



Student Support Policy

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Version Control			
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V1 (07/08/24)	V2	26-08-25	Reformatted and added version control table.

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1. Introduction

This policy sets out how Trent Education Centre (TEC) supports its students in order to ensure they have the best possible student experience. This includes support provided upon recruitment, admission and enrolment to group and individual academic and pastoral support the College provides to its students and alumni. All staff at TEC can be approached by any student for support and the College strives to ensure the support offered is as inclusive as possible. If staff cannot provide the support requested, they will signpost students to the appropriate staff. The College Student Support Manager will report to the Head of Quality and be responsible for leading Student Support Officers in each Study Centre where College higher education courses are provided to students.

2. Policy and Scope

This policy covers all types of support provided to students including support for applicants, those studying already and those who have graduated. The College provides pastoral and academic support for students studying in-person or online.

Pastoral support includes wellbeing and counselling services, personal tutoring and general services such as course information, handling complaints and enquiries, and running social and cultural events.

Academic support includes accessing and utilising library resources, using IT equipment, understanding the instructions in assignment briefs, additional academic study and employability skills development and workshops, personal development planning, assignment feedback clinics to help student understand how to improve, guidance on career and progression opportunities.

3. Aims and objectives

The College aims to help student overcome obstacles to learning and to enhance the overall student experience with high quality support services that are inclusive and take account of the individual needs of all students. The objectives of student support services are as follows:

- To offer impartial information, advice and guidance for students who wish to join one of our courses and to continue offering advice and guidance through to the completion of their studies and beyond.
- To provide a referral service for students who may require services not provided by TEC.
- To help students towards high academic achievement, progression, career development and excellent graduate outcomes.
- To support all students equitably in accordance with their needs and to treat all students fairly and respectfully when identifying and serving their needs.
- To ensure that the College has a suitable number of staff able to provide the academic and pastoral support students need including adequate human resources to provide individual support when needed.
- To make reasonable adjustments for students with disabilities or learning difficulties whenever possible so that they are able to access and participate in all TEC activities.
- To ensure that all students feel safe and have access to wellbeing services.

4. Constraints

Whilst TEC aims to provide students with the most comprehensive advice and guidance possible we may be constrained by the following factors:

- In accordance with GDPR legislation all personal data of students is confidential and must be kept securely and on a needs-only basis
- Some students may prefer not to disclose a disability or learning need partly because they may feel that it will restrict the opportunities available to them.
- Some applicants may not meet the entry requirements and are not able to join a higher education course. TEC can refer such applications to our further education courses.
- There may be an unreasonable level of adjustments required for a student to join a course at TEC.
- A student may prove unable to comply with TEC's Fitness to Study Policy and we may therefore be required to suspend or expel them from the College in the interests and safety of the student and the wider student and staff body at TEC.

Student Support Officers and Tutors will receive training on how to provide Information, Advice and Guidance (IAG).

5. Admissions and Enrolment Support

TEC makes every effort to provide students with comprehensive support during the admissions and enrolment processes. This includes:

- Referring applicants to any external services of courses if required or requested
- Comprehensive information about course content and course details including schedule, units of study, assessment strategy and progression opportunities
- Full information and guidance on the admission and enrolment processes
- Confidential handling of students who wish to disclose a disability or a special learning need or difficulty they may have so that reasonable adjustments can be made where possible
- Confidential guidance and support for students wishing to apply for student loan funding
- Advice and support for students completing enrolment forms

6. Pastoral Support

Student Support Officers are trained to provide a range of pastoral support services for students. The following are examples of the types of pastoral support services provided by Student Support Officers:

- Making sure students receive full information on the support available to them during inductions and helping to run inductions.
- If TEC is approved to offer students access to student loan funding, to provide them with support and guidance with their application in addition to ongoing support with accessing e.g. financial benefits such as exemption from council tax.
- Monitoring student attendance and contacting students to encourage and support them in improving their attendance and engagement.
- One-to-one counselling service provided by the TEC Health & Safety and Safeguarding Officer.
- Referring students to a medical or other expert for support if necessary.
- Supporting student engagement and representation of the student voice through the Student Council and its committee meetings as well as student representation on TEC committees.
- Supporting student engagement through completing and responding to student surveys including unit evaluations.
- Organising different educational and social events for students and alumni.
- Providing students with different types of technical support such as accessing the VLE, uploading assignments and making use of TEC's Turnitin similarity checking software.
- Referring students to additional workshops.
- Supporting College faculty in their role as Personal Tutors.
- If the College has a partnership with another college or university, making sure that students are able to access all support services available to them by the partner including ID cards and other benefits.
- Helping students who wish to make a complaint using the TEC Complaints procedures.

7. Academic Support

The College offers academic support to students in addition to the support they receive from Tutors during scheduled classes. In addition to the College's Personal Tutoring service detailed below, this includes providing additional online and/or in-person workshops for students that will help them to develop their academic and employability skills. College faculty are proactive in making sure every student:

- is a confident digital learner who is able to use word, excel and power-power-point effectively.
- takes advantage of the College's online and physical library resources.
- understands how to meet the requirements of the assignment briefs.
- is able to find and make use of the learning resources they need for their studies.
- understands how to comply with required academic writing conventions such as Harvard referencing.

8. Personal Tutoring

TEC is committed to ensuring that every student has access to a named personal^{al} tutor and to ensure the following:

- All tutees can approach their personal tutor for any academic or pastoral support and tutors will signpost students to TEC or other external support services if necessary.
- All tutees receive group tutorials and a minimum of two hours of one-to-one personal tutoring but this can be more for some individuals depending on need.
- All tutees are able to meet their personal tutor at least three times per year including at least one every semester or once every term.
- Personal tutors provide their tutees with consultation on the feedback they receive from tutors for their assessments and for developing plans to improve.
- Working with tutees to help them complete a comprehensive personal and professional development plan (PPDP) that includes a learning plan with all the learning achievement and targets for achievement and their career development plan.
- Personal tutors provide tutees with guidance on academic progression and career development, which may require referral to relevant experts or careers services.
- The personal tutoring service is flexible and able to adapt the individual changing needs of students (tutees).

9. Employability and Employer Engagement

TEC aims to provide students with opportunities to develop employability skills including self-employment and to work in partnership with employers and members of the business community to connect students with employers and opportunities for them to utilise their talent and enhance their careers. TEC aims to provide the following employability and career support to its students:

- Making sure teaching learning and assessments integrate the development of employability competencies and skills.
- Help with completing job applications.
- Workshops on CV writing.
- Help with finding work placements.
- Liaising with employers to provide students with work-based learning opportunities.
- Liaising with or setting up an incubation hub to support those students wishing to set up their own business.
- Arranging events and conferences that connect students with employers and members of the business community.

10. Quality Assurance of Student Support

The Student Support Manager reports to the Academic Board on the quality of all student support services provided at the College. This includes reviewing the following:

- How many students avail themselves of the different types of student support provided by the College.
- What is the rate of positive outcomes from support services provided.
- How well Support Officers and Personal Tutors **are** recording and monitoring the support they provide.
- What feedback students provide on the support services at the College.

11. The Student Council

TEC has established a Student Council with student from its higher education provision to represent the student voice at the College. The Student Council meets three times each year and reports to the Academic Board. The Student Council elects a President and Vice-president who are members of the Academic Board and Board of Governors. The Student Council assists TEC's Student Support services by liaising with Tutors and Support Staff to ensure that TEC's services continue to meet the needs of all students.