

Student Support & Welfare Policy

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Linked policies:	Safeguarding Policy Equality, Diversity & Inclusion Policy Admissions Policy Student Handbook Student Council ToRs and Guidance Student Code of Conduct Student Engagement Policy
External reference:	Prevent Guidance BIS Core practices Q1 The provider has sufficient and appropriate facilities, learning resources and student support services to deliver a high-quality academic experience. Q2 The provider supports all students to achieve successful academic and professional outcomes.
Audience:	Students and Staff

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1. Introduction

Student support is essential to the College's ethos as stated in our vision statement: *providing each student with the most supportive learning experience*. The College is committed to providing support for students that is inclusive and provides students with a foundation for high achievement. To this end the College operates an open-door policy where all students may drop in and request support for staff when possible. However, the College also takes a proactive approach to student support and welfare with the establishment of key staff and roles that are dedicated to seeking out student needs and providing support and welfare whenever possible.

2. Purpose

This Student Support & Welfare Policy informs students and other stakeholders, clearly and simply, of the objectives and responsibilities for supporting students. It explains how we ensure that students at the College can expect a supportive and responsive experience from initial enquiry through to completion of a course and progression within or outside the College. The college intends to support students from the start of their initial enquiry about a course through to graduation and beyond. This policy informs identifies the support that students will have available to them at the College and who is responsible for providing the support.

3. Scope

Student support and welfare are regarded as a central function of the College and are managed from the Head Office. The policy relates to all students at Oxford Business College and prospective students who may choose to join. It covers all the support and welfare services that may be provided to students in all programmes and in all the College's locations.

4. Aims and Objectives

Through a range of support and welfare services the College aims to reduce barriers to learning and ensure that students achieve their full potential irrespective of background and personal circumstance. To this end the College will:

- Provide a high quality, impartial Information, Advice and Guidance (IAG) service from admissions onwards to assist students to enrol on a suitable programme of learning and to achieve positive destinations upon completion of their courses.
- Consider everyone, irrelevant of their background, with fairness and respect and provide a positive learning and social environment.
- Guide, and support all staff who are involved in student recruitment and selection.
- Utilise the resources available to all students to enable them to achieve their full potential.
- Provide capable staff who may prioritise support for students to achieve academic excellence and successful graduate outcomes.
- Provide pastoral to all students.
- Take steps to ensure that additional support and reasonable adjustments are made in order to accommodate students with disabilities and learning difficulties.

- Provide support that will enable students to meet national standards and go beyond the threshold standards.
- Provide a caring environment for students with free counselling service and referral services.
- Provide additional academic support for students to ensure they are able to make the best of their studies.

5. Support on Admissions

- A confidential pre-enrolment advice and guidance service.
- Support with the enrolment process.
- Assessment with a member of the academic team and an adjustment note to the class tutor if required.
- Signposting to external welfare organisations.
- Referral to services including additional workshops and the College Counsellor.

6. Student Support and Welfare Services:

The College manages pastoral support for all its students from its Head Office. The Head of Student Support and Welfare chairs the Student Support and Welfare Committee, which reports to the Academic Board. This Committee has a team of Student Support Officers who are based in all of the College's locations. Student Support Officers receive training provided by the Head of Student Support in how to provide support to students on a range of issues. The following is a list (not exclusive) of services that are provided by Student Support Officers:

- Referrals to specialists such as the College Counsellor, a careers advisor or medical expert.
- Supporting students with how to make complaints or appeals.
- Assisting students with technical issues in relation to the studies.
- Running social events for students.
- Participating in student inductions.
- Ensuring that students engage with the College through the Student Campus Committees and Student Council and responding to student surveys.
- Liaising between students and their Tutor, including their Personal Tutor.
- Helping students obtain cards and receiving letters they may need such as Council Tax Letters.
- Communicating with students in relation to the college attendance policy.

7. The Student Support and Welfare Committee

The Student Support and Welfare Committee is chaired by the Head of Student Support and Welfare and oversees all the College's support for students, focusing mainly on pastoral support rather than direct academic support. This committee implements the Student Support Policy and applies other policies such as the Student Engagement Policy, the Equality and Diversity Policy and the Student Protection Plan when necessary.

7.1 The key objectives of the SSWC are:

- To monitor, review and inform the Academic Board (AcB) on the take-up and performance of student support and welfare services at the College.
- To advise on and propose to the AcB any policy or procedures that specifically affect student-focused non-academic activity at the College.
- To foster collaboration and sharing of good practice and, in particular, to consider how to maximise the effectiveness of student support and welfare at the College.
- To monitor activities and data relating to the support and welfare of students and report on matters which could impede the delivery of the College's objectives.
- To submit quarterly and annual monitoring reports on student support and welfare to the AcB.
- To monitor and disseminate developments relating to enhancing student support and welfare.

8. The Student Council

The Head of Student Support and Welfare plays a key role in ensuring the College has an effective student Council. They ensure that student support officers provide students with the support they need to nominate class representatives, set up campus committee and student council meetings and run them effectively.

9. Academic Support

In addition to pastoral support services listed above, every programme being delivered in every campus has Academic Support Officers who report to Programme Coordinators and provide support to students on a range of issues relating to their studies: They may include helping students to:

- Understand the requirements of the assignment briefs.
- Log on to the VLE for their programme.
- Upload their assignments and check their similarity scores on Turnitin.
- Find appropriate resources they will need for their studies .
- Make best use of the library resources.
- Use It equipment including use of different applications such as excel spreadsheets and power-point.
- Referring students to additional workshops and their personal tutor.

Academic Support Officers receive training from the Programme Coordinator and Head of Programme.

10. Personal Academic Tutoring

The College has an institution-wide approach to personal tutoring that incorporates all the requirements of its partner organisations. All students studying at the College, therefore, are entitled to the following:

- A personal tutoring system that is adaptable to student's needs.
- A named personal academic tutor.
- Meeting their personal academic tutor at least once a term.
- No specified length to Tutorials or number of Tutorials.
- Some Group Tutorials held throughout the year.
- Personal tutoring that supports both academic and personal development.
- Understanding assessment feedback integrated into personal tutoring.
- 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.
- Help to understand assessment feedback and how to translate this into tangible actions to take forward onto the next assignment.
- Working with students to produce individual plans where required.

11. Employer Engagement and Careers Support

The College has established an employer engagement strategy that will include the employment of an Employment and Careers Coordinator who will liaise with local employers in order to support students into employment. The Employment and Careers Coordinator will also provide students with a range of services to enhance their employment opportunities and ensure they achieve good graduate outcomes. These include:

- Writing CVs.
- Job Applications.
- Arranging work placements.
- Arranging work-based learning opportunities.
- Liaising with Tutors to embed relevant work-related competencies into the curriculum wherever possible.
- Organising networking events for students to meet employers.
- Establishing an incubation hub for small business development.

12. Constraints

There are a number of constraints that may affect the ability of the College to provide students with support and welfare that include:

- Confidentiality and care to be taken with personal data in accordance with GDPR requirements.
- Students unwilling to disclose a need.
- The assessment of the ability of the student to achieve on a course.

- The level of adjustments required to meet students' needs are unreasonable.
- Non-compliance of the student with the College's Student Code of Conduct.