



Student Support Programme

Student Support Programme

Aim

To establish a support mechanism for students who need it for whatever reason, integrating existing staff responsibilities, which can include Pastoral Support, Safeguarding and Wellbeing of the learners during their time of study at the School of Business & Management (SBM).

This programme applies to all staff, in relation to all SBM students.

Provision of Student Support Programme

All the students will have access to the Student Support Office, where they can raise their request for the type of support they need. Furthermore, the Student Support office, will consult with the designated Course Coordinators and tutors to identify learners who feel challenged or are struggling to produce desirable results.

Learner Support Reviews

The Student Support team will, complete individual reviews with the relevant tutors of each student at the start and middle of the programme, to identify student progress or any support they need, during their study.

Learners at Risk

The Academic team and Student Support office will maintain and capture data about the students at risk of falling behind during their course of study. The intervention and the outcome will be part of annual quality report.

Any student who is at risk by the means of progress, safeguarding and wellbeing, will be supported by providing one to one support to the at-risk student.

Personal Tutorials

All learners will have access to personal tutorials. They can book the tutorials throughout the programme. Each tutorial session will be a minimum of 45 minutes. In tutorial sessions, the tutor will provide any academic or pastoral support.

If the tutor identifies the area of support out of his/her domain, they will refer the students to the Student Support office and update the student records for future reference.

SBM – Student Support Programme

- Version:7.24
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- Review date: 12th January 2027

Student Meetings

The Students Support office will schedule 4 meetings for each live course. Students will be encouraged to participate and discuss any issues relating to the course and progress.

Individual Unit Feedback Surveys

Student will fill out the individual unit feedback surveys after completion of unit. This practice will help to improve the students teaching and learning experience.

Safeguarding and Prevention

A designated Safeguarding Officer will continuously observe and monitor the wellbeing of students. Observations and assessments will be carried out for any potential vulnerable students or students at risk as outlined in the Every Student Matters Policy.

Confidentiality

Where a member of staff is concerned about the wellbeing of a student, he/she may want to share personal information about the student with relevant staff whose role is to provide support in such circumstances. Similarly, staff may wish to share personal information about a student with a third party, because of significant concerns regarding the person's wellbeing. Any such actions should be made in accordance with the SBM data protection policies.

Standard of Support Provision

Student Support Office must maintain the following standards:

- Deal with requests and enquiries accurately, promptly, and efficiently.
- Ensure that all staff delivering the service are appropriately qualified, trained and supported in their roles.
- Seek regular feedback from service users and make clear who students must contact a complaint, compliment, or suggestion.
- Monitor and review to enhance their performance regularly, taking onboard and acting upon feedback from students and colleagues and other relevant sources.
- Participate in a quality improvement/assurance process
- Provide data for annual self-assessment report.

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