Student Support Policy

Policy no:	5.8	Version number	V01
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Produced by	Compliance Team	Approved by	Academic and Quality Board
Related Policies	- Safeguarding Policy - Disability Policy - Student Disciplinary Policy - General Student Handbook - Fitness to Study and Practice Policy - Student Handbook - Equality and Diversity Policy - Admissions Policy - Student Council ToRs and Guidance - Access and Participation Statement		
External reference points	**Office for Students** B2 Resources, support and student engagement - Academic support relating to the content of the higher education course; support needed to underpin successful physical and digital learning and teaching; support relating to understanding; avoiding and reporting academic misconduct, and careers support. - Engagement in committees; course delivery and development; and student feedback.		

Contents

1. Background and Purpose

LCK Academy ('LCKA', 'the Academy') is committed to ensuring that students are provided with a full range of support services, which is inclusive and enables students to take full advantage of the educational experience provided by the Academy.   This policy relates to all support services provided to applicants and students applying for, studying on or graduated from a course being delivered by the Academy, as well as prospective students who may choose to join one of the courses LCKA delivers in future. It includes students who study remotely online, in person, or in blended learning courses. This policy describes the types of support that students will have available to them at the Academy and who is responsible for providing it. It includes support that is provided from the moment an applicant makes an initial enquiry about studying at the Academy through to the completion of a course, graduation and progression into further studies or employment.

2. Aims and Objectives

The main aim of support services is to ensure that students are able to overcome barriers to their academic and career success regardless of their background and personal circumstance. To this end the Academy will strive to meet the following objectives:

- Provide a caring and safe environment for students that includes welfare, referral and other services to enhance the student experience
- Provide impartial information, advice and guidance (IAG) when dealing with admissions enquiries, enrolments and progression opportunities.
- Ensure that all support possible is provided to ensure that every applicant and student has fair, equitable and equal opportunity to access and participate in the higher education experience provided by the Academy regardless of their personal circumstances, background, disabilities or special needs.
- Train and support staff to provide students with the pastoral and academic support they need to achieve academic and career success
- Provide reasonable adjustments where possible to accommodate students with disabilities or learning difficulties
- Provide personal tutorials and additional workshops to meet the individual needs of students

3. Application

Students are encouraged discuss any additional needs at their earliest opportunity with an admissions officer and request support. Admissions officers will prioritise support that is requested by students. If they cannot provide the support themselves or right away, they will arrange an early appointment or refer the student to the appropriate staff for support.

The Academy also takes a proactive approach to student support by providing a personal tutoring service in addition to dedicated staff responsible for identifying student needs and providing targeted support and guidance. All student support services, whether pastoral or academic, are managed by the Head of Student Services who reports to the Head of Academy Advancement.

4. Support with Admissions

The following support is provided by admission staff to applicant enquiries about LCKA courses they may wish to join:

- A confidential pre-enrolment service to advise and guide applicants about applying for courses and for student loan funding
- Support with enrolment processes after admissions
- Encouraging applicants to disclose a disability or learning need and advising them and staff on any reasonable adjustments that can be made to ensure they are not disadvantaged or prevented from enrolling on a course
- Signposting students to external counselling and welfare services
- Referral to the services of partner organisations including available additional workshops.
- Support with making complaints about the admissions services at LCKA

# 5.	Pastoral Support Services:

The Head of Student Experience is responsible for managing a team of Student Support Officers at the Academy. Student Support Officers receive training on how to provide support to students on a range of issues. The following is a list of services (not exhaustive) that are provided by Student Support Officers at the Academy:

## 5.1.	Support Services:

- Providing course information and handling enquiries
- Dealing with student change of contact details and change of circumstances
- Referrals to specialists such as a counsellor, welfare officer, careers advisor or medical expert.
- Assisting students with technical issues in relation to their studies such as logging into the Academy VLE (Moodle) so they can access the resources for their programme, submit their assignments and check Turnitin similarity scores
- Helping students obtain ID cards and receiving letters they may need such as Council Tax Letters.
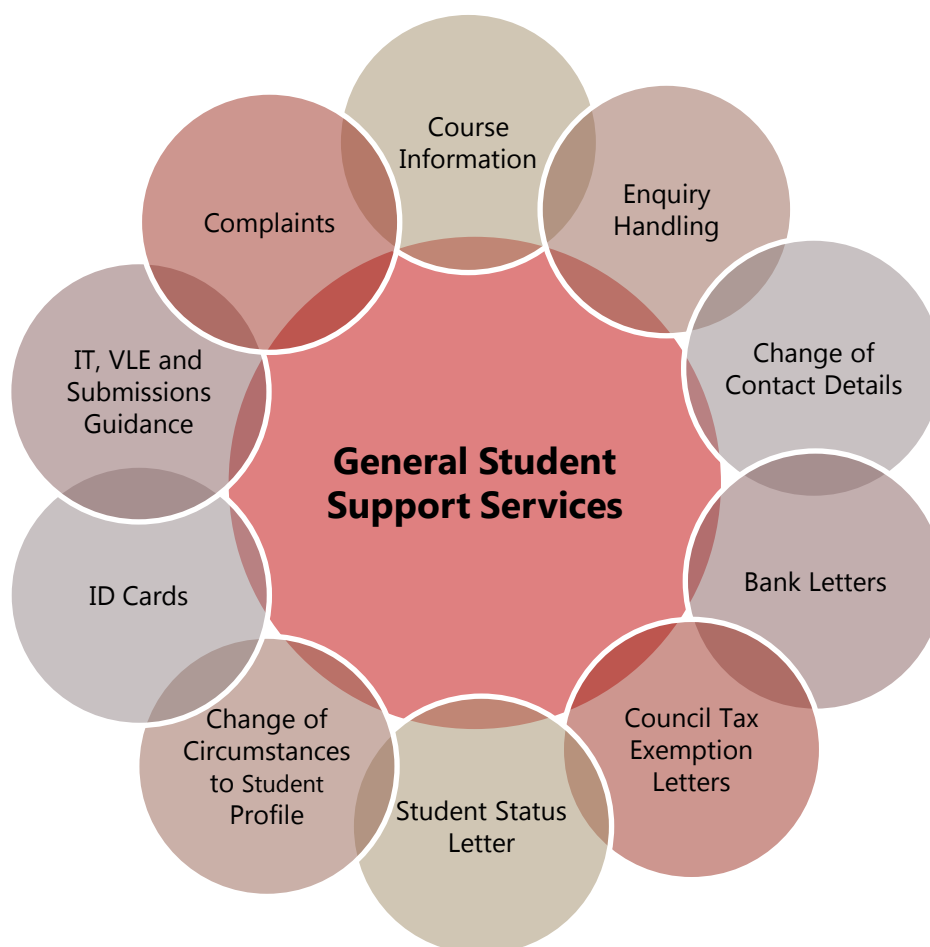
5.2. Enhancing the Student Experience

- Participating in student inductions
- Safeguarding
- Liaising between students and their Personal Tutor
- Referring students to additional workshops
- Responding to student surveys and informing students about our response to those surveys
- Ensuring that students engage with the Academy through the Student Council and through representation on Academy Committees
- Running social and cultural events for students
- Supporting students with how to make general complaints and appeals
- Careers advice and support
- Arranging alumni events
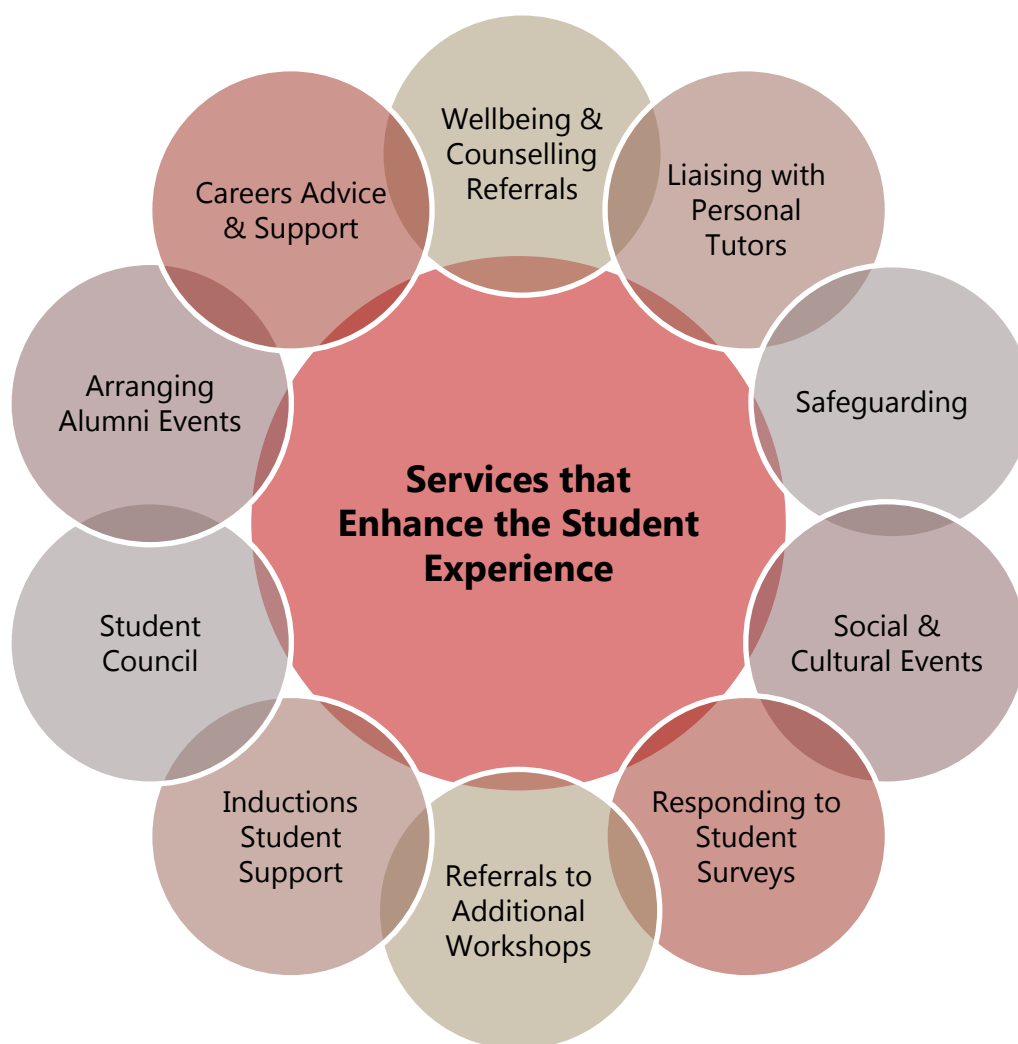
6.   Personal Tutoring

The Academy has an institution-wide approach to personal tutoring that incorporates all the requirements of its partner organisations but also operates independently of its partner organisations if required, adding value to the student experience. All students studying at the Academy are entitled to the following personal tutorial service:

- A named personal tutor able to provide academic and pastoral support or refer students to appropriate support if necessary
- A personal tutoring service that meets the needs of individual students
- At least three personal tutorial meetings per annum or once per term
- Personal tutors complete personal and professional development plans with their tutees
- One-one personal tutorial meetings should be approximately 30 minutes each but may be longer or shorter depending on the need of the student
- Additional group tutorials may be held at key times throughout the year such as academic literacy including Harvard referencing.

7.   Academic Support

In addition to pastoral support services listed above, Personal Tutors, reporting to Programme Leaders, provide students with academic support outside of classes on a range of issues relating to their studies. These may include helping students with:

- Finding appropriate resources students will need for their studies
- Making best use of the library resources
- Assisting students with IT equipment or referring students to the appropriate IT support staff for support with the use of different applications such as excel spreadsheets, power-point and canva.
- Understanding the requirements of their assignment briefs
- Understanding assessment feedback, managing expectations and learning how to implement constructive recommendations to improve performance in their next assignments
- Guidance on matters relating to the student's academic progression and choices
- Guidance on future career plans and concerns (where appropriate); this could be referral to employment and careers services
- Producing Personal and Professional Development Plans.

8. Employability Support and Employer Engagement

Improving the career prospects and life chances of individuals and their communities is a key strategic priority for the academy and includes the following objectives:

- Provide knowledge and skills that prepare people for the modern workplace, or to start their own businesses.

- Support students in work placements and volunteering opportunities and prepare them for their career development.

- Collaborate with employers to provide students with sustainable and gainful employment.

In order to meet these objectives, the Academy will provide the following employability support and employer engagement:

- Employability workshops that will help students take advantage of employment opportunities and develop their careers including writing CVs, personal statements, job applications and interview techniques as well as workshops on business startups.
- Staff dedicated to arranging work-based learning opportunities and work placements
- Ensuring that relevant work-related competencies are built into the curriculum wherever possible
- Organising networking events for students to meet employers
- Liaising with employers and local enterprise partnerships in order to identify the skills that are needed and to support students into employment.
- Working with students to develop business ideas for the LCKA Business Incubator (BI) for small business development

9. Business Incubator (BI)

The LCK Academy Business Incubator (BI) aims to provide students with a platform and resources to explore, develop and present their own business ideas. Students who present winning ideas may be provided with some resources to start their own businesses. This support includes financial assistance and access to mentorship, space, and other essential resources needed to launch a business successfully. This practical experience and opportunity familiarises students with legal requirements and current professional practice and may lead to the establishment of successful small businesses.

10. The Student Experience and Support Panel

The Student Experience and Support Panel (SESP) is chaired by the Head of Student Services and consists of Student Support Officers, Attendance Officers, the Personal Tutor Lead and student representatives. SESP meets once a month to ensure that all pastoral and academic support is being provided effectively and that student attendance and engagement are being monitored effectively. The key objectives of the SESP are:

- To monitor, review and inform the Academic and Quality Board on the take-up and performance of student support services, additional workshops and the business incubation hub at the Academy.
- To advise on and propose any policy and procedures that specifically affect student support at the Academy.
- To foster collaboration and sharing of good practice in support services at the Academy.
- To listen to student representative voices on the efficacy of student support and ways that support can be enhanced and targeted
- To monitor activities and data relating to the support and guidance of students and their impact on the Academy's progress towards meeting its strategic objectives.
- To monitor, review and enhance student support and welfare services
- To monitor, review and enhance student attendance and engagement through the attendance monitoring process (See the Attendance and Engagement Policy).
- To submit quarterly reports and annual monitoring reports on student experience and support to the Academic and Quality Board.

11. The Student Council

The Head of Student Experience supports students in the election of class representatives into the Student Council and the Student President, who chairs the Student Council. The Student President and other members of the Student Council are encouraged to work closely with all student support officers and tutors to ensure that support services are targeted effectively. Please refer to the Student Council terms of reference and guidance notes for more information on the role and processes of the Student Council.

12. Summary of Student Support

12.1. Personal Tutoring

Class Tutors are assigned individual students in the first week at the start of their course, who can go to them for one-one support on any issue. Personal Tutors should arrange three tutorials in person or online with their Tutees over the course of an academic year. A tutorial is normally expected to take about 30 minutes on average. Tutors should complete a Personal and Professional Development Plan with their Tutees.

12.2. Student Support Officers

Student support officers provide a wide range of pastoral support and referral services to all students including the following:

- General Student Support Services
- Services that Enhance the Student Experience

12.3. Counsellor & Student Welfare Officer

LCK Academy will either refer students to a Counselling and Student Welfare services or provide its own Student Counsellor and the Student Well-being Officer to support students with any welfare issues they may have, including mental health issues.

12.4. Academic and Employability Support

The following academic and employability support is generally provided two evenings per week online, but may also be provided in person at the Academy campus:

- Academic English Classes
- Academic Skills Classes
- IT Support Classes for digital platforms and IT equipment
- Practical Training Workshops
- Research Support Workshops
- Academic Integrity Workshops (Turnitin and Referencing)
- Employability Masterclasses

13. Reporting and Review

This policy must be approved by the Academy Advancement Committee. The implementation of the policy will be monitored and reviewed for all required action by the Head of Student Services, who reports to the Academy Advancement Committee every quarter. The policy is reviewed annually by the Head of Student Support.