A POSSIBLE TEMPLATE LETTER TO BE USED BY FACULTIES ISSUING AN INITIAL WARNING TO STUDENTS

Student no:

Dear

**Initial Warning of Unsatisfactory Student Progress, Engagement & Attendance**

Concerns have been raised about your progress/engagement/attendance [delete as applicable]. The details of those concerns are set out below. [insert details of unsatisfactory progress/engagement/attendance here].

Whilst I do not wish to unduly alarm you at this stage, it is important that any concerns with progress/engagement/attendance [delete as applicable] are raised early so that they do not overly impact your studies.

It is important, if there were any unavoidable circumstances which prevented you from performing satisfactorily, that you let us know immediately. We are only able to consider circumstances which could not reasonably have been raised earlier and so it is essential that you inform us of any difficulties you have faced as promptly as possible. If you choose not to disclose information, the Faculty/School is unlikely to be able to give it consideration at a later date. If you have health or other issues, then other procedures may apply. The University is committed to supporting students and recognises the importance of a student’s health and wellbeing in relation to his or her academic progress or engagement.

We have identified the following actions you need to take:

[Identify actions here with clear & reasonable deadlines for completion of actions]

[If you identified any useful sources of support for the student, detail here]

[Include in letters to students on Exeter Campuses] You may also wish to note that the [Students’ Guild Advice Unit](https://www.exeterguild.com/advice) ([advice@exeterguild.com](mailto:advice@exeterguild.com))can offer advice and support should you require it. You will also find details of other Support Services available at the University of Exeter at <http://www.exeter.ac.uk/students/services/>.

[Include on letters to students on the Cornwall campuses] You may also wish to note that the [Students’ Union Advice Service](https://www.thesu.org.uk/), [advice@theSU.org.uk](mailto:advice@fxu.org.uk) is able to offer advice and support locally. You will also find details of the University’s Support Services in Cornwall at <http://www.exeter.ac.uk/cornwall/support/>.

If you are experiencing issues that are affecting your health or wellbeing, you are encouraged to contact the Student Wellbeing Services, <https://www.exeter.ac.uk/students/wellbeing/>. If you need help with your study skills, have a look at what the Study Skills team can offer, including drop-ins, workshops and study resources, https://www.exeter.ac.uk/students/studyzone/.

This letter constitutes an initial warning in accordance with section 5.2 of the [Code of Good Practice: Unsatisfactory Student Progress, Engagement and Attendance procedures](http://admin.exeter.ac.uk/academic/tls/tqa/Part%208/8Dacadprog.pdf), and you should note that if concerns remain or are not satisfactorily addressed, or if further concerns arise within 12 months of receipt of this letter (excluding any periods of interruption), you will be issued with a final warning under section 6.2.

If there is anything in this letter which you are not clear about or should you have any concerns about the application of the Code of Good Practice - Unsatisfactory Student Progress, Engagement and Attendance at this stage, you should raise this within ten working days of receipt of this letter, either in person or in writing with the Faculty/School *[insert name and contact details]*.

Yours sincerely

Signed by the appropriate signatory as defined in Appendix 1 of the [Unsatisfactory Student Progress, Engagement and Attendance procedures](https://as.exeter.ac.uk/academic-policy-standards/tqa-manual/lts/unsatisfactoryprogress/)

cc Appropriate member of staff, e.g.: Info Point, Hub Manager, Personal Tutor, DESE

PGR Support Team, Supervisor, Pastoral Tutor

A POSSIBLE TEMPLATE LETTER TO BE USED BY IMMIGRATION COMPLIANCE ISSUING AN INITIAL WARNING TO **TAUGHT STUDENTS**

**Initial Warning of Unsatisfactory Student Progress, Engagement & Attendance (Visa Compliance)**

Student no:

Dear

We hope that this email finds you well.

We are contacting you because our records show that you have not been engaging with teaching or online learning materials for 3 weeks. This email outlines support that is available for you as well as explaining the impact of continued non-engagement for your visa and what you should do now.

**Support for you**

If you have a health or personal problem that is having an impact on how you engage with your programme, support is available. You can contact the Education Welfare Team confidentially if you have any personal, health or wellbeing difficulties – you can find details of how to contact the Education Welfare Advisor for your Info Point http://www.exeter.ac.uk/wellbeing/studentwelfare/. Our wellbeing services has a range of support, and you can read more and find out how to get in touch.

[Include in letters to students on Exeter Campuses] You may also wish to note that the [Students’ Guild Advice Unit](https://www.exeterguild.com/advice) ([advice@exeterguild.com](mailto:advice@exeterguild.com))can offer advice and support should you require it. You will also find details of other Support Services available at the University of Exeter at <http://www.exeter.ac.uk/students/services/>.

[Include on letters to students on the Cornwall campuses] You may also wish to note that the [Students’ Union Advice Service](https://www.thesu.org.uk/), [advice@theSU.org.uk](mailto:advice@fxu.org.uk) is able to offer advice and support locally. You will also find details of the University’s Support Services in Cornwall at <http://www.exeter.ac.uk/cornwall/support/>.

If you need help with your study skills, have a look at what the Study Skills team can offer, including drop-ins, workshops and study resources. <https://www.exeter.ac.uk/students/studyzone/>

Our Chaplaincy team is also available to listen, whether or not you have a faith. Find contact details for the Chaplaincy team in Exeter or in Cornwall.

**What are the visa implications of not engaging with your studies?**

As a Tier 4/Student visa holder it is particularly important that you take part in your studies as this is a requirement of your visa. We have to monitor your attendance and engagement and you can read more about how we monitor your attendance and engagement with your studies.

This email constitutes an initial notification (under the [University’s Unsatisfactory Progress, Engagement and Attendance Procedure](https://as.exeter.ac.uk/academic-policy-standards/tqa-manual/lts/unsatisfactoryprogress/)). No action has yet been taken, however, if our records continue to show that you are not engaging with your studies this could result in withdrawal from your programme.

**What should I do next?**

Please do seek any support you need as outlined above as soon as possible and if possible, begin engaging in your studies.

If there is a reason why you need to miss a particular session, for example because you are ill, please let us know by using the absence reporting tool in http://www.exeter.ac.uk/students/iexeter/ to report this (under the Teaching & Learning Tools tile).

If you feel that our records of your engagement/attendance are incorrect, please let us know as soon as possible by contacting [immigrationcompliance@exeter.ac.uk](mailto:immigrationcompliance@exeter.ac.uk)

If you have any questions or need advice about your visa or Tier 4/Student visa holder status, please contact International Student Support – by email visaadvice@exeter.ac.uk or book a digital drop-in or appointment directly.

Best wishes

Student Immigration Services

University of Exeter

Cc relevant Hub/Info Point

A POSSIBLE TEMPLATE LETTER TO BE USED BY IMMIGRATION COMPLIANCE ISSUING AN INITIAL WARNING TO **PGR STUDENTS**

**Initial Warning of Unsatisfactory Student Progress, Engagement & Attendance (Visa Compliance)**

Student no:

Dear

We are contacting you as our records indicate that you have not completed any contact events in MyPGR during the past 3 months. It is a condition of your Tier 4/Student visa that you continue to engage throughout your programme and the university is required by the Home Office to have a system in place to monitor engagement.

If there are any personal or health difficulties which have affected your ability to engage with your research, it is important that you contact your PGR Support team (by replying to this email) to make them aware. They will be able to signpost you to further support where appropriate. The University is committed to supporting students and recognises the importance of a student’s health and wellbeing in relation to their academic progress. We have also included a list of further sources of support at the end of this email.

We are only able to consider circumstances which could not reasonably have been raised earlier and so it is essential that you inform us of any difficulties you have faced as promptly as possible. If you choose not to disclose information, the Faculty is unlikely to be able to give it consideration at a later date.

If you have met with your supervisor, but your MyPGR record is not up to date, please ensure that you complete your MyPGR contact diary as soon as possible and by no later than the end of this calendar month.

This notification constitutes an initial warning in accordance with section 5.3 of the Code of Good Practice: Unsatisfactory Progress, Engagement & Attendance.

Further sources of help and support:

* The [Doctoral College webpages](https://www.exeter.ac.uk/research/doctoralcollege/) including [the PGR Handbook](https://www.exeter.ac.uk/research/doctoralcollege/support/studenthandbook/).
* The Doctoral College has collated the [Wellbeing Services available to PGRs](https://www.exeter.ac.uk/research/doctoralcollege/support/pgrsupport/wellbeing/) across campuses. The Wellbeing team are able to provide a range of support and advice for both campus and non-campus based students. There are also some links on the Student Wellbeing webpages to online self-help resources and techniques.
* You may contact the PGR Education Support Advisor for Welfare at [welfare.pgr@exeter.ac.uk](mailto:%20welfare.pgr@exeter.ac.uk).
* As a PGR student you can access [Spectrum Life](https://www.exeter.ac.uk/staff/wellbeing/mentalhealth/spectrum/) who provide a variety of confidential counselling services. Please note that the services offered by Spectrum Life are available not only to you, but also to family members who live with you.
* [SilverCloud](https://exeter.silvercloudhealth.com/signup/) offers secure, immediate access to online Cognitive Behavioural Therapy programmes, tailored to your specific need.
* PGRs who are [Parents or Carers](https://www.exeter.ac.uk/research/doctoralcollege/support/pgrsupport/wellbeing/parentandcarer/) also have access to a range of support including support groups.
* You will also find details of the University’s Support Services at [www.exeter.ac.uk/students/az-services/](https://eur03.safelinks.protection.outlook.com/?url=http%3A%2F%2Fxn--www-6o0a.exeter.ac.uk%2Fstudents%2Faz-services%2F%25E2%2580%259D&data=05%7C01%7CJ.R.Price%40exeter.ac.uk%7C7c8a363f8b4149b10e7008db3fee0baf%7C912a5d77fb984eeeaf321334d8f04a53%7C0%7C0%7C638174063843292535%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=z7Khzf9iOOOg1Zah9tAY3ttplW009Ya0ptghc7Pamgg%3D&reserved=0).
* For advice about visas/immigration, you can contact [International Student Support](https://www.exeter.ac.uk/students/international/)
* In Exeter the Students’ Guild Advice Unit, email [advice@exeterguild.com](mailto:%20advice@exeterguild.com), and in Cornwall The Students’ Union Advice Services are available to offer advice and support should you require it.

If you have any questions about this email or believe that you should not have received it, please contact your PGR Support Team by replying to this email.

Best wishes

Student Immigration Services

University of Exeter

Cc PGR Support