facilitators keep attendance records, staff should flag any incomplete or incorrect records to facilitators to ensure they are updated as soon as possible.

Staff at TheWRD in consultation with The Director of Student Experience and The Chief Education and Learning Officer, meet regularly (typically once a month) to review the engagement and attendance of all students to ensure that the right support is being offered. If a student is demonstrating that they are not engaged with their course, action will be taken to try and help the student to re-engage. If a student repeatedly demonstrates signs of non-engagement (repeated failure to attend live online classes or 1:1 meetings with their supervisors for example) then decisions may be taken to invite the student to defer their studies voluntarily or ultimately withdraw the student from the course.

Students have the right to appeal against any such decisions via the Complaints and Appeals procedure available on our website.

### **Use of attendance and examination data and confidentiality**

We receive data from TheWRD's registers and information systems. Additional information, such as mitigation applications, fitness to study, disability support, tutorial records or any other pertinent evidence can be considered by staff in its deliberations regarding student engagement. All data presented and discussions that take place are strictly confidential.

## Appendix: Student Withdrawal Procedure

TheWRD understands and values the importance of student engagement. For students to get the most out of their studies, it is important they follow a process to allow every opportunity for reengagement and ensure staff have done all they can to assist with any difficulties, academic or pastoral, before it is too late.

This procedure takes note of the regulations regarding early withdrawal, i.e., within the first 3 weeks of the academic year.

### Academy-Initiated Procedure

This consists of three stages from identifying the first point of non-engagement:

- Stage 1 – Students who have been flagged as not engaged will be contacted via available email addresses with an offer of support, should they have any questions or difficulties, and requesting a response and improved engagement by a specified deadline.
- Stage 2 – If no response or improved engagement is noted, a final warning will be sent to both student and personal email addresses, expressing concern with and outlining the consequences of continued non-engagement (inability to complete studies, withdrawal etc.). Continued support will be offered, with staff contact details provided, and a response and improved engagement will be requested by a specified deadline. It will be made clear that failure to respond or improve engagement by that date will result in their withdrawal being triggered.
- Stage 3 – If no action is taken or improvement seen on the part of the student after Stage 1 or Stage 2, the student will be sent a letter, both via email and post, signed by TheWRD Chief Learning and Education Officer or Chief Executive Officer, advising that their formal withdrawal has been initiated. Students will be given 14 days to respond prior to their withdrawal being finalised.

Where a student is withdrawn by TheWRD as a result of non-engagement, TheWRD reserves the right to refuse any future application.

## Appealing Withdrawal Decisions

Where a student has been withdrawn by TheWRD, they have the right to appeal against this decision in line with the Complaints and Appeals policy available to view on this webpage: <https://studythewrd.com/about-us/>.