



UCFB*

At Risk Procedures

Internal Guidelines

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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 any reason, there is evidence to suggest that they may not successfully complete their course of study.
- 3.4. UCFB uses four main indicators that a student may fall into the at risk category. These are as follows:
 - **Non-submission/academic failure** – Students who consistently fail to submit assessments or reassessment work to a published deadline may also be considered to be at risk.

- **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.
- **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. The At Risk Team operates as a single, cross-campus team. Membership is drawn from across the institution, and the team meets on a weekly basis.

The At Risk Team is structured as follows:

- Student Support Managers from both campuses (Lead)
- Student Administration Manager/or nominee
- Student Support & Inclusion Leads from both campuses
- Student Administration Team Representative(s)
- Associate Dean of Learning Development and Associate Deans

3.6. At various points in the academic year, the **At Risk Team** may require other appropriate members of staff to attend meetings in order to provide specialist advice on individual cases or to support the coordination of agreed actions. Attendance is determined on a case-by-case basis. These may include:

- Deans
- Deputy Deans and/or Associate Deans of Academic Centres
- Student Finance Officer
- Access and Widening Participation Manager or nominee
- Academic Quality Officer (Resolutions)
- Academic Quality Officer (Mitigating Circumstances)

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 an Associate Dean (staff) or Course or Module Leader (students) and Student Administration. Referrals can also be made through raising a Student Academic Concern Form or 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):
 - **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.
 - **Student Administration Manager** - provide oversight on the At Risk student list and offer guidance in line with policies.
 - **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.

- **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.
- **Associate Dean of Learning 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.
- **Dean of Education and Student Experience** - overall responsibility for ensuring procedures are followed and there is a consistency of approach across all courses and campuses. The Dean must also give final approval for withdrawal in line with the UCFB Attendance and Engagement Policy.
- **Student Support Managers** – provide oversight on the At Risk student list and offer guidance in line with policies.
- **Student Support & Inclusion Leads** – coordinate internal and external support when there are known wellbeing issues and 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.
- **Access and Widening Participation Manager** - work with Student Support & Inclusion Leads to contact scholarship or bursary students who are not engaging in their studies.
- **Student Finance Officer** - 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.
- **Academic Quality Officer (Resolutions)** - to provide a list of students who have received multiple Level 1 penalty or above outcome following an academic misconduct investigation.
- **Academic Quality Officer (Extenuating Circumstances)** - students who have submitted ECs and have been identified as At Risk or possible Fitness to Study.

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 low risk, so that further interventions can be made if circumstances change.

- 5.11. Students no longer considered At Risk are removed from At Risk 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 & Inclusion 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. This policy should be read in conjunction with UCFB's broader policies and procedures. All current and approved policies are published on [UCFB's Policies and Documentation webpage](#). Staff are responsible for ensuring they refer to the most up-to-date versions available on this page.

7. Annexes

- Annex A – Contact flowcharts detailing Semester A and Semester B actions and responsibilities of staff involved in the At Risk processes.
- Annex B – Withdrawal of Non-Attendance Students Following Fee Liability Point
- [Annex C – Student Academic Concern Form \(Staff Access only\)](#)

Annex A

Semester A Contact
At Risk students (i.e., repeat years, return from interruption or suspension, transfer students, previous welfare cases, students with trailing modules etc) are offered a 1:1 with the appropriate department during the enrolment period. This is to outline expectations and avenues for support.
Student support led contact
• Learning support Registration 1:1s take place. Agreed support mechanisms implemented. • Student Support Advisors to organise support for students with welfare concerns. • Late enrolment students contacted by Student Support Team. • Learning Support & Student Administration Teams to liaise regarding exam access arrangements.
Academic led contact
• Course Leaders to oversee Module Leaders in making initial contact with students after a period of unauthorised absences to try to reengage students (in line with Attendance and Engagement Policy). • At Risk Team informed where referrals are necessary via the Student Academic Concern Form or via the Associate Dean of Learning Development. • Course Leaders to facilitate contact with students where there are academic concerns around non-submissions.
Student administration led contact
• Attendance report produced by the Student Administration Team (in line with Attendance and Engagement Policy). • Students checked against At Risk list and other factors considered before contact is made i.e., wellbeing concerns, change of course and late enrolments. • Blanket emails sent to all students below 80% & 50% to their UCFB and personal email accounts. • Report sent to appropriate teams to action and feed back into the At Risk Team if any disclosures are raised.
Withdrawal decision process
• At Risk withdrawals (based on the Attendance and Engagement Policy) must be approved by the Dean of Education and Student Experience. • 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).

Semester B initial contact

At Risk students (i.e., return from interruption or suspension, transfer students, previous welfare cases, students with trailing modules etc) are offered a 1:1 with the appropriate department during the enrolment period. Student Support to lead on contact.

This is to outline expectations and avenues for support.

Academic led contact

- Course Leaders to oversee Module Leaders in making initial contact with students after a period of unauthorised absences to try to reengage students (in line with Attendance and Engagement Policy).
- At Risk Team informed where referrals are necessary via the Student Academic Concern Form or via the Associate Dean of Learning Development.
- Course Leaders to facilitate contact with students where there are academic concerns around non-submissions.

Student Administration led contact

- Exam non-attendance shared to Academic Leads. Associate Deans and Associate Dean of Learning Development to action and report back to At Risk Team.
- Attendance report produced by the Student Administration Team (in line with Attendance and Engagement Policy).
- Students checked against At Risk list and other factors considered before contact is made i.e., wellbeing concerns, change of course and late enrolments.
- Blanket emails sent to all students below 80% & 50% to their UCFB and personal email accounts.
- Report sent to appropriate teams to action and feed back into the At Risk Team if any disclosures are raised.
- Once reassessment work has been issued Student Administration to disseminate information to academics and At Risk to discuss best approach i.e., Learning Support, Wellbeing Support, Academic Support.

Withdrawal decision process

- At Risk withdrawals (based on non-engagement with the standard Withdrawal Process) must be approved by the Dean of Education and Student Experience.
- 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).

Annex B.

Withdrawal of Non-Attendance Students Following Fee Liability Point

This process outlines the procedure for identifying and withdrawing students who do not attend any scheduled teaching sessions after enrolment, in accordance with the applicable fee liability point.

It applies to all UCFB students who fail to attend classes from the first week of teaching up to the fee liability point, as well as those who continue to be non-attending for an additional two-week period beyond this point.

The procedure is conducted twice each academic year, aligned with the September and January student intakes.

Responsible Teams

- **At-Risk Team** – Responsible for monitoring student attendance and reviewing non-attendance cases.
- **Student Administration Team** – Responsible for issuing withdrawal emails to identified students and ensuring UEL and EBS records are updated accordingly.
- **Academic Team** – Responsible for ensuring registers are up to date and accurate.

Procedure

Step 1: Identification of Students

- The At-Risk Team will review attendance records from week 1 up to the fee liability point plus 2 weeks.
- On Campus students with no recorded attendance during this period will be withdrawn.
- Distance Students non engagement with UCFB VLE.

Step 2: Withdrawal Communication

- The Admin Team will issue a **withdrawal email** to identified students via EBS.
- Students will have **5 working days** to respond.

Step 3: Response Evaluation

- If the student **responds with a valid reason** for non-attendance, the case will be escalated to the At Risk Team to review.
- If the student **does not respond** or provides a non-acceptable reason, the student will be withdrawn.

Step 4: Record Update by Student Administration Team

- UEL informed of the withdrawal due to non-attendance.
- The student record will be updated with the status: **Withdrawn24** – 1st Liability point Non-Attendance