



UCFB*

At Risk Procedures

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*UCFB is the trading name of University Campus of Football Business Limited.

1. Introduction

- 1.1. A student may be referred to the At Risk Team if they are deemed at risk of not satisfying academic course requirements or responsibilities due to lack of engagement, mental health, other health concerns or adverse personal circumstances. The At Risk Team will provide timely, appropriate and coordinated support and intervention to assist the student.

2. Purpose

- 2.1. To provide procedures for identifying and supporting students whom UCFB regard as 'at risk' of not completing their studies and achieving an award from our University partner.
- 2.2. To provide guidelines for supporting students to engage, complete assignments and achieve their award following their period of study at UCFB.
- 2.3. To promote retention and engagement by identifying students at-risk of not continuing and enable early intervention where support and guidance can improve their overall outcome.
- 2.4. Referral to the At Risk Team is primarily to ensure that –
 - i. a student experiencing difficulties receives the most appropriate support available from UCFB;
 - ii. staff members of UCFB have an appropriate avenue through which to exercise their duty of care in raising safety and wellbeing concerns identified in their work with students; and
 - iii. staff and students have the opportunity to work and study in an environment that is safe, supportive and satisfying.
- 2.5. Referral to the At Risk Team is primarily supportive, however, this procedure does not exclude the possibility that conduct leading to referral to the At Risk Team may also be subject to action under other applicable UCFB procedures.

3. Scope

- 3.1. These procedures will apply to all UCFB staff.
- 3.2. These procedures will apply to all UCFB students who are directly enrolled with UCFB and are either studying on campus or via a distance or distance with attendance course.
- 3.3. Students are classified as at risk if, for one reason or another, there is evidence to suggest that they may not successfully complete their programme of study.
- 3.4. UCFB uses four main indicators that a student may fall into the at risk category. These are as follows:
 - I. **Attendance and Engagement** – UCFB has an [attendance and engagement policy](#) in place to safeguard academic standards. Students are expected to have above 80% attendance. For distance-learning students, attendance and engagement will be assessed through the recording of log-in activity. Students are expected to join in online sessions where required, logging on in good time, staying online for the entirety of a live session, and

participating fully.

Where expectations are not met, contact will be made to ascertain the reasons for low attendance and engagement, and support will be coordinated where this may help the student to fully engage with their studies. (See Annex A)

- II. **Non-submission/academic failure** – Students who consistently fail to submit assessments or referral work to a published deadline may also be considered to be at risk.
- III. **Financial** – Some students may experience difficulties with funding their course, keeping up with fee payment plans, or accessing their course due to their financial circumstances.
- IV. **Adverse Personal Circumstances** – Where students have disclosed personal circumstances that are impacting their academic progress, the Student Support Team will coordinate internal and external support services to provide the student with additional support to help to manage their personal circumstances.

3.5. There are two At Risk Teams which each hold weekly meetings:

- Wembley Campus At Risk Team
- Manchester Campus At Risk Team

3.6. Where students are Distance or Distance with Attendance students, they will be referred to the Manchester Campus At Risk Team.

3.7. Each Team is structured as follows:

- I. Student Support Manager (Lead)
- II. Student Administration Managers
- III. Student Support Lead
- IV. Student Administration Team Representative(s)
- V. Deputy Dean – Learning and Development

3.8. At various points in the academic year, the At Risk Team may require other appropriate members of staff to attend the meeting to advise on individual cases or coordinate actions from the meeting. These may include:

- Deans
- Deputy Deans
- Student Finance Officers
- Learning Support Leads
- Access and Widening Participation Manager

4. Equality Analysis

- 4.1. These procedures and guidelines are designed to ensure that all students at UCFB receive the support and adjustments that they require in a fair and timely manner. The aim is to identify any additional support requirements, promote engagement through early intervention and to encourage and promote equality of opportunity and fair access as a positive step towards inclusivity.

5. Procedures

- 5.1. It is important that UCFB keep accurate records relating to attendance, non-submissions and reassessment coursework, and follow up with students who fail to meet academic expectations.
- 5.2. Course Leaders are responsible for coordinating contact and support for students with attendance below expectation or failing academically, and for liaising with the relevant staff (Module Leaders, Student Administration Team, Student Support Team and Academic Support staff) where these staff can support the student to engage with their studies.
- 5.3. Any staff member or student, who is concerned about the behaviour or period/s of unexplained absence of a student, should refer those concerns to an appropriate senior staff member such as a Dean (staff) or Course or Module Leader (students) and Student Administration. Referrals can also be made directly to the appropriate At Risk representatives. (See 3.7.)
- 5.4. All staff involved in the At Risk process, including those making referrals to the team, must maintain confidentiality in line with expectations outlined in the [UCFB Confidentiality Guidance](#).
- 5.5. Where a student is being referred to the At Risk Team due to disclosure of a disability or learning support need previously unknown, the [UCFB Student Disability Disclosure Policy and Procedure](#) must also be followed.
- 5.6. Where there is an immediate concern for the welfare of a student, the [UCFB Safeguarding procedures](#) must be followed.
- 5.7. Cases considered in At Risk meetings may be individual or grouped together where there are commonalities and it is considered appropriate.
- 5.8. Areas of responsibility for making contact with students and facilitating support are divided as follows (Further information in Annex A):
 - I. **Student Administration** – report on student attendance and engagement and contact students through generic emails when their attendance falls below the thresholds outlined in the UCFB Attendance and Engagement Policy. Student Administration will lead on reporting non-submission, non-attendance for exams, and academic failure data.
 - II. **Course Leaders** – responsible for liaising with Module Leaders and coordinating contact with individual students when there are academic concerns i.e., poor attendance, non-engagement or academic achievement. Where it is identified that other teams may be able to support, Course Leaders must facilitate those referrals.

- III. **Module Leaders** are required to contact students throughout the semester following a period of 5 and 10 unauthorised absences. This will be facilitated by **Course Leaders** who will identify trends (i.e., students missing just one module or specific days) and coordinate contact.
- IV. **Deputy Dean of Learning and Development** - coordination of information between the At Risk Team and Academic staff where appropriate. This includes reporting back in when contact has been made with students, where concerns have been resolved or where further intervention may be required.
- V. **Deans** - overall responsibility for ensuring procedures are followed and there is a consistency of approach across all courses. Deans must also give final approval for withdrawal in line with the UCFB Attendance and Engagement Policy.
- VI. **Student Support Leads** - coordinate internal and external support when there are known pastoral or wellbeing issues, or if a referral has been made following contact for other concerns.
- VII. **Learning Support Leads** - contact students who are registered with the Learning Support service to discuss engagement, reasonable adjustments or barriers to learning and facilitate support internally and externally where appropriate. They will also pick up referrals where students may have undiagnosed additional support needs.
- VIII. **Access and Widening Participation Manager** - work with Student Support Leads to contact scholarship or bursary students who are not engaging in their studies.
- IX. **Student Finance Officers** will contact students who are struggling to resolve their Student Finance concerns and repeat year students who may not understand the implications in relation to Student Finance. They will also lead on cases where fee payments are a concern.

- 5.9. All contact and information must be logged on EBS by each staff member involved in the referral and/or intervention to ensure accurate and up to date record keeping for support and evidence purposes.
- 5.10. Students who re-engage will be moved to monitoring, so that further interventions can be made if circumstances change.
- 5.11. Students no longer considered At Risk are removed from At Risk monitoring, or transferred to graduate lists.
- 5.12. Where there are concerns that students may not pass or progress at the Board they will be added to At Risk (where not already on it) until the Reassessment Board.
- 5.13. Following the end of the academic year, Student Support Leads will update EBS with final At Risk outcomes.
- 5.14. General contact made over summer where appropriate, i.e., board outcomes, reassessment work communications.
- 5.15. Support Teams will continue to support students during the summer period where required.

6. Related Policies and Procedures

- 6.1. [UCFB Attendance and Engagement Policy](#)
- 6.2. [UCFB Academic Integrity and Academic Misconduct Policy](#)
- 6.3. [UCFB Academic Appeals Policy](#)
- 6.4. [UCFB Assessment and Feedback Policy](#)
- 6.5. [UCFB Confidentiality Guidance](#)
- 6.6. [UCFB Dept Management and Sanctions Policy](#)
- 6.7. [UCFB Disability Policy](#)
- 6.8. [UCFB Student Disability and Disclosure Policy and Procedure](#)
- 6.9. [UCFB Extenuating Circumstances Policy and Procedure](#)
- 6.10. [UCFB Extensions Policy and Procedure](#)
- 6.11. [UCFB Fitness to Study](#)
- 6.12. [UCFB Safeguarding Under 18s and Adults At Risk Policy](#)
- 6.13. [UCFB Privacy Policy](#)
- 6.14. [Logging a Student Concern Process – User Guide – \(staff access only\)](#)

7. Annexes

- 7.1. Annex A – Contact flowcharts detailing Semester A and Semester B actions and responsibilities of staff involved in the At Risk processes.

Annex A

Semester A Initial Contact

- At Risk students (i.e. repeat years, return from suspended studies, transfer students, previous welfare cases, students with trailing modules etc) to be offered a 1:1 with the appropriate department/team during enrolment period.
- This is to outline expectations and avenues of support.

Student Support Led Contact

- At Risk team to contact all students with known welfare concerns, Student Support to lead.
- Learning Support registration 1-2-1s take place to establish contact and support.
- Pastoral meetings organised for welfare concerns.
- Late enrolment students contacted by Student Support.
- Learning Support and Student Administration to liaise regarding exam access arrangements.

Academic Led Contact

- Throughout the semester, Course Leaders to oversee Module Leaders in making initial contact with students after a period of unauthorised absences to try to reengage student (complies with Attendance and Engagement Policy)
- At Risk staff informed where referral is necessary.
- Course Leaders to facilitate contact with students where there are academic concerns around non-submissions

Student Administration Led Contact

- Attendance Report inclusive of log-in information produced by the Student Administration Team (complies with Attendance and Engagement Policy).
- Blanket emails sent to all students below 80% & 50% to their UCFB and/or personal email accounts.
- Report sent to Deans for them to action and forward to Course Leaders/Module Leaders. They will then feed back into the At Risk team if any disclosures are raised.
- Students checked against At Risk list and other factors considered before contact is made i.e. wellbeing concerns, change of programmes and late enrolments.

Withdrawal Decision Process

- Withdrawal Policy and Process to be followed as appropriate.
- Withdrawal forms to be raised by Student Support/Course Leaders
- These will be submitted to Student Administration for processing
- Students will have 5 days to appeal the withdrawal (Complies with UCFB Policies and Procedures).
- At Risk Withdrawals (based on non-engagement with the standard Withdrawal process) must be approved by Deans.

Semester B Initial Contact

- At Risk team to contact all students with known wellbeing concerns, Student Support to lead.
- Exam non-attendance shared to Academic Leads. Academic Deans and Deputy Dean Learning and Development to action and report back to At Risk team
- Welcome back message sent to ALL students from Student Support. This will include offer of support and student engagement opportunities coming up.

Academic Led Contact

- Throughout semester B, Course Leaders to oversee Module Leaders making initial contact with students after a period of unauthorised absences to try to reengage student (complies with Attendance and Engagement Policy)
- At Risk staff informed where referral is necessary.
- Once reassessment work has been issued Student Administration to disseminate information to academics and At Risk to initiate a discussion regarding best approach i.e Learning Support, Wellbeing support, Academic Support.

Student Administration Led Contact

- Attendance Report inclusive of log-in information to be produced by Student Administration Team (complies with partner institutions Attendance and Engagement Policy)
- Blanket emails sent to all students below 80% & 50% to their UCFB and/or personal email accounts.
- Students to be checked against Exam Non-attendance, At Risk and assignment submissions - appropriate contact to be made.

Withdrawal Decision Process

- Withdrawal Policy and Process to be followed as appropriate.
- Withdrawal forms to be raised by Student Support/Course Leaders
- These will be submitted to Student Administration for processing
- Students will have 5 days to appeal the withdrawal (Complies with UCFB Policies and Procedures).
- At Risk Withdrawals (based on non-engagement with the standard Withdrawal process) must be approved by Deans.