

SECTION C — ENGAGING WITH YOUR COURSE

We expect you to engage fully with your course, including attending all timetabled sessions, and to let us know if for any reason you can't attend or if you find that engaging with your course is difficult. This section explains why course engagement is important to your academic progress, and what happens if we think your engagement isn't at the level we expect.

You can also find information in this section about supportive monitoring. If you're an undergraduate or postgraduate taught student and we're concerned about your attendance or engagement with your course, this is one way we can offer support to you for your studies.

- We have attendance and engagement regulations for three main reasons:
 - Most importantly, **we want you to complete your course**. Regular attendance and academic achievement are very closely linked, and the best way you can help yourself to qualify for your degree or other award is to attend when we ask you to. Students have also told us that when other people don't attend, it has a negative impact on the students who are attending.
 - **We also want to know you're OK**. If we notice that you're not attending scheduled sessions, we'll try and contact you to see how you're doing and to discuss if there are ways we can help you.
 - **If you need a Student visa to study at the University, we have a legal obligation to check that you are attending regularly**. Persistent absence without good cause may lead to us withdrawing your place at the University and withdrawing sponsorship of your visa. Contact points may include submissions, supportive monitoring, meetings with the Student Visa Compliance team and timetabled teaching sessions. If you don't attend 10 consecutive contact points, we have to report your non-engagement to UK Visas and Immigration who may then cancel your student visa.
- When we talk about **student engagement** at the University, we don't just mean regular attendance at taught sessions. We also mean:
 - engaging with the VLE;
 - making the most of the Library and its resources;
 - handing in your work in full and on time;
 - attending sessions in the series of Vice-Chancellor's Talks; and
 - being part of the academic culture of the University. This means that we expect that you'll play your part in the sharing of ideas about creative work with other students and staff.

We think engagement is important because the more you participate in the life of your course in this way, the greater the chance that you'll reach your full academic potential.

- We know and understand that you might have **a job or other responsibilities** to manage alongside your studies. If you're a full-time student, though, you won't be able to work full-time and continue to meet the requirements of your course. If you're struggling to afford to continue on your course without working full-time hours, talk to Student Support for advice.

Please also note that if you need a Student visa to study, you must not work more hours than you are allowed to under the terms of your visa. Contact visa@norwichuni.ac.uk if you need advice on working whilst being sponsored on the Student Route visa.

- If there is anything stopping you engaging with your course, **talk to us**. Speak to someone on your course team, or in the Student Enquiries Office, or contact Student Support. We would much prefer to try and help you before any problems affect your academic progress.

Click [here](#) for more about Student Support. You can contact them by going to a Drop-in session during term-time, sending them a message through <https://our.norwichuni.ac.uk>, or by emailing support@norwichuni.ac.uk.

- **We monitor student attendance** and keep records as appropriate.

1 When we expect you to attend

- 1.1 You should attend all timetabled group and individual teaching sessions unless you are ill or you have another good reason. On some courses, and in collaborative units, you will need to work with other students and attend group sessions outside your normal timetable. **In all these cases, it's important that you attend these sessions.** You are also likely to need to use the workshops and to engage onsite with our staff to complete your work and meet unit outcomes, so make sure you attend as the unit requires.
- 1.2 If you arrive late to a session on your course or if you need to leave early, talk to the person leading the session when you arrive or when you need to leave, out of courtesy.
- 1.3 During assessment, you should be available in case our assessors or external examiners need to talk to you.

2 How to tell us if you can't attend

- 2.1 **If you are off for one day**, email your course address the same day and tell them you can't come in.

2.2 **If you are off for between one and five working days (up to one week)**, email your course address as early in your absence as possible to tell them you can't come in.

2.3 **If you are off for more than five working days (more than one week)**, you need to let us have a medical certificate or other appropriate evidence to tell us why. It's your responsibility to organise this evidence and give it to us, including paying for it if necessary. Email your course address to ask how you can provide this information to us.

2.4 **If you are likely to be off for more than 10 working days (more than two weeks) because reasons outside your control are affecting your attendance**, we may need to support you to **intermit** from your course for the rest of the academic year. Intermission is an agreed break from your studies.

See section G for more about intermission.

2.5 **If you are off ill because of a serious infectious disease or if you are in contact with someone who has a disease like this**, email your course address. Try and do this within 24 hours of your diagnosis. We may also need to see a doctor's certificate before you can come back to your course.

3 What happens if my engagement isn't at the level you expect?

3.1 We take your engagement very seriously. To help us check your engagement, we keep registers of student attendance. If your attendance falls below what we consider to be an appropriate level, we may take further action, even if you have given us information about your periods of absence. This is because you may have missed too much to be able to continue with the unit.

3.2 If you are regularly absent from your course and you don't tell us why or you don't give us appropriate evidence about your absences, we'll follow up with you about this as follows:

- We may ask you to come to a meeting to discuss your course engagement with one or more of the following:
 - a member of the Student Support team;
 - your Course Leader (or equivalent);
 - the Integrated Foundation Year (Year 0) Pathways Leader;
 - the MA Subject Leader;
 - the Programme Director responsible for your course;
 - the Dean of Creative Education;
 - a member of the Student Visa Compliance team (if you're studying at the University on a Student visa).

- If we contact you about your engagement with your course and we don't receive a reply, we may assume that you have withdrawn from your course. Where we think this is the case, a Course Administrator will write to you and give you five working days (one week) to reply. If you don't reply, or if we don't think your reply demonstrates enough of a commitment to your studies, we'll withdraw you. If we do this we'll write to you and tell you, as well as contacting relevant agencies (such as the Student Loans Company) with this information. If you are studying at the University on a student visa we will contact UK Visas and Immigration to withdraw sponsorship of your visa

See section A for more about terminating your place on your course if we have concerns about your attendance and engagement.

- 3.3 If you have a disability that affects your attendance, you should discuss your circumstances with the Disability Support Adviser. In most cases we can make reasonable adjustments, and we'll discuss all the options with you. Email disability@norwichuni.ac.uk for more information.

[Click here for more information on disability support](#), including our approach to embedding inclusive practice, or search the VLE for 'Disability & DSA'.

4 Supportive mentoring

- 4.1 Supportive mentoring is one way we can try and support you if you're an undergraduate or postgraduate taught student and we're concerned about your progress. Supportive mentoring can take the form of extra one-to-one or group sessions with a member of staff and last about 10-20 minutes each. The number of sessions and the staff member who sees you will depend on the purpose of the sessions for your individual circumstances:

- If the sessions are about your academic performance, you will meet with an academic member of staff, or if you are a Year 1 student you may also be referred to a student mentor.
- If the sessions are about anything else, you will meet with a Student Support Advisor.

- 4.2 We can offer you supportive mentoring at any point during the academic year if we are concerned about your progress. Supportive mentoring is a way that we can help you, and attending does not count against you in any way.

- 4.3 For students returning from intermission there will be an opportunity to attend a supportive mentoring session to help readjust to your course.

See section G for more about intermission.

