

Student Re-Engagement and Non-Engagement Procedure

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UCOL recognises an enrolment as valid when a student engages in study during the first two weeks of study* after the first date teaching of the course started. In most cases a student will remain engaged and successfully complete the course(s).

A student can withdraw from the contract to study in writing by providing UCOL with a signed completed Change of Details/Circumstances Form or an email notification. When this is submitted within the defined period specified under the terms of enrolment (e.g. at any time before the end of two weeks* from the first date teaching started) the student is entitled to a partial refund.

However in some cases a student can require support to re-engage with their studies, or occasionally their enrolment can be cancelled through the breach of contract process.

A student who has engaged in the first two weeks*, but who is no longer fully attending, will be supported to re-engage with their studies through all available support mechanisms through faculties and student services at UCOL.

If these students are unable to be re-engaged and do not formally withdraw, they will not receive a refund of any fees and will still be liable for any monies outstanding.

A student who does not engage at all in the two week* period will be subject to a **breach of contract cancellation**. UCOL will not claim EFTS or funding, and any fees paid will be refunded.

Scope

UCOL wide. It applies to all SAC funded enrolments, including Youth Guarantee, and international student enrolments, unless another agreed procedure applies.

Definitions

Engaged:

Where -

1. a student's logon has been activated, or there is evidence of a log in to UCOL intranet, webmail or Moodle ('active directory' account), or
2. there is a record of attendance at class, or
3. the student has responded to contact made by a lecturer, transition coordinator or other UCOL staff member.

* TEC's direction around withdrawals states that if a withdrawal date has not been set, the withdrawal date will be the date on which 10% or one month of the course for which a student is enrolled has passed, whichever is the smaller.

Non-Engaged, subject to Breach of Contract Cancellation:

Where -

1. a student's logon is not activated, or no evidence of log in to UCOL intranet, webmail or Moodle ('active directory' account), and
2. no record of attendance at class, and
3. no response to any contact made by a lecturer, transition coordinator or other UCOL staff member.

Responsibility

Teaching staff are responsible for monitoring attendance, and for encouraging a student to re-engage in study.

Programme Leaders are responsible for advising the Executive Dean of students who meet the definition as non-engaged, who are to be considered for Breach of Contract Cancellation.

The Executive Dean forwards the names of these students to Student Information Team for administration and analysis.

A recommendation with supporting information is sent to Executive Director Education and Applied Research, and this is forwarded to the Chief Executive for a decision.

Procedure

1. Attendance records for all classes are to be kept by lecturers.
2. Students whose attendance is irregular, and who are not fully "**engaged**" (as defined above) should be encouraged to access the relevant support options available at UCOL to try to facilitate full engagement.
3. Where these students choose to fully or partially withdraw they must complete the relevant paperwork (Change of Circumstances form or email notification) within the formal withdrawal period (30 days or 10% of the course, whichever is sooner) in order to be entitled to a fees refund, less any administration costs.
4. No funding is claimed for a student initiated enrolment cancellation, and any fees paid are refunded to the party who made the payment (less administration costs).
5. Students who are no longer attending classes or engaged with UCOL, and fail to complete the relevant documentation (Change of Circumstances form or email notification) within the formal withdrawal period (30 days or 10% of the course), are liable for any unpaid fees. UCOL is able to claim the relevant funding, and the student's academic results will be recorded as a fail.
6. Students who have enrolled, but are "**non-engaged**" (as defined above), will be subject to a UCOL initiated enrolment cancellation or **Breach of Contract Cancellation**. UCOL will not claim funding, and any fees paid will be refunded to the party who made the payment (less administration costs).
7. Two weeks after the first day teaching started Programme Leaders are to provide the names of students who fully meet the definition of "**non-engaged/BOC**" (as defined above), together with supporting information to the Executive Dean of Faculty. The Executive Dean will request the Student Information Team to undertake an analysis and provide supporting information to accompanying a recommendation to the Executive

Director Education and Applied Research, who forwards this to the Chief Executive for a decision.

Related Documentation

- [Admission and Enrolment Policy](#)
- [Student Fee Refund Procedure](#)
- [International Student Fee Refund Policy](#)