



INTERNAL PROCEDURE

Title: Higher Education Engagement Policy

| | |
|-----------------------|---|
| POLICY HOLDER: | HE Office |
| SMT OWNER: | Assistant Principal for Adults and Higher Education |
| VERSION NO: | 1.0 (2023) |
| LAST REVIEWED: | N/A |

Accessibility: If you would like this information in an alternative format, e.g. Easy to Read, large print, Braille or audio tape, or if you would like the procedure explained to you in your language, please contact the College's marketing team on 01603 773 169.

Further information: If you have any queries about this policy or procedure, please contact the named policy holder.



Amendments log

| Review date | Version | Changes | Originated by | Approval |
|----------------|---------|---------------|---------------|----------|
| September 2023 | 1.0 | Initial Issue | S. Ratcliffe | |
| | | | | |
| | | | | |

1. Introduction

1.1 City College Norwich is committed to supporting its students and recognises the importance of a student's health and wellbeing in relation to their academic progression. This procedure outlines the process to be followed when a student who, for reasons of mental, emotional and/or physical health, or financial concerns, struggles to cope with the demands of their course.

1.2 The College recognises that there are occasions when the mental, emotional and/or physical health (or other matters) of a student can cause disruption to their studies. It is the aim of this procedure to set out how the College will provide support in these circumstances to help the student get back on track.

1.3 The College also acknowledges that there are rare occurrences where for the good of the individual's health or wellbeing a break from studying may be better for the student rather than continuing on a course that they will not complete at that time. This procedure will set out how that decision is made.

2. How the Procedure works - Stage One

2.1 Stage One will be initiated where a concern has been raised about a student who is finding it difficult to commit to the requirements of their course, including (but not limited to): behaviour, professional conduct, low/poor attendance, financial or wellbeing reasons. The student may raise their own concern, or it may come from a member of staff.

2.2 At this stage a member of the course team will meet with the student as well as with other colleagues (for example the HE Student Support Officer), to discuss the reasons why the student is finding it difficult to commit to the requirements of the course, e.g., struggling to meet deadlines / attend the course / participate in their learning.

2.3 An action plan will be mutually agreed by the student and member of staff and logged on the student's eILP. The action plan will include details of the agreed support that the student may need, and targets set to address the issues that have been discussed. This may involve referrals to College support such as the Wellbeing Team or to external agencies. The student should receive a copy of their action plan.

2.4 Where an agreement is reached and targets are set, it is the responsibility of the student's Course Leader/Tutor to share the information with other key members of staff where this is appropriate, for example, the HEDM/ PM, HE Student Support Officer or broader course delivery team.

Reviewing the Stage One Action Plan

2.5 A review date of the action plan should be set. If the student fails to attend the review without good reason the review should move to Stage Two.

2.6 The review has three possible outcomes: -

1. The targets have been met and the student is now able to commit fully to the requirements of their course. No further action is needed.
2. Some but not all of the agreed targets have been met. For this outcome a revised set of targets are to be set to detail how the student will progress, with a focus on ensuring that the student can, as soon as possible, fully meet the requirements of their course.
3. Where the student has not been able to make any progress to meet the targets, or their circumstances have deteriorated further, the Course Leader / Personal Tutor should escalate to the appropriate HEDM/PM to discuss the situation. The HEDM/ PM may then move the process to Stage Two if appropriate.

3. How the Procedure works - Stage Two

3.1 Stage Two should address targets not met under Stage One or when the student's situation (e.g., attendance, wellbeing, ability to meet assessment deadlines) has deteriorated further, or the impact on their learning is further disrupted.

3.2 Stage Two meetings should be chaired by the Head of HE and involve the student, members of their course team, the HEDM/ PM, the HE Student Support Officer and where applicable the student's parent/guardian(s).

3.3 The purpose of a Stage Two meeting is to listen to the barriers that the student is facing and to discuss if further reasonable adjustments or support can be put in place to help the student in their studies. Any plan put in place should have a review date. These meetings will be minuted by a member of the HE Office. A copy of these minutes will be sent to all involved and stored on the student's record.

3.4 Where it is clear, either during the Stage Two meeting or at the Stage One review meeting, that the student will struggle to meet the demands of the course or is unable to regularly attend, or that their wellbeing is deteriorating further, the process should move to Stage Three without delay.

Reviewing the Stage Two Action Plan

3.5 A review of the action plan should take place within a reasonable time of the action plan deadline. If the student fails to attend the review without good reason and without prior notification, the review should move to a Stage Three meeting.

3.6 The review has three possible outcomes: -

1. The targets have been met and the student is now able to commit to the requirements of their course. No further action is needed.
2. Some progress has been made but the student is not yet able to fully meet the requirements of their course. For this outcome a revised set of targets are to be set to ensure that the student can, to an agreed timescale, fully meet the requirements of their course.
3. Where the Student has not been able to meet the targets, or their circumstances have deteriorated further the Head of HE may then move the process to Stage Three if appropriate.

4. How the Procedure works - Stage Three: Formal Review Meeting

4.1 The Stage Three Formal Review meeting will normally take place once the first two stages have taken place. There are, however, certain situations whereby a Stage Three meeting can occur without going through the first two stages. This is in cases where the student's situation is of sufficient seriousness and immediate concern as to elevate the process to a Formal Review meeting.

4.2 A Review meeting will be chaired by the Assistant Principal for Adults and Higher Education (or an equivalent or suitable nominee) and members of the panel will be the student, the Head of HE, and an advocate for the student will be invited where possible based on their expertise or their relationship with the student. This person may be external to the College. The advocate must not be a member of academic staff. Many students bring a Student Union advice worker or equivalent. You must tell the HE Office no later than 2 working days before the meeting of the identify and status (for example, Student Union advice worker) of the advocate. If you do not tell the team within this timescale, the Chair of the meeting may decide that you are not allowed to bring an advocate at all. Your advocate cannot answer questions for you but can present your arguments on your behalf and provide you with help and support. It is your responsibility to tell your advocate about the date, time, and location of the meeting, and they cannot attend unless you also attend. The advocate may be excluded if they are disruptive. In such a case, or if they fail to attend, the Chair will decide whether or not to continue with the hearing without them.

4.3 At the Review meeting the panel may consider various options including (but not limited to):

- blended learning
- temporary withdrawal
- a period of interruption (break in studies)
- a recommendation for withdrawal of the student.

If a student fails to attend a Stage Three without adequate notice or without good the meeting will be held in their absence.

4.4 For students studying a Higher Education course validated by the University of East Anglia (UEA), any decision to interrupt or withdraw a student from their studies would be taken in consultation with the UEA Academic Partnerships Office. For students studying with other Awarding Bodies, we may default to their regulations.

5. The Right to Appeal a Stage Three Decision

5.1 Students have the right to appeal the decision of a Stage Three Review, in accordance with the Academic Appeals / Academic Complaints policy.

6. How the Stages of the procedure works – Process Flowchart

