

Student Academic Engagement Policy

2026/27

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This policy does not apply to students being taught entirely by online distance learning. Separate award regulations apply to these students.

1 Introductory statement

1.1 The University's Academic Engagement Policy objective is to ensure that the University fulfils its duty of care to its students; ensuring that each student makes the most of the learning opportunities available to them. This is supported by the work of the Student and Campus Life Team, who are there to help students with a range of issues if required. The University will implement consistent and robust engagement monitoring practices, adopted by all Faculties, in order to help identify absences from teaching and support students where required. The University and Faculties monitor overall student engagement and report upon this at programme and institutional level, with an annual assessment of levels of student engagement and of the effectiveness of faculty retention action plans. The University will clearly communicate this policy to all students via handbooks and its website.

1.2 The Student Experience and Opportunities Committee will internally oversee the effective operation of this policy and make further recommendations as necessary. The Group meets at least three times a year with additional meetings as required. Compliance requirements relating to students who require Student Visas is the responsibility of the Authorising Officer in the University. Each Faculty has responsibility for monitoring the engagement of their students and will ensure that all relevant staff not only use engagement monitoring scanners and registers but also are aware of the University Academic Engagement Policy.

1.3 ***Important:** Please note that where tuition fees, maintenance loans and grants are being paid by a third party, either directly to the University or to the student (e.g., Student Loans Company, Research Councils, other sponsors), failure to attend/engage (eg, submit assessed work, attend examinations, etc) with your course will normally lead to the cancellation of this funding. The University is obliged to inform these third parties of non-engagement/engagement.*

1.4 *Students remain liable for all fees as long as they remain enrolled as students of the University. Please see the University's Tuition Fee Regulations appropriate to your level of study and available through the University's Fees and Funding pages on its website: [Fees and Funding - Wrexham University](#)*

2 Policy

2.1 The University's Academic Regulations require that students satisfy programme and module engagement requirements.

2.2 It is University policy that engagement registers be kept for all students on taught programmes.

2.3 This policy is in line with the commitment of Wrexham University to support widening participation, promote student retention and enhance the student experience.

2.4 It also recognises the significance for both the University and for individual students of accurate reporting internally and to external agencies, such as the Local Authorities and Student Loans Company, Medr, the Higher Education Statistics Agency and UK Visas and Immigration.

3 Purpose of the policy

3.1 To identify and provide support for any student who is not engaging with their studies.

3.2 To provide information on student engagement to enhance student support and the student experience.

3.3 To provide a clear, positive, and well-informed route for students to withdraw from studies if so required.

3.4 To ensure that student records are up-to-date and accurate and ensure that the University's reporting responsibilities are fulfilled.

4 University's reporting responsibilities

4.1 To report unsatisfactory engagement to grant awarding authorities, and where appropriate, to employers or other sponsors.

4.2 To identify any Student Visa sponsored student who has a period of non-engagement which exceeds 60 days in duration. This will result in withdrawal of sponsorship

4.3 To provide Medr, the Higher Education Statistical Agency and other external agencies with accurate information regarding the students enrolled at the University at any time.

4.4 This policy should be read in conjunction any other advice provided on an individual basis by the Immigration Compliance Team and the Authorising Officer in the University.

5 Engagement requirements and reporting procedures

5.1 Overseeing the implementation of this procedure in respect of taught students and postgraduate dissertation students is the responsibility of the Programme Leader (and throughout this procedure Programme Leader includes their nominated deputy). However, it should also be noted that:

5.2 It is the responsibility of every member of staff who is responsible for delivering a timetabled class (in lectures, seminars or other formats) to use the current engagement monitoring system in both registering the engagement of students and then in passing that data on as required. Engagement of staff in using engagement monitoring is monitored routinely and shared with Faculty administration, as is the resulting student engagement data. Failure to use the engagement monitoring system will be addressed by the Dean of Faculty.

5.3 Implementation of this procedure in respect of postgraduate research students is the responsibility of the Main Supervisor, although implementation may be delegated to another member of the supervisory team.

5.4 Administrative support for implementation of the procedure will be provided by staff in Strategic Planning and Student Administration (SPSA). The SPSA team will contact the student on behalf of the Programme Leader if requested to do so.

5.5 The SPSA team will not provide individual attendance reports to students, and students are therefore advised to contact Programme Leaders, Module or Personal tutors if they wish to discuss their attendance.

5.6 Engagement monitoring data is made available to teaching staff via the online reporting tools. This is done to help the University identify where it can support students.

Academic absence

5.7 All students have a responsibility to satisfy programme and module engagement requirements as specified in their Programme Handbook and to notify the University of absence through illness or other unavoidable cause. Students are permitted to self-certify for up to five working days and this can be reported through the self-service facility. If a student absence is longer than five consecutive days, documentary evidence is then required, and this must be forwarded to studentabsences@wrexham.ac.uk. In exceptional circumstances, absences of longer than five days, up to and including four weeks maximum, authorised absence must be applied for. Forms can be accessed from Myuniportal and must be signed off by the Programme leader prior to sending to studentabsences@wrexham.ac.uk along with documentary evidence. A suspension of studies should be considered for absences requiring longer than four weeks.

5.8 It is University policy that attendance registers are taken for all taught programmes, and these will be monitored to see whether students are engaging with their programme. It is the responsibility of the Programme Leader to ensure that (in line with 5.2) registers are taken, monitoring takes place and follow up action is taken. It is not appropriate for absence communication to be sent outside of formal teaching weeks, and therefore the process will pause

two weeks prior to the end of the second semester of teaching unless the programme team have cause for concern with regards to professional programme requirements, for example, attendance on placements. For further information on specific programme engagement requirements and expectations, please refer to the programme handbook.

Stage One: First Communication

5.9 If a student is absent without reporting in and is considered a cause for concern by the relevant Programme Leader, the Programme Leader should enquire why the student has not been attending and to encourage the student to re-engage and advise them of support available. This communication will usually be sent by the SPSA team at the request of the staff member. Others such as the Personal Tutor and Student and Campus Life will usually be advised that communication has been sent so that they can also offer support and advice to the student. Student Support Navigators (SSNs) will support students who are at risk of disengagement with appropriate intervention actions.

5.10 If a student subsequently re-engages with their studies but then fails to maintain their engagement, the Programme Leader will have the authority to commence stage two of the engagement warning process. If a student subsequently re-engages and maintains an appropriate level of engagement for the remainder of the academic year their engagement monitoring will return to normal at the start of the subsequent academic year.

Stage Two: Formal

5.11 If, after Stage One, the student does not re-engage with their studies, they will be sent a further absence communication requesting that contact is made with the Programme Leader and discuss any issues or factors which may be impacting on their engagement or attendance. The Personal Tutor, Student and Campus Life will be advised that the communication has been sent so that they can also offer support and advice to the student. Student Support Navigators (SSNs) will again support students who are at risk of disengagement with appropriate intervention actions.

Stage Three: Final Engagement Communication and Appeals

5.12 If the student does not respond to Stage Two communications or subsequently reengage with their studies a final communication will be issued. The Personal Tutor, and Student and Campus Life will be advised that the communication has been sent so that they can also offer support and advice to the student.

5.13 The final communication will explain that the student will be withdrawn from their programme on the date of the final communication and will have 10 working days to appeal against any withdrawal decision. They can appeal by submitting the appropriate [form](#) and providing any relevant documentary evidence which will be considered by their Dean of Faculty or nominee.

5.14 The relevant Dean of Faculty, or their nominee, will consider any appeals and reach a decision based on the information and evidence provided. The International Compliance Team

will be informed of all appeal outcomes for international sponsored students who require Student Visas.

5.15 A successful appeal does not automatically over-write any record of previous lack of engagement or engagement warning letters. If a student subsequently is given another opportunity to continue by the Dean of Faculty or their nominee, and their withdrawal rescinded, but then fails to maintain their engagement, the Programme Leader will have the authority to recommence any stage of the engagement warning process, including the withdrawal of the student without opportunity for a further appeal.

5.16 If engagement concerns are considered to be sufficiently severe, and there are additional factors which suggest a potential cause for concern, the matter will be referred to the Director of Strategic Planning and Student Administration or their nominee. That person will undertake a credibility check of the student which may include address details, access to funding, payment of fees or other checks considered appropriate depending on the individual circumstance. If this check results in a cause for concern regarding the student's status, the Director of Strategic Planning and Student Administration, or nominee, has the authority to progress the student directly to Stage Three: Final Engagement Communication and Appeals.

5.17 If the withdrawal appeal is rejected by Dean of Faculty, or their nominee, this decision is final and there will be no further opportunity for the student to appeal under the University's procedures. The student may wish to bring a complaint to the Office of the Independent Adjudicator (OIA). Following withdrawal, the Student Loan Company will be notified as appropriate. The Immigration Compliance Manager will also be notified of any international students who require Student Visas, who are withdrawn under this policy in order to report this information to the UKVI.

Postgraduate Taught dissertation students

5.18 All full-time dissertation students will be required to engage with their dissertation supervisor at intervals not exceeding three weeks and all part-time dissertation students will be required to engage with their dissertation supervisor at intervals not exceeding eight weeks. It is the responsibility of the student and their dissertation supervisor to ensure that a record is kept of these meetings.

5.19 Students who fail to engage with their Dissertation Supervisor will be subject to Student Academic Engagement Policy processes.

Postgraduate research students

5.20 Students registered for a University of Chester Award:

5.21 All full-time research students are required to engage with their supervisors frequently and at least one formal supervisory meeting should be recorded each month. It is expected that the minimum that part-time students would engage with their supervisors and record this meeting would be every two months, although this could be more frequent should the student and the supervisor agree that this is necessary. There should be at least one formal meeting with the supervisory team per term.

5.22 All records of formal supervisory meetings must be submitted promptly.

5.30 Students who fail to engage with their supervisor will be subject to Student Academic Engagement Policy processes.

Students on Placement

5.31 Students are expected to fully engage with all aspects of their work placement preparation, including any scheduled sessions delivered during the summer period prior to the placement.

5.32 All students on a placement must be regularly monitored to ensure they are actively participating. This includes checking placement logs and other forms of engagement. If a student needs to be absent during their placement, they must get formal approval from the university. The University/Student must also maintain clear communication with the placement provider

5.33 To ensure continued engagement, the University must maintain contact with each student at least once per calendar month via online meetings, placement logs, emails, or telephone calls.

Students undertaking Student Union Sabbatical Officer roles

5.34 Students undertaking sabbatical officer roles within the Students' Union are not required to attend scheduled teaching activities during their term. However, a formal schedule of agreed contact points must be established between the student and the Students' Union at the outset of the role.

5.35 Failure to meet these agreed contact points will result in a sponsorship withdrawal warning. If no corrective action is taken, sponsorship may be withdrawn within 10 working days.

Additional requirements for UG taught and PGT/PGR International students

5.36 There are additional requirements in respect of sponsored (international) students due to the University's responsibility to the UKVI which will apply, in addition to the general requirements above. Responsibility for ensuring these students continue to comply with visa and other requirements, lies with the International Compliance Team. Their advice should be sought if anything is unclear.

5.37 Any student who has a period of non-engagement which exceeds 60 days in duration must be highlighted with the International Compliance Team by the relevant Programme Leader. This will result in immediate withdrawal of sponsorship and withdrawal from programme.

5.38 Sponsored international students are required to familiarise themselves with, and adhere to, all UK Visas and Immigration (UKVI) Student Visa compliance requirements. All international students must hold a valid visa confirming their right to study in the UK. The International Compliance team will conduct right to study checks at the start of each student's programme and will continue to monitor visa status throughout their studies. Students are required to notify the International Compliance team immediately of any changes to their visa status.

5.39 Students sponsored under the student visa route are expected to prioritise their study during their time in the UK and must engage fully with all aspects of their programme.

5.40 Students must complete central (face-to-face) and course registration at the start of their studies, and complete re-enrolment for each subsequent academic year.

5.41 Students are expected to reside within a reasonable daily commuting distance of the University. They should be able to travel to campus regularly and at short notice, ensuring they can fully engage with their academic commitments and any in-person requirements.

5.42 Students are required to present their student ID card during timetabled classes to ensure their attendance is accurately recorded in accordance with university procedures.

5.43 The University expects students to act honestly in relation to their records of attendance. Any attempt by a student to falsify their attendance records will be addressed in line with the University's Disciplinary Procedure for Students.

5.44 Students must meet the attendance requirements of their course and comply with any formal checkpoints or engagement monitoring processes set by the University (Including document collection).

5.45 Students intending to travel outside the UK (e.g., for holidays or conferences) must seek prior approval from the University. Travel must not interfere with their ability to meet attendance and engagement requirements.

6 Students who are considering withdrawing from their programme and available support

6.1 Students are strongly encouraged to seek advice in the event of any difficulties they encounter. Students should approach their Programme Leader for advice and guidance on academic issues. In the case of personal problems, students may wish to approach their Personal Tutor or Student & Campus Life (Counselling/Inclusion services/ Health and Wellbeing advice/Finance and Money Advice/Careers and Employability) for advice and support. The Students' Union is also available if students are experiencing difficulties or would like to discuss possible withdrawal.

6.2 During a discussion with a student who is considering withdrawing from a programme, the appropriate tutor or staff member of Student & Campus Life should discuss the reasons for this with the student and consider whether support can be provided, and action taken that will help the student remain engaged on the course. The options of suspension from the programme, transfer (to another programme or another institution), and change of mode of study should be discussed, as well as withdrawal. Agreement should be reached on any action to be taken and recorded appropriately (see 6.4 below).

6.3 Once a decision is made, either because the student has decided to withdraw (or to suspend studies) or because the student has not responded to communications as per Academic Absence 5.7 above, the student and/or member of staff must complete the appropriate form. If the student decides to suspend studies, the agreed date of return should be recorded. Any other observations and agreed actions should be recorded on the form. Further information on suspension of studies is available via the Policy on the Suspension of Studies for Students. The Programme Leader is responsible for confirming if a student is to be withdrawn from study.

6.4 If a student has decided to withdraw from the university, they are asked to complete the appropriate form. Withdrawal forms are available via the MyUni portal and should be completed fully by students.

6.5 When a student is withdrawing from the university and speaks to their personal tutor or programme leader, the member of staff is encouraged to conduct an exit interview with the student to understand the reasons why the student wants to leave. This will allow the university to understand why students are withdrawing and so will inform future practice.

6.6 Failure to notify the University promptly of a student withdrawal, will result in the student continuing to be liable to pay fees to the University and may also result in them subsequently being required to repay a bursary or student loan.

6.7 The Programme Leader is responsible for notifying the programme team if a student withdraws or suspends.

6.8 Withdrawals will not normally be back-dated. In exceptional circumstances the Dean of Faculty or nominee may agree to back-date a request for one month, with supporting evidence provided to support the back dating of the request.

7 Accessibility

7.1 Wrexham University strives to be a supportive and trauma-informed university in the design and operation of all our processes and procedures. If you need adjustments to access this procedure or have any other comments to make on the accessibility, wording or any part of this procedure, please do email us on studentabsences@wrexham.ac.uk

Appendix A: Attendance and engagement schedule of responsibilities

Academic Staff Responsibilities	Taught Student Responsibilities	Research Student Responsibilities	International Student Responsibilities (in addition to overarching student attendance and engagement schedule)	Information Services
Ensure that students are made aware of the attendance requirements of their programme.	Familiarise themselves with the particular attendance requirements of their programme.	Familiarise themselves with the particular attendance requirements of their research award.	Familiarise themselves with student visa compliance requirements.	
Give students reasonable notice of any timetabling changes.	Give reasonable notice of any planned or unavoidable absences.	Give reasonable notice of any planned or unavoidable absences.	Attend Student Essential Sessions during Orientation.	
Ensure that information on any changes to timetabling is communicated effectively to students through the online timetable or any other appropriate means.	Check their programme and module information points, online timetable and e-mail communications regularly for information on timetabling changes.	Discuss and plan research training needs with Supervisor(s).	Attend International Student check-in points.	
Arrive promptly for scheduled sessions, as well as ensuring that sessions end promptly.	Arrive promptly for scheduled sessions and stay to the close.	Attend scheduled meetings with Supervisor(s)	Inform Personal Academic Tutor and International Student Support & UKVI Compliance team of any change in circumstance.	
Facilitate such changes to a student's timetable as are appropriate and reasonable, having given due consideration to the student's circumstances and obligations.	Give appropriate consideration to the logistical difficulties in making timetabling changes and seek changes only under exceptional circumstances.	Give appropriate consideration to the logistical difficulties in rescheduling supervisor meeting and seek changes only under exceptional circumstances.		
Arrange regular meetings or meeting opportunities between Personal Academic Tutors and students.	Attend scheduled meetings with Personal Academic Tutors. Respond positively when concerns are raised	Complete monthly monitoring reports and share with Supervisor(s). Respond positively		

Academic Staff Responsibilities	Taught Student Responsibilities	Research Student Responsibilities	International Student Responsibilities (in addition to overarching student attendance and engagement schedule)	Information Services
	regarding attendance.	when concerns are raised regarding attendance.		
Encourage student attendance by regularly reviewing and improving upon the design of the programme and the method of delivery.	Ensure consistent attendance. Liaise with Personal Academic Tutor if personal circumstances affect this.	Complete progression point reporting as directed by Supervisor(s). Liaise with Supervisor(s) if personal circumstances affect this.		
Provide students with an opportunity to engage in the design and method of delivery of the programme.	Participate in feedback and consultation opportunities.	Participate in feedback and consultation opportunities including annual reporting.		
Regularly review attendance and engagement of all students in accordance with the Attendance and Engagement Policy and detailed procedures.				Ensure that the system to capture attendance data is functioning and fit for purpose.