



The University of Leeds

ENGAGEMENT MONITORING POLICY

for TAUGHT STUDENTS

This policy sets out expectations for the engagement monitoring, reporting and intervention procedures for undergraduate and taught postgraduate students.

Students are expected to engage with all scheduled teaching sessions and learning provision as a condition of their registration with the university, as set out in the student contract. Active participation in their learning opportunities is a crucial part of enabling students to achieve the maximum benefit from their time at the university. Monitoring student engagement is an important part of supporting student retention, performance, and success.

Principles

1. Engagement is a University requirement, as outlined in the Curricular Ordinances and Regulations. During the prescribed periods of study, students must engage regularly and punctually.
2. Engagement in this context is defined as attendance at face-to-face timetabled sessions and placement activities, attendance at synchronous online timetabled sessions, and engagement with online learning materials normally delivered through the University's virtual learning environment (Minerva).
3. Attendance at face-to-face or synchronous online sessions is compulsory irrespective of whether or not a module forms a core, optional or discovery part of a programme of study.
4. Attendance and engagement with parts of the programme of study that take place off-site and/or via another provider is compulsory. Definitions of engagement in this context are further detailed in the relevant programme documents.
5. Recording and monitoring engagement is crucial in supporting both our pedagogy, and duty of care to students, and realising our success criteria, allowing for timely and appropriate interventions.
6. Prolonged and unexplained absence can result in a triggering of the Presumed Withdrawn Procedure, invoking the Unsatisfactory Work, Attendance and Engagement Procedure, or the Fitness to Study Procedure.
7. Under the requirements of the Home Office and the conditions of the University's student visa route (formerly Tier 4) sponsor licence, there is a legal responsibility to report serious cases of non-engagement to the UK government, since this may affect the validity of the student's visa.
8. Certain Professional, Statutory and Regulatory Bodies (PSRBs) and Degree Apprenticeships may have additional attendance/engagement monitoring and

reporting requirements. Any additional requirements must be made clear and transparent to students.

9. Students' engagement must be monitored across all years and a standard, fair and auditable approach taken to ensure equity of treatment. On request, students are entitled to see the information held in relation to their engagement/absence record.
10. Accurate engagement records are required as part of any consideration and determination of student contract complaints and legal cases.

Expectations of Faculties and Schools

11. Faculties/schools must adhere to this policy and ensure that engagement monitoring procedures and records are robust, accurate and accessible. Faculties/schools must provide students with information about monitoring mechanisms and procedures before they are implemented. Expectations should be clearly communicated to students and made available on the University's virtual learning environment (Minerva).
12. Faculties/schools must have a clear and transparent procedure for monitoring and recording student engagement and addressing any patterns of low engagement at an early stage.
13. Students must be provided with a clear and transparent procedure to report absence and to apply for leave of absence in exceptional circumstances.
14. Evidence of escalation and intervention activities in the event of an audit must be accessible.
15. Schools must ensure that attendance records and registers are completed in a timely manner, and that escalation procedures in case of non-completion and submission of records/registers are in place.

Expectations of Students

16. Students are expected to engage with all scheduled teaching sessions and learning provision as a condition of their registration with the University, as set out in the student contract.
17. Students are required to fully co-operate with attendance/engagement monitoring as set out in the terms of the student contract, which may include electronic recording of attendance and monitoring of their engagement with the University's virtual learning environment (Minerva).
18. Students must inform the University of any absence, including the reason for the absence. Notification should take place in advance if possible, or as soon as practical afterwards.
19. Co-curricular activities and paid employment must normally be fitted around formal timetable commitments and are not usually acceptable reasons for absence.

Responsibilities for Engagement Monitoring

20. The Dean of Faculty is responsible for ensuring compliance with the Engagement Monitoring Policy. The Dean may allocate the responsibility to schools or other appropriate units within the faculty.

21. The Dean is expected to ensure that members of the academic community understand their responsibilities in respect of engagement monitoring.
22. The Head of Programmes and Assessment will oversee the application of the Engagement Monitoring Policy and associated procedures.
23. The Faculty Programme Support Manager will ensure that a Standard Operating Procedure for Attendance (Engagement) Monitoring (SOPAM) is in place for each school and will usually be the first point of contact when information is required.
24. Teaching staff are responsible for ensuring that absence from face-to-face activities is reported in a timely and efficient manner, to facilitate appropriate follow up and intervention procedures.
25. The parent school is responsible for monitoring student engagement and applying intervention procedures.
26. Responsibility for contacting students and appropriate escalation must be specified. These procedures should involve the Head of School (or delegate) and an appropriate member of the Student Education Service.
27. Schools should review and define annually the activities which will be monitored / engagement thresholds.
28. The school procedure on engagement will be considered at regular intervals by the Student:Staff Partnership Forum.

Expectations of Scheduled Teaching

29. Schools will indicate normal teaching hours, making special arrangements to meet the needs of students undertaking religious observance.
30. Schools will make clear the preparation students are expected to undertake before each timetabled session.
31. Sessions will start promptly at five minutes past the hour and end promptly at five minutes to the hour, unless otherwise agreed with students for a particular session/module.
32. Timetabled sessions will only be cancelled in exceptional and unavoidable circumstances, e.g. staff illness, and alternative arrangements made to minimise disruption for students.
33. In partnership with Leeds University Union, it is expected that Wednesday afternoons (13.00 onwards) will normally be kept free for co-curricular activities.

Procedure

34. Operational procedure to support the Engagement Monitoring Policy is defined in a Standard Operating Procedure for Attendance (Engagement) Monitoring (SOPAM). Schools are expected to utilise the SOPAM template to define school/programme-specific thresholds and variations not determined in this policy.
35. Failure to engage for two weeks without authorisation should always be identified and the student contacted without delay and encouraged to return to study immediately. Any student who has missed a two-week period without authorization should be closely monitored on their return to study to ensure their continued academic success. A subsequent failure to engage may then necessitate the instigation of the Presumed Withdrawn or the Unsatisfactory Work, Attendance and Engagement Procedure.

36. Absences for periods of five working days or less may be self-certified. Absence for periods exceeding five working days will require evidence. Guidance on authorised absences and procedures for reporting are set out in the SOPAM.
37. Definitions of unauthorised absence must be set out in the SOPAM and made clear to students. Examples include, traffic delays, attending family celebrations, paid employment or extracurricular sports activities (with exceptions).
38. The frequency of monitoring and intervention is determined in the SOPAM and is set at a minimum weekly. For students working independently, for example during the dissertation period for taught postgraduates, recorded contact should take place at a minimum every three weeks.
39. The Presumed Withdrawn Procedure may not be used unless schools have sufficiently substantial evidence of non-engagement with their programme as a whole.
40. Absence from assessment is covered by the University Guidance on Mitigating Circumstances.

Document Control	
Last approved by: Taught Student Education Board	Approval date: November 2020
Version number: v.1.1	Document owner: Student Operations
Linked Documents <ul style="list-style-type: none"> • Ordinance IX and XI • Student Contract • The Leeds Partnership • Standard Operating Procedure for Attendance (Engagement) Monitoring (SOPAM) • Unsatisfactory Work, Attendance and Engagement Procedure • Fitness to Study Procedure • Referred Students Procedure • Attendance monitoring for postgraduate researchers (PGRs) • Absence from examinations: mitigating circumstances 	