

Section 11: BIMM Institute Student Engagement Policy

This policy outlines the approach that will be taken in each BIMM College to maintaining and acting upon a Student Academic Risk Register (SARR). This register will identify students whose engagement in terms of attendance, submission of coursework, attendance for examinations, and communication with BIMM, has fallen below expected levels. Each College will convene a Student Academic Risk Committee (SARC) as a sub-committee of its Senior Management Team (SMT), which will meet termly (or more frequently if required) to review the SARR and make decisions on the status of students on the register. Where students on the SARR do not respond to a final warning issued once normal attempts to re-engage the student have failed (giving 14 days notice of withdrawal), then the SARC will be empowered to withdraw the student. Students will have the right to appeal this decision through BIMM's appeals procedure.

Aims:

- To ensure good levels of student engagement;
- To identify and support students who may be struggling with their studies;
- To maintain levels of attendance so that all students benefit in terms of group and ensemble work.

BIMM College: Student Academic Risk Committee (SARC)

Meets: minimum of termly, but more often as required

Reports to: SMT

Membership:

- College Principal (Chair)
- Head of Student Services or Deputy
- Head of Education
- Course Leader(s)
- Student Support Officer
- Exams Officer

In attendance

- Administrator (minutes)

Terms of Reference:

- To formulate and keep under review the Student Academic Risk Register (SARR)
- To discuss students on the register on a case by case basis and make decisions for action as appropriate and in line with this policy.
- To suggest and approve additional support for students on the SARR in order to re-engage them with their studies or where appropriate recommend referral of students to BIMM's Fitness to Study procedure.
- To monitor student engagement, where engagement has fallen below acceptable levels for a significant period of time, and where attempts to re-engage a student have failed, to withdraw students once a 14 day warning has been issued.

- To report to BIMM Senior Management Teams (SMTs) on efforts to re-engage at risk students and on trends in engagement within each College.
- To monitor the levels of student engagement and recommend to SMT benchmarks for engagement as part of the development of this policy.
- The minimum number of attendees for this committee to be quorate will be the Chair (or designated deputy) plus two other members and the Head of Student Services or Deputy.
- In exceptional circumstances the Chair may take decisions outside of the cycle of meetings on a range of matters agreed in advance by the committee (annually).
- Ex-officio members may provide a nominee if unavailable.

Use of attendance and examination data and confidentiality:

Each College SARC will receive data on attendance and submissions for examination and assessment from BIMM databases. Other information such as mitigation applications, fitness to study, disability support, tutorial records, and other pertinent evidence will be considered by the SARC in their deliberations. All data and discussions at SARC are confidential. Student names may be used in meetings but minutes will refer only to candidate numbers. Decisions to withdraw students may be appealed by the student using BIMM Complaints and Appeals procedure, with final redress with the Office of the Independent Adjudicator (OIA).

Higher Education Withdrawal procedure

Appended to this policy is the student withdrawal procedure.

Appendix 1. Higher Education Student Withdrawal Procedure

At BIMM we understand and value the importance of student engagement and attendance. In order that students are getting the most out of their studies it is important to engage in a process to allow every opportunity to re-engage, and ensure staff have done all they can to assist with any difficulties, academic or pastoral, before it is too late. This procedure takes note of the non-starter policy regarding withdrawal within the first 5 weeks of term 1. Withdrawal within the first 5 weeks means a student is only responsible for paying the initial 20% of tuition fees. All finance issues should be discussed with a member of the finance team.

Students of concern process: (consists of four stages from identifying first point of non-engagement)

- Identify students who have not engaged. Send out first letter/email advising non-attendance has been noted with offer of support if they have any questions or difficulties with response required in designated timeframe.
- If no response: send out second warning letter/email stating compulsory meeting with member of Student Support team.
- If no response/attendance at meeting: send out third warning letter/email stating compulsory meeting (with a 14 day deadline for response) with advice of consequences of non-attendance or continued non-engagement (being withdrawal, loss of student finance, council tax etc.) with Course Leader and Head of Student Services/Deputy Head of Student Services.
- If no response/non-attendance: complete College initiated withdrawal form and letter.

Withdrawal process: non engagement

- Students who have repeatedly not responded to requests for engagement will have to be withdrawn by teaching week 10, 20 or 30 of each term if we have received no contact.
- This will be flagged at first by the Student Support Officer who will document actions taken to re-engage the student.
- The Head of Student Services and the Course Leader will also sign this off to confirm the student has not engaged and is not able to continue studies.

Withdrawal process: student request

- Student will be required to meet face to face with representative from Student Support. Discussion will be had explaining financial and academic consequences (where appropriate).
- If student is under 18, written parental consent must be sought before withdrawal is completed.
- Where possible (and appropriate) student will be given time to process the information and then invited to come back with a completed withdrawal form containing student's details.
- A Student Support representative will then speak to the Head of Student Services (or deputy in Head of Student Services in their absence) and will go through possible provisions that could

be made in order to retain student or enable easy exit (such as what to do when informing Student Finance England).

- The Course Leader/Head of Education will also need to sign withdrawal forms in the event the student is unhappy with the course. In the event the academic staff is unaware of the situation and it is appropriate to do so, the Course Leader/Head of Education will speak to the student or confirm all reasonable courses of action have been taken to accommodate student's difficulties before withdrawal form is processed.
- Exit data will be processed centrally through Student Services and withdrawal details will be confirmed for annual reports.

Appealing Withdrawal Decisions: Students that wish to appeal must follow the Appeals Procedure outlined in the Academic Development and Quality Manual: <http://www.bimm.co.uk/academic-quality/>.

This withdrawal Procedure works in conjunction with the Student Withdrawal Guide, the BIMM Student Engagement Policy and the BIMM Fitness to Study Policy.

For full access to BIMM's Academic Regulations and Policies please see the following link to BIMM's website: <http://www.bimm.co.uk/academic-quality/>.