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| **Student Support and Tutoring Policy** |

**Introduction**

CECOS College views effective student support as a crucial part of its overall academic provision. The College seeks to engender a supportive learning and social environment for all its students and recognises that well planned student support arrangements make a major contribution to personal well-being and academic success.

The College also aims to offer clear and effective administrative support to students to ensure that clear information and advice is provided to meet the information and administrative requirements of their programme. This includes advice and guidance related to payment of fees, completion of application and registration forms and other awarding body and organisation requirements.

**UK Quality Code for Higher Education and other external references**:

Advice and Guidance set out in the UK Quality Code Themes of:

* Admission, Recruitment and Widening Access
* Assessment
* Concerns Complaints and Appeals
* Enabling Student Achievement
* Learning and Teaching
* Student Engagement

Awarding body guidance and compliance with the requirements of the Regulated Qualifications Framework (RQF) qualification regulations and guidance alongside awarding body regulations.

**Terminology**

In the context of this policy, ‘student support’ is taken to mean all the measures adopted by the College to ensure that its students are enabled to gain the maximum benefit from their programmes at CECOS. This includes general pastoral support, individual counselling on study related matters, learning and tutorial support, participation in social activities and education, advice and guidance about careers and progression. The term also encompasses measures to support and assist disabled students (however defined) during their time in the College.

**Scope**

This policy is restricted to broad-based student support. Some specific aspects relating to learning and assessment are addressed in the Teaching and Learning Policy and Assessment Policy. Student engagement is addressed in the Student Engagement Policy and matters specific to learning resources in the Learning Resources Policy.

**Aims**

The overall aim of the policy is to ensure that all students receive effective support, appropriate to their individual needs, to enable them to benefit fully from their learning experience at CECOS College. The College is committed to providing a high quality learning experience which includes high standards of academic and pastoral support.

The College’s policy for personal tutoring is intended to promote achievement, well-being and lifelong learning and to help ensure that each individual student is known and valued and that their needs are recognised and supported. Students will also be supported by the completion of Individual Learning Plans (ILPs) which will note their learning goals, support needs and document outcomes.

**Objectives**

The objectives of the Student Support Policy and its related procedures are:

* to ensure that student support and development resourcing, management and evaluation is considered at a strategic level in the College
* to ensure that all prospective students receive detailed and accurate initial information about the College and about their programmes before they enrol
* to provide student support on the basis of equity and fairness; in particular to provide appropriate academic support and guidance for disabled students, facilitate their access to and use of information and communications technology and ensure that they have full access to student support services in the College
* to ensure that all current students are fully informed about their programmes and about what the College expects of them
* to make available relevant information about pastoral care provision and any mentoring arrangements and to ensure that all students seeking assistance are helped swiftly and efficiently
* to ensure that the College provides appropriate and effective support if students experience problems which may require a change of programme
* to provide an appropriate information about external counselling services which addresses any urgent personal problems which students may encounter, as well as providing appropriate follow up and, where necessary, referral to medical professionals
* to consider progression and career issues when designing curriculum and assessment and to advise students sensitively about academic progression, providing referral to relevant external bodies where necessary
* to make information available to all students about learning opportunities and learning support
* to offer tutorial support on a regular basis
* to ensure that any students making an academic appeal are supported and receive appropriate guidance
* to facilitate appropriate student social activities, in order to broaden their overall College experience and social life, in conjunction with the Student Council
* to ensure that all staff who provide support to students are appropriately qualified and competent.

**Responsibilities and resources**

The course administrators and the Student Services team as a whole are responsible for ensuring students have access to appropriate information about their programme administrative requirements. The Student Services team are available to guide students to complete registrations and other programme documentation following an offer from the admissions team. Some support and guidance will also be provided for payment of fees and registration for student loans.

Students will receive information from course administrators and tutors as to deadlines for the submission of assignments which must be submitted on-line, other than where involving presentations, role plays, or other practical activities.

**Responsibilities of the Personal Tutor**

Personal tutors are designated to sustain and act as a first point of reference for individual students on pastoral or academic matters. The role includes, but is not limited to, the following:

* Providing appropriate guidance and general feedback on overall academic performance.
* Fostering the development of students’ reflective and independent learning strategies.
* Ensuring that tutorial meetings are arranged at appropriate intervals (ILP deadlines).
* Encouraging students to aim for higher grade.

**Responsibilities of Student Support**

Tutors and support services are responsible for a range of activities including:

* Planning induction to help students with the transition into their programme of study.
* Maintaining a log of contacts with students on the “Personal Tutor Tracking Sheet”
* Reviewing and recording students’ individual academic performance and developing Individual Learning Plans (ILP) together with students as needed.
* Assisting students in identifying personal development opportunities by allowing them to reflect upon their current skills and defining future development needs using the Self-Assessment Form.
* Hold one to one student support tutorials
* Checking students’ assignments prior to submission if required
* Monitoring and recording individual student progress against the ILP.
* Working with other departments to monitor students who have been identified as “at risk” of termination for insufficient progress.
* Being familiar with the College’s policies and procedures, as well as relevant sector developments in order to help provide appropriate and timely advice to students.
* Offering general advice and guidance to students.
* Assisting students with Harvard Referencing system and paraphrasing.
* Encouraging students to aim for higher grades
* Comparing and contrasting the actual achievement of students with their expected achievement
* Assisting programme leaders with Academic Offence meetings
* Referring students, as appropriate, to other departments within and outside the College. Such referrals may relate to disability, health support etc.

**Responsibilities of Students**

The College sees students as active partners in their learning journey and this is reflected in their learning contract. All students are responsible for:

* Attending all arranged meetings or suggesting an alternative time with their personal tutor
* Engaging with the nominated personal tutor for assistance or guidance
* Notifying their personal tutor if they are having academic, health or personal problems that are affecting any aspect of their work.
* Students should seek further support from the Student Support if required

**Student Support Academic Targets**

The College has clear performance indicators for student achievement and success. These include:

* The Benchmark for each award is a minimum of 75% of the final year enrolment.
* The College sets a target of 85% success on all submitted work.
* The Benchmark for the Success Rate (i.e.-pass rate) on Enrolment (SR:E) = 75% of all enrolled students
* The Benchmark for the progression rate from year 1 to year 2 = 90% of students remain enrolled at the end of the academic year
* The Benchmark on completion of the course = 90% of year 2 enrolment
* The Benchmark on the achievement of the awards =75% of students remain enrolled at the end of the final year’s enrolment
* Production of a register for students at risk in collaboration with the Academic Department
* Maintenance of ILP records.

**Monitoring and Review**

The effectiveness of the implementation of student support and tutoring will be monitored through Progression Boards, Programme Team Meeting and Academic Board. The College will develop annual monitoring reports at programme, provision and College level every November which will be reviewed by the Senior Leadership Team.