

Academic Engagement Procedure 2024/2025

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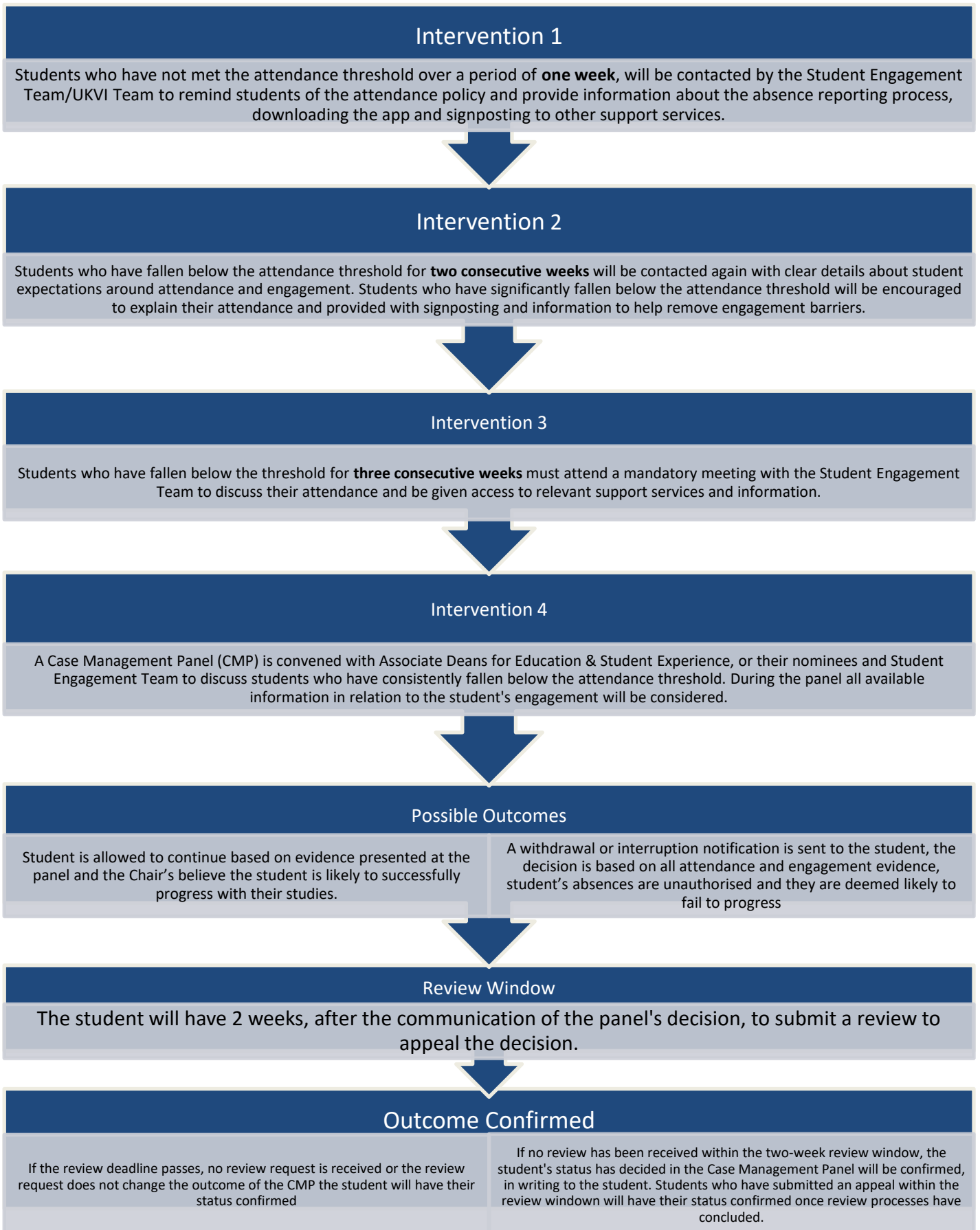
This Policy and Procedure is available in accessible formats on request from the Student Engagement Team. Please contact: attendance@lsbu.ac.uk

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Academic Engagement Policy and Procedure Flowchart



Academic Attendance and Engagement Procedure

Procedure

The academic engagement monitoring procedure for students on taught programmes is as follows:

1 Intervention one

- 1.1 After one academic teaching week (Monday-Friday), students who have not met the attendance threshold (without a prior absence authorisation) will be contacted by the Student Engagement/UKVI team.
- 1.2 The purpose of this communication is to:
 - 1.2.1 remind the students of the institution's policy regarding attendance and engagement,
 - 1.2.2 highlighting services available to students,
 - 1.2.3 encourages them to seek advice and support if there are any concerns.

2.0 Intervention two

- 2.1 If a student's attendance falls below the threshold for a consecutive two-week period, they will receive a further communication, making to clear that they are not meeting expectations as set out in the Academic Attendance and Engagement Policy. The communication will also provide information and links to different types of university support.
- 2.2 Within intervention two, a sub-group of students who fall significantly below the threshold for attendance activity will be identified.
- 2.3 Students within this group will be contacted by members of the Student Engagement/ UKVI Team. These students will be encouraged to discuss their attendance and offer explanations regarding their attendance record. Relevant details of the discussions will be added to the student's record, including information relating to any referral(s) requested and/or made.
- 2.4 If a student highlights a procedural or administrative reason why they have been unable to attend, the Student Engagement/UKVI Advisor will work with that student to eliminate barriers to attendance and engagement. Some examples of these could be:
 - 2.4.1 haven't got the app installed,
 - 2.4.2 ID card not working so cannot access the building,
 - 2.4.3 clash on their timetable,

- 2.4.4 timetable not visible,
- 2.4.5 can't find the rooms etc.
- 2.5 If more complex and/or specialist barriers to engagement have been identified, the Student Engagement/UKVI Team will make appropriate referrals to specialist support teams with LSBU, including (but not limited to):
 - 2.5.1 personal tutors,
 - 2.5.2 Course leaders,
 - 2.5.3 student advisors,
 - 2.5.4 student IT support and
 - 2.5.5 Student Life Centre.
- 2.6 If contact with the student has not been possible, they will be asked to reply and engage the Student Engagement/UKVI Team.
- 2.7 Details of barriers and reasons for non-attendance, any referrals to specialist's support services within LSBU, and any casework completed to resolve issues will be noted on the students record on salesforce.

3.0 Intervention three – Mandatory Meeting

- 3.1 If a student's attendance falls below the threshold for three consecutive teaching weeks, they will be required to book and attend a mandatory meeting with a member of the Student Engagement/UKVI Team.
- 3.2 Students who attend the meeting, with a satisfactory explanation for their lack of engagement and/or requests for help with the removal of barriers (in the form of advice, information or further support from other services) will be given a two-week period, beginning from the day after the meeting, to improve their attendance and engagement and begin to remove the identified barrier(s). If there is no increase in the student's attendance or engagement, they will be contacted to advise they are being referred to a Case Management Panel.
- 3.3 Students who do not arrange and/or attend a meeting with the Student Engagement/UKVI Team, or do not have any extenuating circumstances for non-attendance, will be notified of the intention to refer them to a Case Management Panel and will not receive a two-week "grace" period.
- 3.4 At the mandatory meeting, a Student Engagement Advisor/UKVI Advisor will look through the attendance data and discuss details around attendance and engagement and relevant information explaining and contextualising their attendance will be recorded on the student's record. Onward referrals and signposting will be provided at the meeting.
- 3.5 If the reason for non-attendance can be authorised, the student will be asked to complete the absence request form (see Section 8 for further details) Details of this meeting will be recorded on salesforce and all information provided to the Case Management Panel meeting, where required.

- 3.6 Students are able to forward information explaining their attendance and engagement via email to the Student Engagement/UKVI Team. Details from student emails will be taken forward to the Case Management Panel, these emails should be received no less than **two days prior to the Case Management Panel**. Emails sent less than two days before the panel meeting may not be presented as evidence in the meeting.
- 3.7 Students that repeatedly fail to meet the threshold for attendance and receive intervention 1 and/or intervention 2 on multiple occasions during one term, could be fast-tracked to the Case Management Review Panel for consideration without receiving intervention 3 communication if their attendance has been consistently low and their progress may be hindered due to their attendance and engagement.

4.0 Intervention four - Case Management Panel

- 4.1 For home students, the Case Management Review Panel will be chaired by Associate Dean for Education and Student Experience (ADESE) and may include additional relevant divisional School staff, such as the course leader and the Student Engagement Manager (or their nominee)
- 4.2 For international students, the composition of the panel will be as per home students (as set out in 4.1) with the addition of a member of the UKVI Compliance Team being present.
- 4.3 The student will not be invited to this meeting and cannot request a representative to attend on their behalf.
- 4.4 Information gathered from all communications and/or interactions with the student, will be noted and presented to the panel.
- 4.5 The purpose of this meeting (for home and UKVI students) is to evaluate **all available information** relating to the alleged lack of attendance and engagement by the student.
- 4.6 The members of the group (as detailed in point 11) will look at the attendance data, Teams and Moodle engagement, any requests for authorised absence and any evidence that was submitted as part of the mandatory meeting in stage 3.
- 4.7 The panel will also consider a number of academic factors including but not limited to; academic progress so far, work submitted, teaching material missed, if the student can successfully complete their studies by the expected course end date and any additional comments and concerns from the school.
- 4.8 The Case Management Review Panel will make decisions on each student on a case-by-case basis to determine whether the student has breached the policy and whether they need to be interrupted or withdrawn. Please see the University's Interruption and Withdrawal procedure for more information on withdrawals: <https://www.lsbu.ac.uk/about-us/policies-regulations->.
- 4.9 A guidance document for the Case Management Review Panel, as shown in Appendix 2 will be used to support the panel and ensuring consistency and transparency as to what will be taken into account.

5.0 Outcome

- 5.1 The decision of the Case Management Review Panel will be ratified by the chair (as specified in 4.1 and 4.2) taking into account the information outlined in points 4.4. The possible outcomes from the Panel could be as detailed below:
 - 5.1.1 To allow the student to continue with their studies, with an action plan to support engagement,
 - 5.1.2 To be interrupted until the next academic year, as too much work has been missed for successful completion,
 - 5.1.3 To be withdrawn due to lack of attendance.
- 5.2 Following the Case Management Panel, any decision will be communicated to the student in writing with reasons for the decision within one week of the Case Management Panel's decision.
- 5.3 The outcome of the Case Management Review Panel will be recorded within Salesforce.
- 5.4 Decisions from the Case Management Review Panel for Home and UKVI students will be slightly different.
- 5.5 For Home students If the decision is to withdraw or interrupt the student, they will be sent an Intention to Interrupt or withdraw communication and have 10 days to request an informal review as set out in Section 6.
- 5.6 For UKVI students if the decision is to withdraw or interrupt the student, they will be sent a formal withdrawal or interruption email confirming this decision. The student will have 5 working days to appeal this decision as detailed in Section 7.
- 5.7 Once the review/appeals process has been concluded and the decision to withdraw/interrupt has been upheld then the University will communicate this final decision to the student.
- 5.8 In addition, the University will also inform all appropriate stakeholders, such as Student Finance England, Employers (for apprenticeships), Regulatory Bodies etc.
- 5.9 For students on a visa, UKVI will also be notified of the decision to interrupt and/or withdraw the student from the University.
- 5.10 The students University record will be amended to reflect the decision.

6.0 Requesting a review of a Case Management Review Panels “intention to Interrupt/withdraw” decision for Home Students.

- 6.1 If the student is not satisfied with the decision of the Case Management Panel to interrupt or withdraw them, they may request a review within 10 working days of the date they receive the decision. To do this they must submit a request in writing to the Academic Registrar to attendance@lsbu.ac.uk if they can demonstrate that:

- 6.1.1 there was a material and identifiable **procedural irregularity** by the University in its conduct of the Academic Engagement monitoring procedure; or
 - 6.1.2 the outcome was **not reasonable** in all the circumstances (i.e. no reasonable decision-maker, properly directing him/her/itself and taking into account the relevant facts, could have reached that decision); or
 - 6.1.3 **new material evidence** is available which the student was unable, for valid reasons, to provide earlier in the process.
- 6.2 The students should set out their concerns clearly and succinctly and provide evidence in support (where possible). They must explain how their request for a Review falls within one or more of the grounds set out above in section 6.1.
- 6.3 The Academic Registrar or nominee (the “Reviewer”) will review the request, and all information collated for the review, together with any new evidence presented on paper, but may contact the student and anyone previously involved in the case.
- 6.4 The outcome of the Review could be either:
- 6.4.1 Upholds the original outcome (the original decision stands)
 - 6.4.2 or makes a different finding, which overturns the original outcome.
- 6.5 The decision of the review will be communicated to the student in writing, with reasons, usually within 10 working days from the review request being accepted.
- 6.6 A favourable outcome to the student under this procedure does not in itself guarantee an immediate return to study, as all factors, including academic success and ability, as well as class time missed will be considered. The student may be asked to interrupt and wait for the next available opportunity to re-enrol.
- 6.7 If the student does not request a review or the review is unsuccessful, and they are interrupted/withdrawn from your course the student should consult the Student Interruption and Withdrawal Procedure for the next steps. Home students will have a further opportunity to appeal any decision, please see the Interruptions and Withdrawal Procedure ([Policies and procedures | London South Bank University \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/policies-procedures))

7.0 Appealing the Case Management Review Panels decision to interrupt/withdraw for UKVI students.

- 7.1 If the student is not satisfied with the decision of the Case Management Panel, they may request an appeal within 5 working days of the date they receive the decision by submitting a request in writing to the Academic Registrar at via MyAccount, contacting the "visa engagement team" if they can demonstrate that:
- 7.1.1 there was a material and identifiable **procedural irregularity** by the University in its conduct of the Academic Engagement monitoring procedure; or
 - 7.1.2 the outcome was **not reasonable** in all the circumstances (i.e. no

reasonable decision-maker, properly directing him/her/itself and taking into account the relevant facts, could have reached that decision); or

- 7.1.3 **new material evidence** is available which the student was unable, for valid
- 7.2 The students should set out their concerns clearly and succinctly and provide evidence in support (where possible). They must explain how their request for a review falls within one or more of the grounds set out above in Section 7.1.
- 7.3 The Academic Registrar or nominee (the “Reviewer”) will review the request, and all information collated for the review, together with any new evidence presented on paper, but may contact the student and anyone previously involved in the case.
- 7.4 The outcome of the Review could be either:
 - 7.4.1 Upholds the original outcome (the original decision stands)
 - 7.4.2 or makes a different finding, which overturns the original outcome.
- 7.5 The decision of the review will be communicated to the student in writing, with reasons, usually within 10 working days from the review request being accepted.
- 7.6 A favourable outcome to the student under this procedure does not in itself guarantee an immediate return to study, as all factors, including academic success and ability, as well as class time missed will be considered. The student may be asked to interrupt and wait for the next available opportunity to re-enrol.
- 7.7 If the student does not request a review or the review is unsuccessful, and they are interrupted/withdrawn from your course the student should consult the Student Interruption and Withdrawal Procedure for the next steps. Home students will have a further opportunity to appeal any decision, please see the Interruptions and Withdrawal Procedure ([Policies and procedures | London South Bank University \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/policies-procedures))

8.0 Notifying sickness & authorised absence

8.1 Absences of between 1-5 consecutive working days:

- 8.1.1 Students on taught programmes who miss timetabled learning events are expected to notify the University. Students should notify the University of any absences that are half a day or more, so that this can be taken into consideration when looking at the students’ attendance. (<https://myaccount.lsbu.ac.uk/s/login/>)
- 8.1.2 Home students will be able to self-certificate for up to 5 working days.
- 8.1.3 UKVI students will be able to self-certificate for up to 5 days, with the exception of if they are leaving the country and then evidence will need to be provided.
- 8.1.4 Please be sure to contact the module leader/course leader as directed to do so in addition to this process.

- 8.1.5 Students who are absent from their work placement are expected to notify the University as well as their placement provider (following the provider's absence procedure where applicable). Health students can contact their Course Leaders for the link(s) to the Practice Learning Guidelines for Nursing and/or AHP for further information. Please see Appendix 4 for a flowchart detailing how this should be done.

8.2 Absences of 6- 15 consecutive working days

- 8.2.1 Students who are going to miss between 6-15 consecutive days of classes, timetabled events, or work placement days due to a short-term illness or other circumstances beyond their control, should normally circumstance submit a notification request in advance. Such request will require authorisation. (<https://myaccount.lsbu.ac.uk/s/login/>)
- 8.2.2 Requests for this length of time will require supporting evidence, please see Appendix 1 for details of the types of evidence that would be appropriate.
- 8.2.3 In all but exceptional cases this should be done in advance, however if it has not been completed in advance. The student will be invited to submit this authorisation request, and it will be discussed as part of the Case Management Review Process. Please note, authorised absence requests for 15 consecutive days cannot normally be approved retrospectively.
- 8.2.4 Subject to approval, the maximum period of absence that can normally be authorised without a formal interruption is 15 working days but please see Section 9 for exceptions.

8.3 Procedure

- 8.3.1 This can be done by going onto "My Account" (<https://myaccount.lsbu.ac.uk/s/login/>) and selecting the Authorised Absence tile and submitting the relevant information.
- 8.3.2 Students must complete the procedure to notify the university that they intend to be or have been absent for between 6-15 consecutive working days, please ensure you submit appropriate evidence to support this request.
- 8.3.3 Please be sure to contact the module leader/course leader as directed to do so by the School, in addition to this process.
- 8.3.4 Students can (and should) discuss their absence and academic progress with their academic tutor/supervisor, but absences cannot be authorised by School academics or School administrative staff.

8.4 Considerations

- 8.4.1 The maximum period of absence that can be granted without interrupting or suspending studies is 15 working days, subject to approval by the Case Management Review Panel.
- 8.4.2 If the student's performance at assessment is affected by such an absence, and they meet the relevant criteria, the student must also

submit a separate claim for Extenuating Circumstances. Please see the University's Extenuating Circumstances procedure for more information: <https://www.lsbu.ac.uk/about-us/policies-regulations-procedures>

- 8.4.3 Authorised absence will only be granted for exceptional reasons during term time, and this would not include some of the following reasons: work commitments, holidays, weddings or visiting family/friends.
- 8.4.4 Students who are granted an authorised absence must check the Tuition Fee Regulations in relation to refunds as a refund is not guaranteed.
- 8.4.5 Students who are granted an authorised absence will not be granted an extension of the expected end date of studies to reflect the period of absence.
- 8.4.6 For all authorised absence requests over 15 working days the School will need to be satisfied that the student will not be missing critical elements of the course, and that the student will be able to satisfactorily complete their studies by the expected course end date. In circumstances where a student's absence is expected to prevent them from progressing or completing their course by the expected end date, the University may decide that a formal interruption of studies or withdrawal is required.
- 8.4.7 Absences during assessment or examination weeks will not normally be authorised. The student should refer to the Late Submission and Extenuating Circumstances Notification Procedure for what to do if they think they might find themselves in this situation. [Policies and procedures | London South Bank University \(lsbu.ac.uk\)](#)
- 8.4.8 Please find details below some examples of when a request for authorised absence would not be approved (this list is not exhaustive):
 - 8.4.8.1 work commitments,
 - 8.4.8.2 Holidays,
 - 8.4.8.3 weddings or visiting family/friends.
 - 8.4.8.4 Absence for non-urgent travel or travel disruptions which fall outside of the self-certification period.
- 8.4.9 Where a student's absence is expected to prevent them from progressing or completing their course by the expected end date, the University may decide that a formal interruption of studies or withdrawal is required.
- 8.4.10 Please find details below some examples of when a student would not need to submit a request for authorised absence (this list is not exhaustive):
- 8.4.11 During LSBU holiday periods, there is no requirement for students to be present on campus (unless otherwise stated by the School).
- 8.4.12 Once teaching on the course has been completed and students are

waiting for their results to be published by the University.

- 8.4.13 Students can also seek advice from a number of specialist support services within LSBU. Please see Appendix 3 for further information regarding some of the specialist services available.

9.0 Exceptions

- 9.1 The maximum period of absence which can normally be authorised without a formal interruption is 15 working days. In very exceptional circumstances (e.g. serious illness or injury that prevents a student from attending), LSBU may decide to continue sponsoring a student for up to 60 days if the student intends and is able to resume their studies, provided that:
- 9.1.1 acceptable evidence can be provided; and
 - 9.1.2 the student can still complete their course within their existing period of leave when they resume their studies (subject to the approval of the School)
- 9.2 The circumstances of each case will be considered individually by the Case Management Review Panel and the School.
- 9.3 A supported claim for Extenuating Circumstances does not automatically constitute an authorised absence, nor does it mean that the circumstances have been deemed 'exceptional'.

Appendix 1 - Guidance for Authorised Absence Requests

When applying for an authorised absence, students are required to state the reason(s) for the absence request. Below is a table listing reasons for absence with guidance notes on when these may be used, and what appropriate forms of evidence will be required. This is not an exhaustive list, and each request will be considered on its own merit.

Reason for absence	Description	Appropriate Evidence
Medical / health reasons	To be used if you require an absence of more than 5 days due to ill health, significant accident/injury, or medical treatment.	Certificate / letter from a UK registered medical practitioner that covers the duration of absence Period. Only in circumstances of ongoing conditions will we accept a medical certificate that is not from a UK health practitioner.
Bereavement / serious illness of a family member	To be used if: <ul style="list-style-type: none"> a family member is seriously ill, and you will be visiting them a family member has passed away and you will be attending the funeral 	<ul style="list-style-type: none"> Medical certificate / Death certificate Travel details (e.g. flight confirmations)
Acute emotional or traumatic personal experience	To be used if you require an absence due to shocking or traumatic personal experience, severe and emotional stress. Depending on the circumstances, a formal interruption may be required	Certificate / letter from a registered medical practitioner that covers the duration of absence period.
Victim of crime	To be used if you require an absence due to a violent crime, domestic violence, or harassment.	<ul style="list-style-type: none"> Police report Certificate / letter from a registered medical practitioner
Immigration / nationality documentation reasons	To be used if: <ul style="list-style-type: none"> you will be travelling overseas to extend your visa. Please note, academic engagement is normally expected to continue during the period of absence. 	<ul style="list-style-type: none"> Flight details Details of new immigration application

Reason for absence	Description	Appropriate Evidence
	<ul style="list-style-type: none"> you are granted a new type of immigration permission (i.e. not under student route), your LSBU student sponsorship will be withdrawn. 	
PGR Students only: Overseas fieldwork	To be used if you are a student on a research programme and will be undertaking fieldwork overseas. Academic engagement must continue during the period of absence.	Written approval from Director of Studies / Research Degrees Programmes Manager.
Other	To be used if you are requesting an absence for any reason other than those above.	Please provide evidence that outlines the reason(s) and dates of your absence. You may be required to submit additional documentation.

Appendix 2 – Pro-forma for Case Management Review

Student Name			
Date of Panel			
Panel Members			
Date of mandatory meeting with the student			
Information from the mandatory meeting for consideration			
Attendance Level			
Engagement Score			
Submission of assessments			
Provisional Marks (if known)			
Academic concerns/considerations			
Decisions (please circle/highlight)	Interrupt	Withdraw	Allow to continue
Summary of reasons for decision			
Chair Signature and Date			

Appendix 3 – Support Services within LSBU

You are encouraged to seek advice and support regarding this procedure from South Bank Students' Union located in the Student Centre

Student Union's Advice Team: 020 7815 6060 / hello@lsbu.ac.uk or
[Your Support \(southbanksu.com\)](http://southbanksu.com)

Health and Wellbeing Team: 020 7815 6454 / studentwellbeing@lsbu.ac.uk /
[Health and wellbeing | London South Bank University \(lsbu.ac.uk\)](http://lsbu.ac.uk/health-and-wellbeing)

Disability & Dyslexia Support: 020 7815 6454 / disability@lsbu.ac.uk

Student Advice: Money 020 7815 6454 / studentlife@lsbu.ac.uk
[Student money advice | London South Bank University \(lsbu.ac.uk\)](http://lsbu.ac.uk/student-money-advice)

Student Assistance Programme: 0800 028 3766* 24/7

You can also contact these and many other teams via My Account

My Account: <http://myaccount.lsbu.ac.uk/s/login>

Support Services: <http://myaccount.lsbu.ac.uk/s/my-support>

Attendance: <http://myaccount.lsbu.ac.uk/s/my-attendance>

Extenuating Circumstance: <http://myaccount.lsbu.ac.uk/s/extenuating-circumstances>

Appendix 4 – Reporting an absence when on a clinical placement

PLACEMENT ABSENCE REPORTING FLOWCHART

