

Academic Engagement Policy

Date	Purpose of Issue/ Description of Change	Equality Impact Assessment Completed
8 th September 2019	Change to missed sessions for Staged escalation	
March 2021	Merged both the Home/EU and International Engagement Policy	
April 2022	Reviewed and updated the Policy in line with administrative changes made during 2021/22	
September 2022	Minor changes and the inclusion of a Flow Chart and Map	
Summer 2023	Review of Stages	
October 2024	Changes to Stages and Appeal Process	
August 2025	Re-write	
August 2026	Review and minor changes	

Policy Officer	Senior Responsible Officer	Approved By	Date
Heledd Selwyn	Sue Peet	Chief Operating Officer (Chair) of UKVI Compliance Group	October 2024
Deputy Academic Registrar (Student Administration & Business Support)	Chief Operating Officer	UKVI Delivery Group Senate Regulations Committee	August 2026

This Policy is reviewed annually

1. Purpose and Scope

This Policy outlines Bangor University's approach to monitoring and supporting student attendance and academic engagement. The University is committed to ensuring that all students are actively engaged in their learning and that appropriate support is provided to facilitate successful outcomes. This Policy outlines Bangor University's approach to monitoring and supporting student attendance and academic engagement and is aligned with the University's broader Student Experience Strategy. The Policy ensures compliance with:

- UK Visa and Immigration (UKVI) requirements
- Student Loans Company (SLC) regulations (via Student Finance Wales for Welsh-domiciled students)
- Sponsors/Funding Agencies as appropriate
- Medr's Quality Framework
- University policies and academic regulations

This Policy applies to all students registered at Bangor University, with specific variations in its application for different student groups, including:

- Undergraduate (UG)
- Taught Postgraduate (PGT)
- Postgraduate Research (PGR)
- Bangor University International College (BUIC)
- English Language Centre for Overseas Students (ELCOS)
- Students on placements or studying abroad

2. Responsibilities

University Responsibilities

- Monitor and record student attendance and engagement using MyBangor. This data will be used to track the attendance and academic engagement of all students. The data will help identify any patterns of non-compliance with attendance regulations, enabling the University to provide early interventions and ensure UKVI compliance.
- Provide timely interventions and support when concerns arise.
- Maintain accurate, timely records aligned with retention schedules.
- Uphold principles of student partnership and learner voice.

Additional University Responsibilities for student visa holders:

- Inform UKVI of visa-sponsored students' non-compliance with visa conditions. The University will report **non-compliant attendance** of **Student Visa holders** to **UKVI** within **5 working days** of a final decision being made. This includes students who have failed to re-engage after appropriate interventions. This report will include the **student's details**, the reason for the non-compliance,

and any actions taken.

- Provide UKVI (if required) with the details of any third party, in the UK or another country, which has helped it to recruit students (overseas agents).

Student Responsibilities

- Attend all timetabled events.
- Report absences and mitigating circumstances via MyBangor.
- Keep contact details up to date via MyBangor.
- Students experiencing challenges that impact engagement should access the full range of support services available at Bangor University, including their Personal Tutor, student advice and wellbeing services. Students are encouraged to proactively reach out for assistance.
- For international students: ensure a minimum of 50% of tuition fees are paid prior to completion of their ID check and the remainder through a payment plan (if not funded). If a payment plan is needed, this must be set up during the online enrolment process.
- For home students: tuition fee payments will, normally, be processed by the SLC. Self-funded home students are required to set up a payment plan during the online enrolment process.

3. Engagement Expectations

Bangor University defines **academic engagement** as a student's active, meaningful, and sustained involvement in their learning journey. It goes beyond physical presence to include intellectual curiosity, emotional investment, and active participation in the learning community. Engagement encompasses behaviours such as:

- Attending all required classes and contact sessions
- Participating in seminars, discussions, and group work
- Submitting coursework and completing assessments
- Maintaining regular academic communication (e.g., with Supervisors or Tutors)
- Actively engaging with the Virtual Learning Environment (VLE), including accessing materials, contributing to any online discussions, and participating in any online assessments or activities
- For **Postgraduate Research (PGR) students**, continued engagement with their Supervisor is critical to ensuring academic progress. Supervisors must be consulted regularly to track engagement and address any concerns about progress or attendance.

Attendance refers specifically to a student's presence at scheduled, trackable academic events, while **engagement** includes broader academic behaviours such as participation, contribution, progress toward learning outcomes, and use of support services.

Bangor recognises engagement as a multi-dimensional concept encompassing a range of elements:

- **Cognitive** (learning and understanding)
- **Emotional** (sense of belonging and motivation)

- **Behavioural** (attendance and participation)
- **Agentic** (student voice and choice)
- **Socio-cultural** (interaction and inclusivity)

Engagement expectations for specific student cohorts are as follows:

A. Undergraduate (UG) and Taught Postgraduate (PGT) Students

All UG and PGT students' attendance at lectures will be monitored throughout the academic year.

Student Cohort	Contact Type	Frequency	Monitoring Method
UG and PGT	Attendance at timetabled events (lectures, tutorials, seminars or other events)	Students should attend ALL timetabled events	Check-In App (PIN) and/or Scanning ID cards
PGT students in final stage of programme	Regular contact with Supervisor	At least every 2 weeks.	Attendance and progression noted on MyBangor by Supervisor
All Students	Meetings with Personal Tutors	At least 3 times during the academic year	Attendance noted on MyBangor by tutor
All Students	Submitting assessed or unassessed coursework, or an interim dissertation, coursework or report; attending an oral examination (Viva)	As per assessment due / exam set dates	Attendance slips and scanning of ID cards
All Students	Registration (for enrolment or matriculation)	At the start of each academic year (September) and at the starting point of the student's programme	Online enrolment and re-registration systems.

Registry staff in the Compliance, Student Records & Engagement Team will monitor the attendance / engagement records of all UG and PGT students.

B. Students on Work Placement / Study Abroad

Student Cohort	Contact Type	Frequency	Monitoring Method
Work Placement/Study Abroad	Contact with Academic School as defined by the	At least monthly by phone, email or online meeting,	Recorded by School or Supervisor on MyBangor

	Placement or Study Abroad guidelines	arranged by the School/Supervisor	
Professional Programme Placements	Contact with placement provider / Supervisor	Daily contact; students are required to inform their placement provider if they are unable to attend.	EPAD (electronic portfolio system) if used; paper-based spreadsheet reporting where ePAD is not used

It is a requirement that all students on placements must also be monitored for engagement. Absences from Bangor for academic purposes (e.g. fieldwork, conferences, placements, study abroad, etc.) must be approved by the students' Personal Tutor/Supervisor *before* submitting a Notice of Absence form via MyBangor.

The University requires students to ensure that their contact details (e.g. term time address and contact telephone number) are kept up to date for the duration of their studies and especially during their absence from Bangor, together with the dates of departure and return. Changes to term time address can be made via the MyBangor Request Centre.

Unless on a placement related to a professional programme, all students must use the MyBangor Request Centre forms, before, during and after their placements.

C. Researchers on Postgraduate Research Programmes (PGR)

Student Cohort	Contact Type	Frequency	Monitoring Method
Full time PGR	Supervisor contact	Monthly by meeting online, face to face, email or telephone	Local recording or for visa holders, compulsory recording on MyBangor
Full time PGR	Supervisor contact	At least one face to face meeting every month	Local recording or for visa holders, compulsory recording on MyBangor

The nature of a postgraduate research degree means that supervision and contact is often conducted via a 1-1 or small group (e.g., lab group, seminar group) approach. The individualised nature of research degrees necessitates a different approach to monitoring engagement. It is vital for PGRs to have regular contact with the Supervisor to assess progress and provide support. The precise nature and frequency of supervision should be needs-based and in line with what is the benchmark for the discipline, and agreed upon by the Supervisor and researcher (and also other members of the supervisory committee if required).

Where a meeting cannot be arranged, an alternative contact method must be used in its place. The meetings, and all other alternative contact points, must enable the Supervisor to confirm that the PGR Researcher is committed to their programme of study and is supported and progressing appropriately. It is recommended that contact points between PGR researchers and Supervisors are recorded via an appropriate mechanism to serve as a record of supervision. However, in order to meet UK Home Office requirements, all contact points between Supervisors and those PGR researchers who are studying on a Student Study Visa **must be recorded in MyBangor every month**.

D. Students studying on programmes run by BUIC and ELCOS

Student Cohort	Contact Type	Frequency	Monitoring Method
BUIC/ELCOS students	80% minimum attendance (85% for students studying at RQF Level 5 or below)		As per local procedures (see Appendices)

Engagement is monitored using the number and pattern of missed contact points, triggering staged interventions (see Section 4).

4. Escalation Process

A. Undergraduate (UG) and Taught Postgraduate (PGT) Students

For the purposes of attendance monitoring, an intervention is triggered if students miss 3, 6 or 10 consecutive contact points (where one contact point is equal to one day where attendance / engagement has been noted), or where there is a demonstrable pattern of non-attendance sufficient to raise concerns. These are Stages 1 to 3 of the Engagement Policy (see Appendix 1 – Escalation Procedure).

In cases where there has been no engagement/attendance for at least 60 days and none of the previous emails have been responded to then a Withdrawal Notice will be sent (for international students, this will also include a Visa withdrawal notice).

Medicine Degree

Specific rules apply to students enrolled on a Medicine degree within the North Wales Medical School:
MEDICINE DEGREE PLACEMENTS

Years 1 and 2

Should a student's attendance at core teaching events drop below 80%, the student will meet with the year lead to discuss their absence and the importance of attending core teaching. Should the student's attendance drop below 70% by the end of the year, and this cannot be remediated via catch up sessions for authorised absences over the resit period, then the student cannot progress to the next year. Under this circumstance, the exam board would decide regarding offering the student a repeat year.

Years 3, 4 and 5- Thresholds for intervention in relation to absence

If the amount of professional placement time missed: > 12 days of a placement block, a meeting with your Year Lead or nominee will be arranged. Students will undertake compulsory catch up / remediation for time missed, however remediation is at the discretion of the School, after meeting with the Year Lead to discuss absence. If the absence was not authorised, you may be deemed to have not met the professional expectations of being a medical student. This would usually mean that the university non-engagement process will be enforced that may mean that you fail to progress and may be required to repeat the academic year.

Where there is a cumulative absence of 20 days impacting on more than 1 Clinical Placement in one academic year, there is normally insufficient time to remediate within the academic year. In this instance, students will meet with the Year Lead to discuss a bespoke remediation plan, which may result in failure to progress and an enforcement of an Interruption of Studies. As before, if the absence was not authorised, you may also be deemed not to have met the professional expectations of being a medical student.

MEDICINE DEGREE TEACHING

After 3 missed teaching sessions, a student may be invited to a meeting with the Year Lead to explain their attendance level. The Year Lead will review activity missed and may require some catch up activity.

After 4 or more missed teaching sessions, the student will be invited to a meeting with the Year Lead and asked to explain their attendance level. Attendance will be considered as part of the professionalism report assessment.

B. Students on Work Placement / Study Abroad

A student in this category triggers an intervention if they miss one expected contact point. The School should ensure that they contact the student promptly to discuss any problems they may be experiencing. The School should also inform the Compliance, Student Records & Engagement team of the situation at the earliest convenience by emailing the Team on academicengagement@bangor.ac.uk. Where there remains a demonstrable pattern of non-attendance sufficient to raise concerns, this will trigger Stage 4 of the Escalation Procedure.

C. Researchers on Postgraduate Research Programmes (PGR)

Where a PGR Supervisor reports concerns regarding the engagement of a PGR student, or where the Monitoring Team identify concerns, the case will be escalated to the Doctoral School. Academic progress is monitored by a Review Committee annually – if progress / engagement is deemed to be unsatisfactory, additional Review Committees will be scheduled. Where there is no improvement to progress/engagement, this would usually mean that the university would consider termination of registration.

D. Students studying on programmes run by BUIC and ELCOS

The Attendance Policy for BUIC students differs from the University's monitoring and escalation procedures and can be found in Appendix 2.

The Attendance Policy for ELCOS students differs from the University's monitoring and escalation procedures and can be found in Appendix 3.

5. Absences, Exceptions and Errors in Recording Attendance

All absences from study - whether pre-notified or post-notified - must be recorded in the Attendance Record section of MyBangor. Students must contact their Personal Tutor or the School's Senior Tutor for authorisation of their leave. All students must advise the University of **ALL** absences from study. Whilst the University does not encourage absence from study, if an absence is unavoidable it remains the student's responsibility to keep up with coursework and assessments.

All travel outside of the UK by a Student Visa sponsored student *must* be authorised by the student's Personal Tutor / Senior Tutor or Supervisor before the student leaves the UK. Students must include details of the destination, overseas contact details, dates of departure and return to the United Kingdom and also upload travel details (e.g. flight information). Students may be asked to produce their passport by the Student Administration on their return to Bangor, in order to gain confirmation of the date of return to the UK. Please note that absences from study may affect future Visa applications in the UK i.e. Graduate Visa.

A Student Visa Holder who has requested to defer their studies for up to a maximum of 60 days must be able to complete their course within their existing period of leave. If a student does not resume their studies after 60 days, the University will, under Home Office rules, need to inform the Home Office, withdraw sponsorship, unless there is an exceptional circumstance, which will require submission of appropriate evidence to verify those circumstances.

If a student believes there is an error in their attendance or engagement record, they should add a note to the relevant missed contact(s) in MyBangor and provide appropriate supporting evidence. This may include confirmation of attendance, or evidence of special circumstances. These records will be reviewed before any formal attendance meetings are arranged.

6. Student Voice and Support

This Policy is overseen by the UKVI Delivery Group and reviewed annually with student representation. Students are encouraged to share feedback on this Policy and associated processes through surveys, course reps, and Staff Student Liaison Committee (SSLiC) meetings. Communications sent to students in relation to this Policy will endeavour to follow the University's Compassionate Communications guidelines. A range of support is available to students who are encouraged to proactively reach out for assistance.

The University will ensure that all attendance and engagement data is **retained and stored** according to the **University's Records Retention Schedule** and **UKVI regulations**. This data will be securely held and will be made available for review in the event of any **compliance audits** or investigations by UKVI or other relevant bodies.

7. Policy Review and Compliance

This Policy is reviewed annually to ensure it meets the requirements of:

- UKVI
- Medr Quality Framework
- Internal strategic priorities on the Student Experience

Changes will be approved through the UKVI Delivery Group and communicated to students through SharePoint and the Helpdesk knowledge base.

8. Contact:

Compliance, Student Records & Engagement Team – academicengagement@bangor.ac.uk

Appendices:

- Appendix 1: Escalation Procedure for UG/PGT
- Appendix 2: BUIC Student Attendance Policy
- Appendix 3: ELCOS Attendance Policy

Appendix 1: Escalation Procedure for UG and PGT Students

Bangor University (BU) is committed to excellence in education, and to supporting progression and achievement of students. We therefore expect all our students to attend lectures and other teaching events.

Regular monitoring of student attendance allows BU to identify students who are in need of guidance or support and to direct them to the most appropriate department or service within BU. This Procedure sets out how any concerns in relation to these matters will be followed up for those students.

COMMENCEMENT OF EACH ACADEMIC YEAR

At the start of each academic year the engagement procedure will normally commence in week 4 of the first semester. A reminder on how engagement and attendance are monitored, and the stages of the Policy will be circulated to students via the Student Bulletin in week 2 of the first semester.

STAGE 1

STAGE 1 of this Procedure will apply from the beginning of week 4 of the first semester, and will apply in the following circumstances:

- Grounds for concern with regard to a student's attendance and / or academic engagement and / or welfare have been identified. This will be through a variety of methods including concerns raised within the School with regard to academic progression and attendance data inputted into MyBangor.
- 3 contact points or more have been missed, including lectures / tutorials and / or other contact events for undergraduate and graduate taught students. Reports on a student's attendance / contacts / events will normally be run in week 3 of a semester and fortnightly thereafter.

Students who reach Stage 1 will receive an automated supportive email from the engagement system reminding them of the requirements to attend and the support available.

NB. Students can receive a maximum of 3 Stage 1 emails during an academic year. Where a student is regularly absent from timetabled classes, they will be escalated to Stage 2 of the procedure.

STAGE 2

STAGE 2 applies if there has been no satisfactory improvement in attendance and/or engagement following the Stage 1 implementation, and the student has normally reached 6 missed consecutive contact points.

The Student will receive a second automated email, which is cc'd to the Personal Tutor, asking them to re-engage and respond to the email within a short time period. If the student has a PLSP, the Wellbeing & Inclusivity Service will also be notified (via cc) that the student has reached Stage 2. If there is no improvement and no response has been made to the email and the student has not reached out to their Personal Tutor or Senior Tutor, then Stage 3 will be implemented. If the student responds to the email but does not attend lectures on campus, then Stage 3 will be implemented.

STAGE 3

STAGE 3 will apply when all other attempts to engage with the student have failed, and the student has normally missed at least 10 consecutive contact points and has failed to respond to any of the previous

emails and has not contacted the Compliance, Student Records and Engagement Team, their Personal or Senior Tutor or either International Support or Student Support then a Panel meeting will be convened to discuss the case. The Panel will consist of:

- Registry Manager: Compliance (or nominee)
- Senior Officer: Compliance, Student Records and Engagement (or nominee)
- Relevant Head of School (or nominee)
- Head of Wellbeing & Disability Services (or nominee), if relevant

The Panel will consider all aspects of the case including attendance, engagement generally, an academic perspective, student's welfare and disability information, and a statement from the student. If the student has reached out to the Students Union then they will be able to assist with their written statement which will be considered during the Panel meeting. The final decision on the next steps will be made by the Registry Manager: Compliance who will take into account the view of the Panel. The outcome of the Panel will be communicated to the student via email – this will not happen on a Friday or the day before the University is closed for public holidays etc.

For Student Visa holders:

- a. Where a decision is made to withdraw sponsorship due to lack of attendance or engagement, the matter must be reported to the UK Visa and Immigration Authority, at which point the student's Student Visa will be withdrawn and the student will be required to return to their home country within a specified period of time (normally 60 days).

Withdrawal of a student's sponsorship will not, however, occur for 5 working days, during which time the student may appeal the decision as outlined below.

- b. Where a decision is made to continue to sponsor the student, the Senior Officer: Compliance, Student Records & Engagement will inform the student of the decision in an email, and will outline in detail the requirements of being allowed to continue their studies (e.g. the level of attendance and engagement expected).

In relation to both 4a. and 4b. above the student's sponsor and / or home college / university may also be informed, and where this is relevant, and they will be invited to work with the Student Support Team to support the student to achieve the requirements.

Should the student be unable to keep to the requirements as outlined within the timeframe, the sponsorship will be withdrawn as outlined in the initial Visa Withdrawal Notice. This means that the Confirmation of Acceptance of Study (CAS) and the student's Student Visa will be withdrawn and they will be required to return to their home country within a specified period of time (normally 60 days).

APPEALS PROCESS

At the conclusion of Stage 3 where a decision has been made to suspend the student's record (both with the University; the Home Office and/or with the Student Loan Company) the student is entitled to submit an appeal to the Deputy Academic Registrar (Administration and Business Support) within five working days of being informed of the decision.

Appeals can only be submitted on the following grounds:

- Defects or irregularities in the conduct of the Panel

- Special circumstances that relate to the decision (of which the Panel were unaware when the decision was made). The appellant must explain why such special circumstances were not made known prior to the Panel. Where a student could have reported special circumstances, but did not do so, those circumstances cannot subsequently be cited as grounds for appeal.

Any appeal will be reviewed by the University's Academic Registrar and their decision will be final. The decision will either be to:

- a. Uphold the appeal and allow the student to continue their studies at BU, where necessary detailing the conditions that the student must comply with.

Or

- b. Confirm the decision to suspend the student's studies.

Or

- c. Recommend that the student withdraw from their studies and re-apply to a future intake.

RECORD-KEEPING

The Compliance, Student Records and Engagement Team is responsible for ensuring that all relevant records are kept in relation to a student's attendance at the University, in accordance with the University's Records Retention Schedule and Home Office rules (International Students only).

Appendix 2: Bangor University International College (BUIC) Student Attendance Policy

1. Introduction

This Policy applies to your stage 1 study at BUIC.

2. Term-time address

You are required to keep MyBangor updated with your term-time address. You may be asked to provide proof of address.

3. Attendance

Every timetabled lesson and assessment (including a reassessment) at BUIC is an expected contact point. You are expected to attend all timetabled lessons and assessments (including reassessments). This is important for your academic engagement. Your tutors will record your attendance (present or absent) at all timetabled lessons and assessments (including reassessments) on a student attendance register. If you are more than 5 minutes late for a lesson, your attendance will be recorded as absent by your tutor.

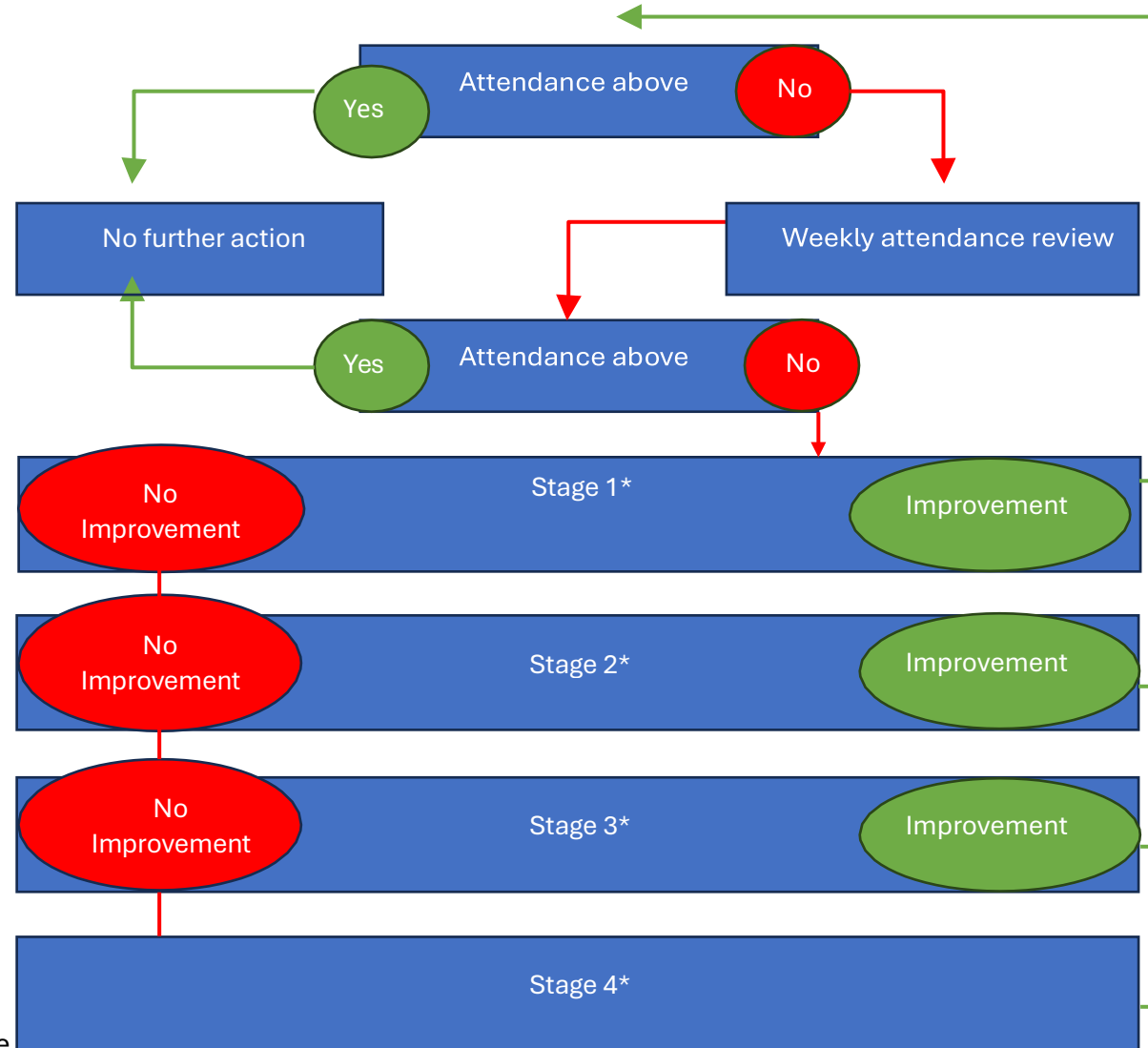
4. Missing Class

If you are absent from class for any reason, you will be marked as absent. For unplanned absences, you must contact BUIC before the lesson on attendance-buic@bangor.ac.uk. For illnesses, you are expected to provide a Doctor's Note or appropriate Health Professional Note. Evidence of special circumstances (an exceptional situation outside of your control) will be recorded and may be considered.

5. Monitoring and escalation

The administration team transfers the data from the student attendance registers to an electronic spreadsheet which the BUIC management team, Personal Tutors and Bangor University Academic Engagement have access to. If your attendance falls below the minimum requirement of 80%, the following four-stage escalation process will be implemented.

Attendance escalation process



A member of the college management team reserves the right to deescalate your attendance if your attendance has shown improvement. A member of the college management team can also escalate your attendance if your attendance drops suddenly.

If your attendance is 0% after one week, this will immediately trigger a stage 3 escalation.

If your attendance is 0% after two weeks, this will immediately trigger a stage 4 escalation.

* See notes below on what happens in each stage

BUIC Attendance Stages

Stage 1:

You will receive an email highlighting your low attendance and inviting you to a meeting with a member of the BUIC team. You will have a 2-week review period to improve your attendance above 85%.

- **You will be allowed a maximum of 3 attempts at Stage 1 to improve your attendance.**

Stage 2:

You will receive an email highlighting your low attendance and inviting you to a meeting with a member of the BUIC team. You will have a 2-week review period to improve your attendance above 85%.

- **You will be allowed a maximum of 3 attempts at Stage 2 to improve your attendance.**

Stage 3:

You will receive an email stating that your attendance continues to be below expectations and inviting you to a compulsory meeting with a member of the management team. You will be issued with a written warning. You will have a 1-week review period to improve your attendance above 85%.

- **You will be allowed a maximum of 2 attempts at Stage 3 to improve your attendance.**

Stage 4:

This will apply when all the above stages have failed. You will be invited to a compulsory meeting with the College Director (or Deputy). After the meeting a decision will be taken over whether to withdraw your visa and end your studies

Appendix 3: ELCOS Attendance Policy

Attendance

It is important that you attend all your classes on this course (as far as possible), in order to make the progress that will allow you to pass the assessments. Your teachers will monitor your attendance on an electronic register. The UK visa and immigration authorities require 85% attendance for your visa to remain valid. If your attendance starts to fall below 80%, you will receive a series of warning letters. If your attendance does not improve, you may be asked to leave the course, and if it is below 80% by the end of the course, you will not be allowed to take the assessments and not pass the course.

Missing class

If you are absent from class for any reason, you will be marked as 'absent'. However, we understand that there may be times when you need to miss a class for various reasons. If you are planning to miss a class, you should tell your teacher or your course director. You must provide supporting documentation whenever possible (e.g., an official letter regarding an appointment).

If your absence is unplanned (for example, you feel unwell in the morning), you must contact ELCOS to let us know as soon as possible that you will not be coming to class. You may do this by emailing the Student Life Administration team or emailing your teacher. If you are absent due to sickness for 5 days or more, you will also need to present a certificate from a doctor.

Please note that if you miss a class, it is your responsibility to catch up with the work that you have missed, by talking to your classmates, using your course book, and asking your teacher about what was covered in the class.

If you need to take extended leave for special or exceptional circumstances, please talk to Simon (ELCOS Director: s.robertson@bangor.ac.uk) as soon as possible.

Punctuality

Start times of classes are clearly marked on your class timetable. You should be ready to start class at these times, otherwise you will miss important foundation work for the lesson. If you are persistently late to class, this will also affect your attendance record.