



Version Control Statement

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	Further expectations for students added relating to checking emails and results portal Head of Student Affairs replaced by Head of Student Services UCLan replaced by University of Lancashire Futureworks’ responsibilities in relation to engagement for students in receipt of loans and for international students added		12/08/2025	Academic Board

Student Engagement Policy

The Student Engagement Policy has been developed as part of Futureworks commitment to providing a supportive learning environment, which enables all students who have chosen to study at Futureworks to achieve their full potential.

Futureworks recognises the investment that students and their sponsors make when a student enrolls on a programme and believes that, as a responsible institution, it has a duty to monitor engagement, and to act on non-engagement, so that students can be supported to complete their programmes of study.

All students at Futureworks are expected to be independent learners and, as such, are active participants in their own learning experiences and must take responsibility for achieving their learning outcomes and reaching their potential. Regular engagement and participation is closely linked to retention, progression and academic achievement and can facilitate the development of core skills such as teamwork and professional communication. Therefore, by monitoring student engagement, Futureworks can provide support and guidance to those students who, as a consequence of their non-engagement, are identified as struggling with motivation and commitment to their studies. The following points outline what is expected from students while they are studying at Futureworks:

- Student attendance at the timetabled learning activities of programmes and modules is expected. Students, who are unable to attend timetabled learning activities for any reason, should apply for authorisation for leave of absence from their Programme Leader as soon as practicable. Unauthorised absence is not acceptable and may be taken into consideration at the Programme Assessment Board.
- A student, who does not engage with absence procedures regarding continuous unauthorised absence, may be deemed to have withdrawn from the programme. The date of withdrawal will be the date that the requisite documentation is submitted to University of Lancashire and cannot be backdated.
- In the event of absence due to illness, students must inform Futureworks either by phoning reception on 0161 214 4600 or by contacting their Module Leader. Medical certificates should be produced promptly to the Programme Leader or Student Services whenever Futureworks so requests and, in any event, if the absence continues for seven days or more. Any student who has submitted a medical certificate shall refrain from engagement with Futureworks if that is recommended by the medical certificate.



- Students should arrive on time for classes and remain for the duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors. It is the students' responsibility to catch-up with academic work missed during a period of absence.
- Students are expected to check their Futureworks email address regularly, this is especially important if they have missed any classes or other sessions at Futureworks.
- Students are expected to access their University of Lancashire account for results of exam and progression boards.
- Where any personal details change (name, address, phone number etc) students must inform Student Services.

In order for Futureworks to fulfil its duty to monitor engagement and act upon non-engagement it must ensure that:

- Information on the procedures to be followed by students for reporting on and, where appropriate, certificating absence, is explicit in relevant handbooks and on-line information, and during student inductions. Personal Tutors must also be aware of such procedures so as to be able to advise students.
- Expectations for students in terms of their participation within the taught elements of their programmes are clearly outlined. This should be stated in the Programme Handbooks.
- The mechanisms for monitoring student engagement are agreed by Heads of School and the Head of Student Services and are supported by appropriate processes for recording and reviewing engagement/absence.
- There is a mechanism within Futureworks by which a review of student engagement with the institution is undertaken to determine whether appropriate action needs to be initiated.
- There is a procedure by which Futureworks will follow up on continued unauthorised absence and non-engagement with the institution.
- In the case of students in receipt of a loan for tuition fees and/or maintenance from the Student Loan Company or a Local Education Authority (LEA), the appropriate body must be notified of appropriate absences.
- In the case of students in receipt of a loan or grant for tuition fees and/or maintenance from their government (Channel Islands/Isle of Man), the appropriate government department must be notified of absences.
- In the case of International students, Futureworks must inform UKVI when a Student Route visa holder makes certain changes, for example when a student does not attend classes, or withdraws from studies. If an International student stops engaging in study, as their student sponsor Futureworks is under obligation to investigate and in some cases to report this to UKVI. This could result in the student visa being cancelled and the student returning home.