

HE Student Support Strategy

Policy Description

HE Student Support is offered to all higher education students undertaking a course at level 4, 5 or 6 whether full or part-time.

Supporting Documentation:

Widening Participation Bursary Application form

Links to other strategies and policies:

- Bullying and Harassment
- Safeguarding Children and Vulnerable Adults Policy
- Single Equality Scheme and Action Plan
- Strategic Plan
- HE Learning Teaching and Assessment Policy

Formal Review Cycle:	Biennial		
Latest Formal Review (month/year):	2018-12	Next Formal Review Due (month/year):	2020-12
Policy Owner:	Catherine Jackson, Student Support Services Manager		
Impact Assessed by:		Impact Assessment Date:	

APPROVAL REQUIRED

SMT Y/N	Y	SMT Date approved:	2017-08
Governor Y/N	N	Committee:	Governor Date approved:

PUBLICATION

Website Y/N	Y	Intranet Y/N	Y	Student VLE Y/N	Y	Other:	
Area/s of Staff Intranet:	HE, Quality, Student Services						

1 Introduction

The College is committed to promoting the practice of fairness, providing support and making reasonable adjustments to assist and enable individuals to achieve their full potential. The College will be proactive in attempts to recognise individual starting points and to remove barriers.

The HE Student Support Policy will be reviewed in line with legislation and funding changes. The responsibility for monitoring the policy and its effective implementation lies with SMT, HE Business and Development Leader, the Student Services Manager and Student Services staff.

2 Context

The remit of student support within the College is to:

- Create an environment where the physical, psychological and social well-being of students is enhanced, and where barriers to learning are removed where possible
- Instill a positive experience of College and learning
- Assist students to achieve their potential through developing independent learning skills
- Enable students to develop appropriate social relationships with other students

3 Policy

Celebrating diversity is important to the College. The College treats people as individuals and welcomes difference, in order to create a culture of inclusiveness and celebrate diversity.

3.1 The College has excellent support practices and procedures in place which have a positive impact on students in terms of development of learning independence and social skills, and students receiving support perform as well or better than their peers. Student Services achieved the Matrix standard in January 2018 and the report noted that Support Services "make a significant contribution to individuals and organisations throughout the area, with committed staff totally dedicated to maintaining its core values". As part of maintaining Matrix accreditation the College agrees to engage with 12 month reviews.

3.2 The HE Support Policy outlines how the College maintains the ethos of support and meets the legislative requirements of the equality act:

"It is unlawful for education providers to treat you less favourably for a reason related to your disability or to fail to make reasonable adjustments to prevent you being placed at a substantial disadvantage. It is against the law for education providers to discriminate against you in the following areas:

- admissions (including placing requests)
- the curriculum, teaching and learning and other services which are provided wholly or mainly for students – including school trips and outings, school sports, leisure facilities and school meals, libraries and learning centres, work experience and student accommodation
- by excluding you from an education institution or course.

3.3 Retention, Success and Student Welfare Risk

The College has worked hard to improve outcomes for students with support needs. Support mechanisms are in place across College to support student success and involve study support, counselling, financial support and guidance.

3.4 Support may also take the form of:

- Mentoring
- Counselling
- Specialist Support Study Skills Workshops

3.5 Whilst a student is on programme the College will regularly monitor, review and make changes to support if necessary, to ensure effectiveness in terms of promoting independence, meeting legislative requirements and promoting the College Support Mission.

3.6 At transition points, e.g. change of course, progress to other higher education programmes or prior to leaving, a review will be carried out to ensure that the most appropriate support continues to be made available.

3.7 College will strive as far as practicably possible to recognise the part that adaptive and assistive technology has to play in terms of support and use technological solutions where appropriate to ensure that the College is supporting students towards independence

By technological solutions we mean any solutions to needs that use non-human resources. Examples of such adaptive and assistive technologies include one-handed wheelbarrows, electric wheelchairs listening/ hearing devices, speech-to-text and text-to-speech software, voice recorders, coloured paper and coloured overlays.

3.8 The College will provide appropriate training and support in the use of technological solutions to ensure that students are able to progress independently with their learning

3.9 As a higher education student living in England, students can apply for a Disabled Students Allowance if they have a disability, including a: long-term health condition, mental health condition, specific learning difficulty. The student must meet the definition of disability under the Equality Act 2010. Further details can be found at <https://www.gov.uk/disabled-students-allowances-dsas/> The College will continue to advise students regarding the DSA process and whether they meet eligibility criteria.

3.10 Craven College strives to do all it can so no eligible student has to withdraw from their course due to lack of financial support. The Widening Participation Bursary Fund is used to widen access to and remove financial barriers to participation in Higher Education wherever possible. Achievement scholarships will be available to any UK and EU student starting a full-time or part time programme of study at level 4 within the scope of the Access Agreement.

3.11 The College is aware that studying on specialist vocational programmes can carry additional resource cost, which some students particularly from low income may find hard to meet. A Specialist Equipment and Resources fund exists to which students can apply for support in purchasing such equipment. Students may also be considered for a financial contribution towards travelling to and the subsistence relating to accessing specialist work placement.

- 3.12** The College continues to work with community partners to increase awareness and opportunities for young people in care across our service area and will continue to develop strategies to support this cohort. A Care Leavers bursary award will be made to any UK and EU student who has left local authority care in the 2 years prior to enrolment on the first year of study, as a non means tested bursary.
- 3.13** College will support students who due to personal mitigating circumstances are unable to complete assessments (examination, presentation or coursework), or where they consider that the quality of their performance has been adversely affected by a particular personal circumstance. This procedure is intended to establish a consistent and fair practice for all students across the College with regard to the recording and receipt of mitigating circumstances. All applications for mitigation must be substantiated by independent documentary evidence, such as a medical certificate, letter from an employer, statement from a member of academic staff, statement of attendance from a counsellor and must be submitted prior to the assessment submission date. Further details can be found on the College website: <https://www.craven-college.ac.uk/qualifications/degrees/student-information/>