POLICY 5 STUDENT SUPPORT, ENGAGEMENT and LEARNING RESOURCES					
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UK Quality Code **references:**

Chapter B2 Indicator 8
Chapter B3 Indicators 2, 4, 6-8
Chapter B4 Indicators 1-8
Chapter B5 Indicators 1-7
Chapter B6 Indicators 5, 6 and 13
Chapter B9 Indicator 4
Part C Indicators 2-6

Introduction

The Academy views effective student support as a crucial part of its overall academic provision. The Academy 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 Academy also views positive engagement with students as critically important and will take steps to engage all students as partners in the assurance and enhancement of their educational experience.

The Academy considers that the provision of adequate and appropriate learning resources to support and underpin student learning as vital to the successful operation and success of the Academy.

Terminology

In the context of this policy, 'student support' is taken to mean all the measures adopted by the Academy to ensure that its students are enabled to gain the maximum benefit from their programmes at the Academy. This includes general pastoral support, specialist individual counselling, 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 Academy.

The term 'student engagement' is taken to include arrangements for student representation, the Student Committee and the involvement of students in formal structures. This policy also covers the Academy`s approach to all types of student surveys of opinion, the analysis of data from such surveys and the ways in which the findings are used.

The term 'learning resources' stands for all physical and electronic resources used to support student learning. The term 'book stock' is taken to cover the full range of printed material, from journals to textbooks. The term 'virtual learning environment' means the Academy`s internal electronic platform which includes learning resources and electronic record keeping and enables communication between teaching staff and students.

Scope

This policy is restricted to broad-based student support formal arrangements for student engagement, including the determination of student views. Some specific aspects relating to learning and assessment are addressed in Policy 3.

This policy addresses conventional library provision, access to external electronic resources and the virtual learning environment. It covers strategic planning of learning resources, their currency and relevance, review and renewal of physical resources and matters of technical support for online learning.

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 the Academy. The policy also ensures that the Academy fully engages with its students, both individually and collectively, to ensure their full involvement in their learning experience. In addition, the Academy will ensure that findings from a range of student survey methods are appropriately analysed and considered at a senior level.

In terms of learning resources, the aim of the policy is to ensure that all students have access to adequate and varied learning resources which are appropriate to their studies and which encourage independent learning.

Objectives

The objectives of the policy and its related procedures are:

Student support
- to ensure that student support and development resourcing, management and evaluation is considered at a strategic level (see *UK Quality Code* Chapter B4)

- to ensure that all prospective students receive detailed and accurate initial information about the Academy and about their programmes before they enrol (see *UK Quality Code* Part C)

- 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 Academy (see *UK Quality Code* Chapter B4)
- to ensure that all current students are fully informed about their programmes and about what the Academy expects of them (see *UK Quality Code* Chapter B4 and Part C)

- 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 (see *UK Quality Code* Chapter B4)

- to ensure that the Academy provides appropriate and effective support if students experience problems which may require a change of programme

- to provide an effective counselling service which addresses any urgent personal problems which students may encounter in a discrete and efficient manner, 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 (see *UK Quality Code* Chapter B4)

- to make information available to all students about learning opportunities and learning support (see *UK Quality Code* Chapter B4)

- to offer tutorial support on a regular basis (see *UK Quality Code* Chapter B3)

- to ensure that any students making an academic appeal are supported and receive appropriate guidance (see *UK Quality Code* Chapter B9 Indicator 4)

- to facilitate appropriate student social activities, in order to broaden their overall experience and social life, in conjunction with the Student Committee (see also Policy 9)

- to ensure that all staff who provide support to students are appropriately qualified and competent (see *UK Quality Code* Chapter B4)

Student engagement

- to ensure that students are fully informed about how they might become involved as representatives, providers of feedback, members of the Student Committee and as participants in formal structures (see *UK Quality Code* Chapter B5)

- to support and enable arrangements for effective student representation, including the briefing and training of elected student representatives (see *UK Quality Code Chapter* B5)

- to ensure that the whole student body can benefit from representation and that students can make individual and collective views known through the Student Committee (see *UK Quality Code* Chapter B5)
- to ensure that the Academy will engage appropriately with the student body about all significant changes in policy or academic direction (see *UK Quality Code*)

- to make available appropriate methods to ensure that the collective student voice may be heard across the Academy (see *UK Quality Code* Chapter B5)

- to ensure that students receive appropriate information about quality assurance and enhancement and have the opportunity to discuss this with both their peers and with members of staff (see *UK Quality Code* Chapter B5)

- to involve students as participants upon appropriate formal boards and committees where possible

- to use student surveys and other appropriate mechanisms for obtaining student feedback in a systematic manner, so as to gain as accurate a picture as possible at any one time of overall student views, specific views on defined topics and detailed feedback on both teaching and assessment (see *UK Quality Code* Chapter B5 and Chapter B6)

- to review student engagement on a formal basis, both in quantitative and qualitative terms, and to report upon this in appropriate committees and in the annual report (see *UK Quality Code* Chapter B5)

Learning resources

- to ensure that learning resource provision is considered, resourced and reviewed at a strategic level (see *UK Quality Code* Chapter B3)

- to ensure that appropriate physical library provision is provided and that arrangements are made to enable students and other users to enjoy adequate access to the library (see *UK Quality Code* Chapter B3)

- to ensure that book stock is reviewed and renewed on a regular and systematic basis to maintain currency and relevance

- to make appropriate and reasonable arrangements for book loans

- to ensure that students are fully informed and guided about alternative external physical library resources which it might be appropriate for them to access.

- to ensure that provision of study skills support enables students to gain the maximum benefit from the learning resources provided and to develop as independent learners (see UK Quality Code Chapter B4)

- to ensure that students are appropriately informed about learning resources and trained in the means of access to them at the time of their induction (see *UK Quality Code* Chapter B2 Indicator 8, Chapter B3 and Part C)

- to provide access for students to appropriate external electronic learning resources which will support their studies

- to provide a virtual learning environment and to ensure that students utilise this facility to the full, both as a repository of information and as an interactive learning resource (see *UK Quality Code* Chapter B3)

- to underpin electronic learning resources with full and appropriate technical advice and support arrangements

Related procedures

5.1   Student Code of Conduct

5.2   Pastoral care and CIAG

5.3   Equality, diversity and special needs

5.4   Arrangements for involving students with formal college structures

5.5   Library access and loan procedures

5.6   VLE protocols (including technical support)

5.7   Reviewing and updating learning resources