Procedure title	Supporting Students to Achieve Programme Requirements.
Procedure area	**Student Services:** Programme Support (PS), Learning Support (LS), Mentors (M), Financial Support (FS), Compliance (CV), and individual student support workers.
Procedure available for Students – yes/no	Yes
Procedure detail	**Goals** ● **To support each student to develop workable strategies that will enable them to engage with and remain on their programme to achieve completion** ● **To provide support to students to ensure The Learning Connexion maintains a minimum of student completion and retention rates** ● **The Student Services team (see above), mentors and tutors will work together to enable students to learn, acquire and then develop the skills necessary to complete their programmes** **Requirements for Programme completion** Each programme has a specific set of requirements relating to engagement and outcomes. (See - Programme completion policy) (See - Student Handbook for details) Students must show evidence of initial and on-going engagement in their programme with: ● Photographic evidence of both creative process work and fully developed work (recorded in the Workroom) ● Active engagement for the first 10% of their programme ● Throughout their programme - 80% attendance or the equivalent hours of independent study (also evidenced in the Workroom)

Support from Learning Support

Students who need support to meet programme requirements are identified through
1. Tutor/mentor/ awareness of each student's progress
2. The assessment process
3. Students seeking support from SS/PS/ mentors/tutors
4. Programme Support - interactions with students and regular reviews of attendance and digital records – as above
5. Student Services Group Meetings (for all students) – action plans for follow up, notes in Phoenix and regular review of student progress

Tutor and/or Mentor
● To raise any concerns regarding any student with a member of the Student Services group as soon as possible.

This is to occur when a tutor/mentor thinks that a student in their class or group is not achieving class requirements or completing set resources/modules, despite the student attending/putting in the hour requirements. The tutor/mentor is to assist the student to engage with the work and catch up with the requirements as per usual.
● To discuss with the student the requirements and in what area/s the student is not yet achieving.
This information must be:
● Shared with a member of the Student Services group who will then add the student's name to the agenda for the next meeting. This information can be passed on in person, by email, or by phone.

Student Services Group Meetings
Meet weekly. New information, concerns and updates of previously noted students currently not meeting programme requirements are addressed/reviewed and dealt with.

Reporting of each student's meeting outcomes to be noted in the minutes.

Each term regular reporting to the Academic Board of statistical data –
 - Total number of enrolled students - DD/Onsite
 - Total number of students at risk of not meeting programme

requirements (as a % of total students – DD/Onsite)
- Number of students who were being supported by Student Services who completed their programme (as a % of supported students – DD/Onsite)
- Number of students who were being supported by Student Services who did not complete their programme (as a % of supported students – DD/Onsite)

Student Services Tracking - Procedure for tracking students not meeting Programme requirements (hours and work).

Note - Communication with students is essential to identify factors which may be limiting their ability to achieve outcomes which meet the expected levels. Speaking/calling one to one with the student is the preferred method, followed up by email, or other electronic message type. Extenuating circumstances which may limit achievement of outcomes must be sought, noted in Phoenix and taken into account at all times when evaluating student progress, and before any formal advisory correspondence (such as tracking letters) are initiated.

Tracking - Stage 1: Friendly Reminder
For any student not meeting either the initial 10% engagement (if FT 5 day deadline, if PT 10 day deadline for 10%) or subsequent 80% programme engagement requirements or equivalent evidence of work:
- PS to send Friendly Reminder (FR) letter that work is due (10 day deadline, stating implications of not meeting this)
  - At day 5, after letter sent, contact to be made by phone and/or email
  - PS to follow up
  - Progress to be documented in Phoenix
  - Phone numbers, address and email to be checked and Phoenix updated
- PS to raise at Student Services group meeting
- Student Services to ensure either PS, LS, or Mentor communicates with the student to make them aware of the requirement and to note any extenuating circumstances the student may have to meeting requirements
- If student under 18 LS/PS to raise awareness with person who guaranteed enrolment form (See Cherie) or if Consent to Confer held, appropriate person
- FS to send an email making student aware of the long term implications of not meeting programme requirements
- Should any difficulty be found, LS to student to assess

needs and create an individual learning plan (ILP) to help the student achieve the necessary skills.

Tracking - Track 1

Failure of student to contact PS and/or any student still not meeting 80% requirements or showing engagement after the FR:

- PS to send Track 1 letter. At day 5, following send of letter, contact to be made with student (10 day deadline - this communication is to be noted in Phoenix
- CV to send an email making student aware of the long term implications of not meeting programme requirements – 10 day letter to let them know we are notifying StudyLink on (x) date that they are not meeting programme requirements.
- PS to raise at Student Services group meeting

Tracking: Track 2

Track 2 (10 day withdrawal) to be sent to students who have not shown engagement with programme requirements and additional support letter (10 day deadline).

- PS to note at Student Services group meeting and in Phoenix

Students with extenuating circumstances who have shown engagement and progress with the support given, but who as yet have not achieved autonomy to make a plan (with deadlines) with their mentor and/or LS will be assessed on a case by case basis on their ability and commitment to catch up. (Also see below).

- PS to send case to Assessment and Moderation

Note - This pertains to students who are already being overseen/have been brought to the attention of Services Group and are being overseen by them.

Evidence of a student's progress towards meeting programme requirements is sent to Assessment and Moderation to assess whether the student is meeting requirements. If they are not meeting requirements, they could be withdrawn as a limited completion or, if evidence has been received from the student of their intention to supply works, they may remain on the programme with continuing support from the SS team.

Last step of tracking process

PS to note the outcome to the Academic Board for approval. PS to inform student of decision.

Extenuating Circumstances

Students will be dealt with on a case by case basis by the Academic Board. If extenuating circumstances exist they will be taken into account. These may include but are not limited to - students with additional needs, both long term and immediate which are financial, social, medical or disability related.

Extenuating circumstances must be evidenced where possible and documented in Phoenix. Confidential issues will be kept in the Student Services Confidential folder and shared as need be.

Appropriate support will be offered alongside the standard tracking process.

Programme Extension

A programme extension can be offered on a case-by-case basis at the discretion of the Academic Board on a recommendation from Student Services / Programme Support staff via Assessment and Moderation.

For RP students, the recommendation comes from RP Programme Support in conjunction with the student's mentor. Where applicable, the student must be made aware, as early as possible, that they will not receive StudyLink payments for a programme extension.

Related Policies/ Procedures	(See - Programme completion policy) (See - Student Handbook for details)
Date Created	August 2016
Review Dates	August 2017, April 2018
Next Review Date	April 2019
Links	