RESULTS

Student Support Policy

POLICY DETAILS	
Policy Category:	Academic
Version Number:	V3
Approving Authority:	Academic Board
Approval Date	23 January 2026
Date Reviewed:	21 January 2026
Date of next review:	28 January 2027
Author:	Quality Assurance Manager
Owner (if different from above):	Principal
Version History:	1. Updated and added policy details at the beginning 2. Corrected minor typos 3. Updated the Purpose section for better readability 4. Expanded the Scope section 5. Added a new definitions section 6. Updated numbering
Related Policies / Procedures	Assessment Policy Reasonable Adjustment and Fair Access to Assessment Policy Extenuating Circumstances Policy Attendance and Engagement Policy Academic Misconduct Policy GDPR
Effective Date:	28 January 2026

1.   Purpose

1.1 This policy provides a clear, integrated framework for student support and confirms the College's duty to meet its legal and regulatory obligations, including the Equality Act 2010, the Data Protection Act 2018, the Office for Students Condition and the QAA Quality Code

1.2 It sets out a coherent approach to supporting students with academic, personal or wellbeing needs, incorporating existing staff responsibilities for safeguarding and wellbeing, and ensuring alignment with college policies.

1.3 Emphasise early identification of support needs and the appropriate sharing of information.

1.4 Specify the processes, systems, guidance and training required to enable staff to support students effectively.

2.   Scope

2.1 This policy applies to all students and to all College staff involved in delivering or supporting the student experience.

2.2 The policy covers academic, personal and wellbeing support.

3. Definitions

Student Support: Academic, personal or wellbeing assistance provided to help students continue and succeed in their studies.

Reasonable Adjustment: A change or support measure to remove or reduce barriers for students with disabilities or specific needs, as required by the Equality Act 2010.

Safeguarding: Protecting students from harm, abuse, neglect or exploitation, and promoting their safety and wellbeing.

Wellbeing: The physical, mental and emotional state of a student in relation to their ability to manage study and student life.

4.   Underpinning principles

4.1   As well as any pre-existing or developing personal, physical or mental issues, individual students can face many challenges and changes in relation to study and student life, may be removed from usual support networks, and may be actively targeted by certain groups.

4.2   Some students will endure or address problems and challenges by themselves, however many students may need or benefit from additional support.

4.3   Providing additional support to students who need it contributes to College agendas including student satisfaction, retention and engagement, staff satisfaction and professional body requirements.

4.4   Supporting students is a shared responsibility of all staff, although some members of staff, such as professional support services staff, already have specific responsibilities for supporting students and are more likely to have the opportunity to notice if a student may need additional support.

4.5   There may be apparently minor signs that can indicate at an early stage that a student is in need of additional support, and staff should make an effort to notice these signs and act on them, before the problem becomes chronic or critical.

4.6   If a staff member thinks a student may need additional support, they should take appropriate and timely action.

4.7   Staff are not expected to diagnose or provide specialist support to students, (unless that is part of their role), but to familiarise themselves with how to access guidance for themselves and support for their students.

4.8   Student concerns will be handled sensitively and in compliance with the Data Protection Act 2018.

4.9   Responses to concerns will be proportionate and appropriate, taking into account equality duties and students' legal rights, and the prejudices which can surround topics such as mental health.

4.10   Some students may require continuing support and/or adjustments to continue their studies. Relevant Professional Services staff will help identify what these should be, but academic and administrative staff with a connection to the student, and/or a relevant role, should also expect to play a part in on-going support and resolution of any issues.

4.11   The systems and information-sharing processes shall be fit for purpose and facilitate the sharing of items of information which, taken together, could show that a student may be in need of additional support.

4.12   Staff will have guidance and training made available to them. Staff in key roles may be required to familiarise themselves with guidance and attend training.

4.13   Students may wish to seek additional support for themselves. Students may also be in a position to notice if one of their peers may need additional support. The institution will therefore make use of all the channels for communication with students, to provide simple information about how students can access additional support and guidance.

5.   Policy Framework Enforcement

Failure to follow the provisions of this policy framework will be addressed through line management oversight, staff development, or performance management where necessary.