

FREQUENTLY ASKED QUESTIONS

ACADEMIC ENGAGEMENT MONITORING AT THE UNIVERSITY OF BATH (Student visa holders)

(Academic year 2025/26)

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Overview

This document refers to Academic Engagement Monitoring for Student visa holders.

Careful consideration has been given to the new academic engagement monitoring policy and relevant supporting systems; it has been designed with the aim to minimise the impact on students and staff, whilst ensuring the University meets engagement monitoring requirements set by the UKVI.

The [Academic engagement monitoring policy for Student visa holders](#) has also been designed to ensure that any potential welfare issues, which may be indicated by poor attendance or poor engagement, are identified promptly so that appropriate support can be provided. It is devised in line with the UKVI requirements.

We understand that the policy and process may raise questions for you as a Student visa holder. To this end, we have designed the below guidance to provide answers to the most frequently asked questions. More questions and answers will be added regularly – please keep checking this document if you require further updates.

More detailed information on academic engagement monitoring is available on the relevant Student Immigration Service [webpage](#) and in our [policy](#).

Generic questions on Academic engagement monitoring for Student visa holders

How will the Student Immigration Service (SIS) monitor academic engagement during the 2025/26 academic year?

The 2025/26 [Academic engagement monitoring policy](#) details how students on Student visa will be monitored this academic year. Students will be required to meet engagement points, as below:

- Undergraduate and postgraduate taught students (including students in the first year of an Integrated PhD and visiting taught students) will be monitored through a combination of physical and online engagement points, evidencing both physical attendance and genuine online academic engagement.
- Students on placement, study abroad, fieldwork, postgraduate taught students at dissertation stage and 'project only' students will be monitored via electronic means.
- Doctoral students' (including visiting scholars) engagement will be monitored via monthly in-person supervisory meetings.

How will the Student Immigration Service (SIS) monitor physical and online engagement for on-campus taught students?

Physical attendance of on-campus teaching events (lectures, seminars, labs, workshops, studios, etc.) will be captured by using SafeZone check-in data. Students are required to use the [SafeZone app](#) check-in function when attending their teaching event to record their engagement.

The following online engagement points will also be monitored:

- coursework and assessment submissions on Moodle
- Panopto lecture view of minimum 50 aggregated minutes per lecture/day

The Student Immigration Service will **no longer** use Teams and Zoom data for the purpose of monitoring online academic engagement.

How frequently will the Student Immigration Service (SIS) monitor on-campus taught students?

SIS will analyse the engagement data fortnightly for the previous two weeks' engagement. You will be required to meet:

- a minimum of one engagement point per week (online or physical) and
- a minimum of one physical engagement point in any two-week period, using SafeZone.

Examples:

Week 1 - online engagement; Week 2 - SafeZone check-in (engagement met)

Week 1 - SafeZone check-in; Week 2 - SafeZone check-in (engagement met)

Week 1 - online engagement; Week 2 - online engagement (engagement NOT met)

TIPS:

- ***The simplest way to remain engaged for monitoring purposes is to use SafeZone check-in every week.***
- ***Select to receive Notifications for instant confirmation of a successful check-in.***
- ***Keep the SafeZone app icon on your mobile Home page as an easy reminder to use it.***

How will the Student Immigration Service (SIS) monitor academic engagement of students away from campus?

If you are currently studying away from campus – undertaking a placement, study abroad, fieldwork, etc., we will not expect you to use the SafeZone app during that period.

Your engagement will be monitored as follows:

- During your placement / study abroad, you will be required to promptly complete online PIMS generated tasks and central engagement tasks (sent to your In Tray in SAMIS on the Web).
- During fieldwork, you will be required to maintain regular contact with your doctoral supervisor, as agreed in the Fieldwork form.

Once students resume their studies in Bath, they are required to download the SafeZone app and start using it when attending face-to-face study sessions (except doctoral students).

I'm studying on/off campus (project only/dissertation) but there is no teaching to attend. How will I demonstrate my engagement?

- Undergraduate taught students who are completing 'project only' unit with no taught element will have their engagement monitored monthly via their project supervisors who will confirm the student's engagement.

- Students completing their dissertation / practicum / summer project will be monitored monthly via completion of online tasks (sent to In Tray in SAMIS on the Web).

What is the UKVI requirement for withdrawing visa sponsorship due to lack of academic engagement?

As per the UKVI requirements, any visa sponsored student studying in the UK who stops engaging with their course for more than 60 consecutive days after the Student Immigration Service (SIS) first contacts them about their lack of engagement will have their Student visa sponsorship withdrawn.

Robust processes are in place at the University of Bath to ensure lack of engagement is identified early and students have time to re-engage before the University is required to withdraw their visa sponsorship.

What happens if I am sick (and cannot engage/attend)?

As per the 2025/26 [Academic engagement monitoring policy](#), for absences longer than 7 calendar days you will need to submit an [authorised absence](#) request. You are not required to do this for absences up to 7 days.

To request an authorised absence, go to [SAMIS on the web](#), Student Home > Student tasks > Request/View authorised absences. Once received, we will pass your request on to your Director of Studies / Doctoral supervisor for approval. You will receive an email to let you know the outcome of your request. Short-term requests for absence due to illness will be authorised automatically.

Some of my units are optional or “drop-ins”. Will I be marked as having missed physical engagement points if I do not attend those?

As per the 2025/26 [Academic engagement monitoring policy](#), students on a Student visa are required to evidence at least **one** physical engagement in a 2-week period – using SafeZone check-in at a face-to-face on-campus teaching session.

As long as you have appropriately registered your attendance using the SafeZone app at at least one teaching / study / studio / lab session every two weeks, then you will be considered to have met your engagement points, regardless of whether these are compulsory or optional study sessions.

Additionally, your academic engagement is also monitored through online engagement via Moodle submissions and Panopto/Re-View viewings.

What happens if I do not engage as per the policy?

The 2025/26 [Academic engagement monitoring policy](#) and our webpage detail the steps which SIS will take in case of non-engagement. These differ according to the type of study (taught, research, placement, etc.) and frequency of non-engagement.

SIS will ensure that students who fail to engage are contacted and reminded to engage as per the policy. At advanced stages of non-engagement, the SIS will liaise with departments and other professional services to ensure that adequate measures are put in place where issues of lack of engagement or attendance have been identified.

A robust process has been devised to allow opportunities for student's re-engagement and to minimise the risk of visa sponsorship withdrawal.

Can I appeal against the decision to withdraw my Student visa sponsorship following lack of engagement?

You may appeal the decision to withdraw your Student visa following lack of engagement. Your sponsorship will be withheld in line with this policy but will be reinstated should the appeal be upheld.

Can I return to study after my Student visa has been withdrawn due to lack of engagement?

If you were suspended/withdrawn due to non-engagement and wish to return to study at the University of Bath, you will be asked to explain how your situation has changed, in ways that enable you to meet your academic engagement monitoring responsibilities. You will be asked to provide evidence where possible.

If the Student Immigration Service is satisfied that the situation has changed and that you are committed to engaging actively and regularly with your studies, the Department/School will be contacted by SIS as normal to initiate your return from suspense.

If there are concerns as to whether the situation has changed and/or you are committed to engaging actively and regularly with your studies, SIS will request that a tailored Support for Study Action Plan is put in place by the Department/School, which you will be required to agree to, before a CAS may be issued. The Plan will include agreed specific actions and review dates, which you will be required to meet to remain visa sponsored.

The SafeZone App: in-person academic engagement

What is the SafeZone app?

The University of Bath's [SafeZone](#) app is free to download for students. Even when you're not on campus or in University buildings, SafeZone can provide useful location-based functionality, for example notifying you of accidents or emergencies in the local area. The SafeZone app is also used to record physical attendance as part of the [Academic engagement monitoring policy](#).

How does the SafeZone app work?

SafeZone is already in use across campus and some areas in the city (for staff / students who have registered and opted-in). It uses (in increasing order of accuracy): mobile phone networks, Wifi and Bluetooth beacons, and it will use the most accurate connection available to it at any given time.

How do I download / use the App?

As a University of Bath student, you can [download it for iOS](#) or [download the Android app](#) and sign in using your University username and password.

There's more detailed information available on [downloading](#) and [using the app](#).

Generic information on using the SafeZone app can be accessed on <https://www.safezoneapp.com/how-it-works>.

How is SafeZone used for academic engagement monitoring purposes?

The use of the SafeZone app has been expanded to allow undergraduate or postgraduate taught students who hold a Student visa to evidence in-person academic engagement.

If you are a taught student on a Student visa, you are required to download the App and register on it before the start of your course, to ensure you are able to 'check-in' at your face-to-face on-campus study sessions.

As per the 2025/26 [Academic engagement monitoring policy](#), by using the app to 'check-in' at your teaching / study sessions (including lab, studio, workshops, etc.) **at least once in a two-week period**, you will be able to demonstrate you are engaging with your course by attending your face-to-face study sessions on campus. This is in addition to evidencing weekly online (or physical) academic engagement.

Must I enable Location Services?

If you are on a taught course and hold a Student visa, you **must ensure that you enable Location Services for the app** for it to work correctly. This only allows the app to share your location when you check-in to a face-to-face teaching / studio / workshop / study / lab session.

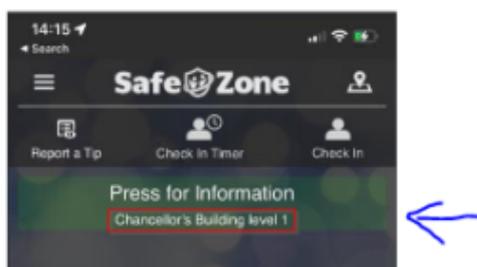
Location sharing is necessary to confirm that you are on campus attending your study sessions, hence meeting your academic engagement responsibilities. As a sponsored student who is required to adhere to the 2025/26 [Academic engagement monitoring policy](#), it is your responsibility to ensure that you have enabled Location Services on your app.

Your location data is collected by SIS only when you are on campus or in University teaching buildings and checked-in. Your data will not be monitored in any location other than the teaching spaces where you attend your study sessions.

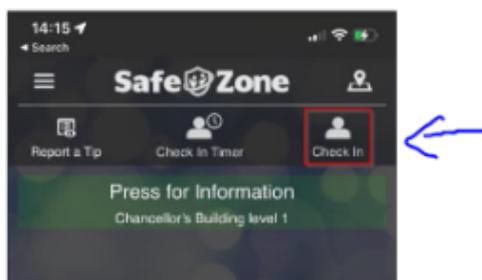
How do I check in using SafeZone?

Open the SafeZone app and follow the instructions below.

The main screen shows you the **region** you're in in the information bar – in this case it's the Chancellor's Building:

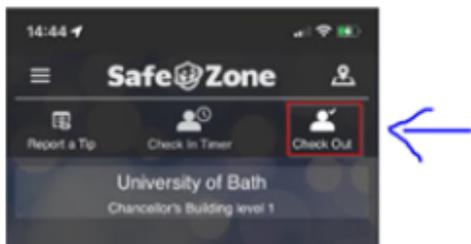


To **check in**, tap the icon in the top right:



If you haven't already, you'll be prompted to grant the app access to your device's Location Services and Notifications features. This is needed for most of the app's functionality. You may also be asked to grant it access to the accelerometer. Enabling this helps the app to know whether it is on the move, and so helps to conserve battery life by not refreshing as often when stationary.

You will see a tick next to the icon when you are successfully checked in:



Tap it again when you are ready to check out. Leave at least 10 minutes between check-in and check-out to allow the app to successfully register your check-in.

When do I check-in?

In order to meet your physical engagement points, you can check-in anytime while attending your teaching / study / workshop / lab / studio session.

If you have enabled 'automatic check-in', you do not need to manually check-in. Data will be automatically recorded when you enter a teaching zone (where Bluetooth beacons are installed). **It is important that you regularly open the app to prevent the auto check-in function and/or the app from becoming dormant. If your SafeZone isn't active, your automatic check-in will stop working.**

You may turn the app off at any time if you do not need to check-in.

Must I enable automatic check-in?

You are not required to enable automatic check-in.

If selecting automatic check-in when setting up your SZ app, you need to ensure that you regularly open the app to prevent the auto check-in function and/or the app from stopping to work.

If you choose not to use automatic check-in, you will need to manually check-in when attending academic sessions on campus.

How do I opt-in to receive check-in Notifications?

To opt-in, go to the Menu in the top left of the SafeZone app, select 'Notifications' > 'Manage User Groups' and toggle the group 'Engagement monitoring check-in notification'. If you change your mind, you will be able to opt-out at any time, and re-join should you wish to.

Do I need to opt-in to receive check-in Notifications?

No, but we strongly recommend opting in to the instant (silent) notifications. These will help you confirm that you've successfully checked in for your teaching session, ensuring you are meeting your academic engagement monitoring requirements.

They can also serve as proof of your physical attendance (if needed) in the rare event of any SafeZone user-related technical issues.

Do I need to check in at every face-to-face lecture, seminar, lab, studio, workshop, etc.?

No, you don't. You must check in at least once every two weeks as per the [Academic engagement monitoring policy](#).

Although you are only required to complete one check-in every two weeks, **the more check-ins you record via SafeZone, the more chances you have of evidencing continuous engagement, and meeting your academic engagement requirements.**

At what point do I need to check-in at my study session?

You can check-in using the app just before, during or at the end of the session. It is important that you are in the area the teaching session is taking place when checking in.

What happens if I forget to check-in for 2 weeks?

If you forget to check-in, the Student Immigration Service will email you to remind you of your responsibilities under the 2025/26 [Academic engagement monitoring policy](#). Depending on the length of your non-engagement, you will be given the opportunity to explain why you have missed your physical engagement points and advice will be provided on how to prevent this from happening again.

Please note that if you are experiencing technical issues with the app (further on troubleshooting below), it is your responsibility to seek help from our IT Helpdesk to have it resolved as a priority.

As a reminder to use the SafeZone to evidence engagement, the Student Immigration Service will be sending a SafeZone SMS to every sponsored student at the start of each teaching week.

Why are my tutors not reminding me to check-in?

As the Student visa holder, it is your own responsibility to ensure you check in at face-to-face study sessions, as per our 2025/26 [Academic engagement monitoring policy](#).

In the classes where my tutors are already taking a register, should I still check-in using the app?

Unless you have agreed an alternative monitoring plan with your tutor / Department AND the Student Immigration Service, you will need to check-in, as the academic register the tutor is taking is recorded for other purposes than Student visa academic engagement monitoring, and our department does not have access to such data.

Where are the Bluetooth beacons located?

Beacons have been installed at various teaching and study room or floor levels in the most high-density teaching buildings across campus.

What do I do if I am not able to use the app due to a DAP (Disability Access Plan)?

If you have a Disability Access Plan with the University and the SafeZone app is not suitable for monitoring your engagement accurately, please contact the Student Immigration Service (SIS) on studentimmigrationservice@bath.ac.uk as soon as possible. SIS will ensure that alternative tailor-made arrangements are made.

What do I do if I am not able to use the SafeZone app as I do not own a mobile device?

If you are not able to use the app because you do not have a mobile device, please contact the Student Immigration Service (SIS) immediately at studentimmigrationservice@bath.ac.uk. SIS will ensure that alternative tailor-made arrangements are made.

As a Student visa holder, it is your responsibility to contact us as soon as possible. If you miss your physical engagement points due to this issue and have not informed us of it when it occurred, this may be marked as non-engagement.

The SafeZone App: troubleshooting

For issues you're unable to resolve after reading the below sections, visit the IT Helpdesk in the Library (level 2) or [log in a ticket](#) with the University's Digital, Data & Technology Group (DD&T).

Why is SafeZone not showing my correct location?

If SafeZone shows a different location than where you are, this may be because your location accuracy is low.

This can be due to several reasons:

- the app is in the process of triangulating your location
- environmental factors (e.g. building construction interfering with the signal)
- the app does not have the correct permissions to use Location Services on your device
- the app does not have access to all the connection methods on your device

Things you can try and/or check:

- wait a few seconds to see if it improves
- ensure Location Services access is set to 'Always' in the SafeZone settings
- set your Location Profile to Realtime – this means the app is constantly polling the server with your location, rather than only when it senses you are moving. This may affect battery life on your device.
- ensure that all of your connection methods (mobile data, Wifi, and Bluetooth) are enabled
- ensure that motion and fitness settings are enabled
- ensure that background app refresh is enabled (iOS only)

If you're still getting accuracy problems, either all the time or in a particular location, please [log in a ticket](#) with the University's Digital, Data & Technology Group (DD&T).

What do I do if I have an issue with the app / the app does not function properly?

Things you can try and/or check:

- wait a few seconds to see if it improves
- re-start your app
- ensure Location Services access is set to 'Always' in the SafeZone settings
- set your Location Profile to Realtime – this means the app is constantly polling the server with your location, rather than only when it senses you are moving. This may affect battery life on your device.
- ensure that all of your connection methods (mobile data, wifi, and Bluetooth) are enabled
- ensure that motion and fitness settings are enabled

- ensure that background app refresh is enabled (iOS only)
- **if you have an Android device, it is possible that your phone is “killing your app” to maximise battery life.** This will mean that the functionality of your SafeZone app will be affected and engagement data may be erroneous because of it. Please follow the instructions on dontkillmyapp.com to disable the battery saving setting (for SafeZone app)
- **if you have enabled automatic check-in**, you need to ensure that you regularly open the app to prevent auto check-in function from becoming dormant (stopping working).

We also recommend students choose the ‘opt-in’ option to receive check-in notifications.

The check-in notification will appear every time a check-in is successfully registered. This will provide you with a feedback tool to check you are meeting your academic engagement monitoring requirements. This should also ensure swifter identification and resolution of any SafeZone user-related technical issues. The notification will be silent and stored in the SafeZone app and students may opt out at any point.

To opt-in, go to the Menu in the top left of the SafeZone app, select ‘Notifications’ > ‘Manage User Groups’ and toggle the group ‘Engagement monitoring check-in notification’.

If you notice a technical issue with the app, please refer to the SafeZone user guide available on <https://www.safezoneapp.com/how-it-works>. If you still cannot resolve the issue, please [log in a ticket](#) with the University’s Digital, Data & Technology Group (DD&T) or visit the IT Helpdesk in the Library, on level 2.

As a Student visa holder, it is your responsibility to contact DD&T as soon as you notice the technical issue.

I cannot download the SafeZone app because my phone is Huawei. What can I do?

If you have a Huawei phone, you will be able to download the SafeZone app if you install Android over your HarmonyOS (HarmonyOS is the Huawei’s equivalent of Android). If you need help with installing it, feel free to look online for videos or instructions on how to do this, by searching for 'install Android apps on HarmonyOS'. Otherwise, the IT Helpdesk (Library, level 2) should be able to advise.

What do I do if the information showing on the app upon checking-in is incorrect (date, time, location, etc.)?

If the information that appears on your app is incorrect, please refer to the SafeZone user guide available on <https://www.safezoneapp.com/how-it-works>. If you still cannot resolve the issue, please [log in a ticket](#) with the University’s Digital, Data & Technology Group (DD&T) or visit the IT Helpdesk in the Library, on level 2.

What do I do if I am not able to use the SafeZone app because my mobile device is out of battery or not working?

If you are not able to use the app because your mobile device is out of order and you are expecting to miss the physical engagement point for 2 weeks, please contact the Student Immigration Service (SIS) immediately at studentimmigrationservice@bath.ac.uk.

It is your responsibility to contact us as soon as possible. If you miss your physical engagement points due to this issue and have not informed us of it when it occurred, this will be marked as non-engagement.

Data and Security

I have concerns over the tracking of my location using the SafeZone app

The Student Immigration Service will only be using the SafeZone app data for students holding a Student visa for academic engagement monitoring purposes. It is not a tracking device and will only show us a 'check-in' location at a single point in time, at the specific time of the actual 'checking-in'.

Your location data is collected by SIS only when you are on campus or in University teaching buildings and checked-in. Your data will not be monitored in any location other than the teaching spaces where you attend your study sessions.

I have concerns over the use of my data

Engagement data will be recorded, monitored and retained for Home Office audit purposes and for analysis to identify - and take action where appropriate - any sponsored student who shows inadequate engagement. Data will not be used for any other purpose.

I have concerns over who has access to my data

Only staff with responsibility for compliance with the UKVI requirements and members of staff providing specialist technical support will have direct access to the attendance data. Information on engagement may also be provided to other relevant members of staff, such as Directors of Studies, doctoral supervisors or the Director of Academic Registry, where this forms part of decisions made under this policy, such as the [Procedure to respond to poor attendance](#).

The engagement monitoring system has been carefully designed with consideration to data protection (over which the University's Legal Team has been consulted) aiming to minimise the impact on students and make it as supportive as we can while complying with the Home Office rules and regulations.

More information about student data is available on the [data protection webpage](#) and the [data retention webpage](#).

Should the above FAQs not answer your specific query, please email the Student Immigration Service at studentimmigrationservice@bath.ac.uk.