

Student Re-Engagement and Non-Engagement Procedure

Controlled Document – refer to Intranet for latest version

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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

* 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.

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.

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 accompany a recommendation to the Executive Director Education and Applied Research, who forwards this to the Chief Executive for a decision.
8. Students who have enrolled through TANZ eCampus will be considered under the TANZ eCampus Non-engagement and progression document. Please see [Appendix One](#).

Related Documentation

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

APPENDIX ONE

TANZ eCampus Non-engagement and progression



TANZ eCampus has a significant number of learners who do not log-on to their course, do not engage and/or do not submit assessments, or make changes to their enrolments. This paper summarises how TANZ and the ITPs manage the learner enrolments in each case.

Learners who never log-on

Our TANZ eCampus processes for identifying learners who never log-on have been streamlined and we are picking up the majority of these learners and cancelling their enrolment before the 10% LWD. Learners who never log on to the course will be captured by the automatic engagement process. This sends three emails on behalf of the facilitator during Week One advising the learner that they will have their enrolment cancelled if they do not log-on. Any learner who has not logged on by the Monday of Week Two is sent a cancellation notice by Student Advisor, who then cancels the learner from the TANZ system and informs the ITP of the cancellation.

In these cases the cancellation date is the first day of the course and the learner status would be CANCELLED.

If a learner logged in BEFORE the start date of the course, but has not logged in since the course started they can also be cancelled.

At any other time during a course occurrence if a learner is discovered who has not logged on at all their enrolment can be cancelled and their withdraw date set as the first day of the course. This captures those learners who have said that they will log on and catch up but never actually do so. Again the learner status would be CANCELLED.

In all cases the ITPs will contact WINZ Studylink etc to let them know of a learner's cancellation if applicable

Learners who log on but have not completed full enrolment process

On occasions we have learners sent through from ITPs, but they have not fully completed their enrolment process. Learners are given course access and are often working through the material. At a certain time they will have to be fully enrolled in order to carry on, if they do not convert to a confirmed enrolment then they have to be classed as a cancellation. The ITP will inform TANZ of the proposed cancellation and the learner status would be CANCELLED (even if they have accessed the course material). This process is handled by TANZ Sales team.

Learners who log on but do not progress

TANZ get a range of learners who log on to the course but for whatever reason do not progress. It is difficult to judge progress based on the Moodle progress bar as this relies on the learner to complete the formative assessments or tick the box at the end of each section. Lack of progress is therefore judged based on if the learner is not logging on to the course for a number of days, or by not submitting an assessment. We do know that each learner works in a different way and some learners do not log-on regularly but still successfully complete, therefore the decision to contact the learner about possible non-progression is a judgement call by the Facilitator/Advisor based on their knowledge of the learner previous history with TANZ.

Any student who does not meet the attendance/engagement requirements of their course (including attending practicum or workplace experience) will be considered to be in breach of their enrolment contract and may be suspended or withdrawn from their course / programme.

This includes students who formally enrol but do not "engage" with their studies and for example, do not participate and/or submit assignments and/or do not engage sufficiently. Such students will be notified and relevant withdrawal processes will be enacted.

APPENDIX ONE

It is also proposed that we withdraw learners who have not logged into their course for more than 5 days and where TANZ has no evidence of engagement. The process would be that TANZ would try 3 engagement attempts and if a learner does not get in touch, then the learner would be withdrawn dated the last date they logged in. The final decision will be based on the Facilitator/Advisors' knowledge of the learner, their study habits and their past experience with TANZ. Again the learner status would be WITHDRAWN.

Learners who do not submit assignments

It is proposed that a learner is contacted and withdrawn if they do not submit an assignment and have not applied for an extension. Withdrawal date would be the last date the learner logged into the course. The learner status would be WITHDRAWN.

If a learner does not submit an assignment which is due at the 80% course duration mark, the learner will remain enrolled and will receive a FAIL grade.

Withdrawal date

If a learner withdraws from the course use either the first day of the course (if never logged on), or the last date the learner has logged in as their withdrawal date. The withdrawal date and whether they have logged on determines whether they are CANCELLED or WITHDRAWN.

Request to transfer after last withdrawal date

If a learner requests to transfer to a later occurrence after the last withdrawal date this is treated as a withdrawal from the original course and a new enrolment in the new course. There will be no fees refund unless the learner is eligible for a compassionate transfer. This includes learners who chose to defer their studies, and do not have a new study start date.

Compassionate Transfers and withdrawals

The decision to award a compassionate transfer or withdrawal sits with the ITP, although they will ask TANZ for a recommendation. The student advisor should contact the ITP, explaining the circumstances and giving details of the learner's progress including last log-on date and any assessments completed. The ITP can then contact the learner to complete the required paperwork and provide the evidence needed to assess the withdrawal.