

CARDIFF
UNIVERSITY

PRIFYSGOL
CAERDYDD

STUDENT NON-ENGAGEMENT AND UNSATISFACTORY ENGAGEMENT PROCEDURE

1. Introduction

- 1.1. As a student you are expected to engage fully with your study and the University community, and to demonstrate this in accordance with the Student Study and Engagement Regulations.
- 1.2. In circumstances where you do not demonstrate engagement with your studies, the University will take action as detailed below.
- 1.3. Your School will monitor your level of engagement with your study in accordance with the information issued at enrolment, which reflects the academic requirements of your programme.
- 1.4. Engagement is monitored to ensure that students are making satisfactory academic progress. If you are not engaging to a satisfactory level, the Head of School will bring their concerns to your attention. You will be advised of the concerns and given an opportunity to engage with support services and tutors, but if your engagement does not meet the required level, further action may be taken.
- 1.5. If you are a disabled student and require adjustments to this procedure to be able to fully engage with the process, please contact the Head of Registry Operations to discuss any reasonable adjustments which can be made to support your engagement.

2. Procedure – Non-Engagement

- 2.1. Non-engagement is considered to be when:
 - You have not completed enrolment for your programme of study;
 - You have enrolled but have not collected your student card (excluding students on a designated distance learning programme);
 - You have enrolled but have not confirmed your programme details (including module selection where appropriate) within 14 days of the start of study;
 - You have not met the minimum expected points of engagement for your programme;
 - You are absent for more than 14 days (taught students) or 28 days (research students) and have not applied for an interruption of study.

3. Subsequent Actions – Non-Engagement

- 3.1. If you have not completed online enrolment or collected your student card, the Academic Registrar will remind you by email to do so. You will also be informed that if you do not complete your enrolment or collect your student card this could result in temporary or permanent exclusion from the University.
- 3.2. If you have enrolled, but you have not confirmed your programme details, you will be reminded to do so via email. You may be invited to meet with a

member of School staff to discuss confirmation of your programme and/or module details, or if you wish to interrupt or discontinue your studies. You will also be informed that if you do not complete enrolment, this could result in temporary or permanent exclusion from the University.

- 3.3. If you do not respond to the request to complete the enrolment process including confirmation of your programme of study within 7 days of being contacted, the Academic Registrar or Head of School may temporarily or permanently exclude you from your programme.
- 3.4. If, as a taught student, you are not demonstrating engagement by meeting the expected points of engagement and the University is therefore concerned, you will be contacted via email by the Head of School or their nominee and may be invited to meet with a member of School staff. The meeting will discuss your level of engagement and give you the opportunity to explain the reason why you are not engaging. You will also be advised of the support available and to consider whether you wish to continue with your studies, interrupt your studies, or discontinue your studies. You will also be informed that continued non-engagement could result in temporary or permanent exclusion from the University.
- 3.5. If, as a research student, you are not demonstrating adequate engagement with your programme, you will be contacted by your Director of Postgraduate Research on behalf of your Head of School and will be invited to attend a meeting. The meeting will discuss your level of engagement and determine an outcome, in accordance with the Unsatisfactory Progress or Engagement Policy and Procedure (Research Students).
- 3.6. If you do not comply with the request of the Academic Registrar or Head of School, you will be excluded temporarily or permanently depending on the circumstances of your case. You will be informed of this decision by email.
- 3.7. All relevant University teams, funding bodies, sponsors, and external bodies (including UKVI and Research Councils as appropriate) will be informed of the change in your registration status.

4. Procedure – Unsatisfactory Engagement

- 4.1. Staff may bring to the attention of the Head of School the details of any student whose academic engagement is cause for concern.
- 4.2. On receipt of a report, the Head of School will consider the evidence and decide whether your academic progress is unsatisfactory.
- 4.3. If the Head of School decides that your academic progress is unsatisfactory, they will issue you with a formal written warning and initiate a period of monitoring. Their communication should contain:
 - an invitation to you to highlight any circumstances which might have had an adverse effect on your ability to fulfil the academic requirements of the programme;

- details of the support you will receive to improve your engagement with the programme and how your attendance will be monitored;
 - a report of your engagement for each module/unit of study deemed to be a cause for concern, which will specify how you have failed to satisfy the requirements of the programme;
 - the details of the formal written warning issued to you and the period for which it will remain in place;
 - the requirements you must complete in order to avoid being recommended for temporary or permanent exclusion from the programme, and the deadline for completion.
- 4.4. A formal written warning to you **shall not specify** either:
- the achievement of a certain level of performance in one or more formal assessments/examinations **or**
 - an overall result in the formal progression or qualifying assessment/examination, as determined by an Examining Board.
- 4.5. A period of monitoring will be in place for a minimum of 14 consecutive days and a maximum of 28 consecutive days. You will not be issued a warning of exclusion during a formal examination period, but a warning issued before an examination period will continue to be monitored.
- 4.6. You will be required to obtain the signature of each tutor to demonstrate your attendance at all sessions you are required to attend.
- 4.7. At the end of the monitoring period, the Head of School will consider your engagement and the evidence provided to determine whether:
- there has been sufficient improvement in your engagement and no further action should be taken; **or**
 - there has been some improvement, but not sufficient for the warning of exclusion to be lifted. The period of monitoring may be extended for one further period, up to a maximum of 28 consecutive days. The overall period of monitoring should not exceed 56 consecutive days from the date of formal written warning; **or**
 - there has been insufficient improvement and that you should attend an Academic Engagement meeting to consider a formal recommendation for temporary or permanent exclusion. You will be invited to attend the meeting by the Head of School who will provide the following information:
 - a copy of the formal written warning you received, including a detailed list of the requirements which you were required to complete in order to avoid being recommended for exclusion;
 - a report on your progress in each Module/Unit of Study and how you have failed to satisfy the requirements of the written warning.
- 4.8. You will be informed of the Head of School's decision by email.

5. Subsequent Actions - Unsatisfactory Engagement

- 5.1. The Head of School will nominate an Academic Engagement Officer to review the evidence of your academic engagement, monitoring period and any representations made by you, before determining what action, if any, should be taken in your case.
- 5.2. The Academic Engagement Officer must not be directly involved with your teaching or have been involved in prior consideration of your case.
- 5.3. The Academic Engagement Officer shall determine whether:
 - there will be no further action; or
 - there will be a period of extended monitoring; or
 - you will be excluded temporarily for a specified period with a right to re-enter the programme at a defined point; or
 - you will be excluded permanently from the programme.
- 5.4. If the Academic Engagement Officer decides to exclude you temporarily or permanently, you will be notified of the decision via email by the Head of School, who will confirm that you have been placed on an interruption of study, the date of your expected return and conditions of your return. (refer to section 7 of IOS policy for return to study)
- 5.5. The Head of School will notify the Head of Registry Operations of the decision to exclude you temporarily or permanently.

6. Request for Review

- 5.6. If you believe that you have been excluded incorrectly or you have information which you were unable to present to the Academic Registrar or Head of School at the time of your exclusion, you have the right to challenge the decision under the [University Review Procedure](#).