



University Partnerships Europe (UPE) Global Study Centre, University of Leicester (GSC)

CPR QS7: Student Support Version 1.1

1. Introduction

- 1.1 This document sets out the Navitas UK policy and procedure for the academic support of students who need enhanced monitoring – the Students in Jeopardy Programme.
- 1.2 This document should be read in conjunction with CPR M3 - Attendance and Student Monitoring.

2 Criteria

- 2.1 To ensure a high level of student support is provided at all times, each College continually monitors each student's academic performance and overall experience during his/her time with the College. A student will be placed onto the Students in Jeopardy Programme (SIJ) if any of the following apply:
 - a) the student's attendance rate for one or more modules drops below 85% or he/she has an inconsistent pattern of attendance;
 - b) the student or an academic has highlighted that he/she requires extra academic support;
 - c) the student is a minor or has personal circumstances which may impede his/her performance.
- 2.2 In summary, a student can be placed on the Students in Jeopardy programme in one (or more) categories:
 - a) Attendance
 - b) Academic Performance
 - c) Welfare/Minors
- 2.3 A student can be on the programme in more than one category at the same time and, being removed in one category does not necessarily mean being removed from all categories.

3 Students in Jeopardy Programme

- 3.1 The aim of the Students in Jeopardy Programme is to ensure the wellbeing of all students from both an academic and pastoral viewpoint. Any issue that could lead to a student not being able to fulfil his/her potential is required to be assessed and supported by the Student Services team. The SIJ programme closely tracks and monitors students who have been highlighted to the College as requiring extra support. This also ensures that the College keeps an updated and detailed record of all students that could potentially pose a risk to both the College and partner University and the visa regulations stipulated by the UKVI.
- 3.2 Members of the team meet on a weekly basis, as part of academic board, in order to discuss whether any students are required either to be placed on, or removed from the programme. It is at this point that the student would be officially placed on, or removed from the programme with an email being sent to the student to arrange a meeting with a member of the student services team.
- 3.3 Attendance
 - 3.3.1 If the attendance of a student does not meet the minimum criteria of 85% he/she will receive the 'Attendance Stage One Email' which will indicate to the student that he/she is being placed on the programme and is required to attend a meeting with a member of the student services team.

3.3.2 The student is initially placed on the programme for 2 weeks with a review date set for 2 weeks after the initial start date of the programme. Should the student maintain 100% attendance for those 2 weeks, he/she is automatically removed from the programme and sent a confirmation email.

3.3.3 Should the student miss any further contact points within the initial 2 weeks, he/she is kept on the programme and required to attend a further meeting with the College Director/ Principal should there be no further improvements to attendance.

3.3.4 The student's attendance will continue to be monitored closely as part of academic board committees. Where a student does not have an appropriate attendance record and subsequently misses ten contact points without supporting extenuating circumstance, the student must be reported to the UKVI/Partner University within ten working days.

3.4 Academic Performance

3.4.1 Each College monitors the academic progress of its students through feedback from academic staff and evidence of assessment results throughout the semester. If it is thought that a student is experiencing academic difficulty, he/she will be requested to attend a meeting with a member of Student and Academic Services. Students may refer themselves to such a meeting if they have concerns about their academic progress.

3.4.2 Before the meeting takes place, further feedback/discussion will be required with the relevant academic(s) in order to ascertain the next steps to take on a case by case basis. For example, it may be that the student requires extra tuition.

3.4.3 The outcome of the meeting will be a two week action plan discussed and agreed with the student designed to address the shortcomings in his/her academic performance.

3.4.4 Over the following two weeks, Student Services will monitor the student in consultation with his/her module tutors to gain further feedback. At the conclusion of the two week review period, a follow up meeting will take place to ascertain if progress has been made. Should it be considered that the student has made good progress, they will be removed from the programme. However, if the student is still facing academic difficulty, he/she will remain on the programme and further help/guidance will be sought in order to best assist the student.

3.5 Welfare/Minors

3.5.1 Should a potential welfare issue be identified to a member of Student Services, the student in question will be requested to attend a meeting with a member of the team in order to discuss the problem, its likely impact, and any possible steps for its resolution. Should the student and/or staff member consider that the circumstances could potentially affect the student's wellbeing and/or studies, he/she will be placed on the SIJ programme for continual monitoring.

3.5.2 The student will then receive enhanced support from the College, primarily via the student services team maintaining frequent contact and signposting to support available both internally and externally. After two weeks (or other period according to the circumstances) the student services team will review the student's status to see if the matter needs further action for resolution or if the issue has been managed. Either through the issue being resolved or marginalised and/or manageable, the student will be removed from the programme. A meeting may or may not be required depending on the circumstances.

3.5.3 All students enrolling under the age of 18 years old are subject to NPR M1 which stipulates that 'Any student under the age of 18, once he/she is admitted, will be flagged for enhanced monitoring by the Manager of Support Services or appropriate nominee'. Any such students will immediately be placed on the SIJ programme and their progress will be closely monitored on a weekly basis by the Student Services team. Such students will be scheduled to meet with a member of the Student Services team on a fortnightly basis throughout their duration at the College, or until they reach their 18th birthday, to ensure they are coping well with the demands of the course and student life. Additional meetings can be arranged if deemed necessary with the engagement of nominated UK guardians should students give permission and this is deemed appropriate.

3.5.4 As per NPR M1, under 18's remain on the SIJ programme until their 18th birthday.

- 3.5.5 Each semester the college will hold a cultural awareness support session aimed at its U18 students helping them to better understand how to adapt to life and study in the UK as well as support mechanisms which can be accessed.

4 Recording Information

- 4.1 Any students placed on the SIJ programme will be notified by email. This initial email will inform the student that he/she has been placed on the programme and that he/she is required to attend a meeting with a member of the Student Services team. At this initial meeting, an Interview Record Sheet will be completed stating the reasoning for the student being placed on the programme and the steps/process involved for the student to be removed. The student will receive a copy of this sheet with the original being placed in the student's folder. Notes will be added to the students Navigate record.
- 4.2 All students who meet the criteria (see 2.1) are initially placed on the programme for 2 weeks. Should they meet the criteria for removal at the end of the initial 2 weeks, they will be removed and informed by email. Should they require to be held on the programme, a further meeting will take place with a similar Interview Record Sheet being completed and filed and notes added to the students Navigate record.
- 4.3 The SIJ tracker, gives the Student Services team an overview of all aspects of the Students in Jeopardy programme. This is a quick-access tool utilised and updated at the weekly meetings in order to track all progress of students who are on the programme.

Student Attendance

The Global Study Centre (GSC) are obligated to monitor students' attendance as set out in the Immigration Rules and Policy guidance. Further, the college is required to have in place adequate monitoring processes in place for our students. Under the current Sponsor Guidance the Home Office requires Tier 4 Licence Holders to report students who stop contact, to include 10 consecutive points of contact. When monitoring a reporting student that "stop contact," the GSC will be required to report on student who missed 10 expected points of contact without prior permission to the University of Leicester.

In accordance with **CPR M3, Navitas** defines a contact point to be:

"Any day on which a student is required to attend a class of study, as timetabled on the College's Student Management System".

Therefore, if a student has three timetabled events in a day and they attend just one of those, the student is deemed to have successfully made that designated 'Contact Point'. This does not preclude the student meeting the College requirements."

The GSC are also required by NAVITAS UK to monitor student attendance to ensure that students attend a minimum **of an 85% attendance record in each enrolled module.**

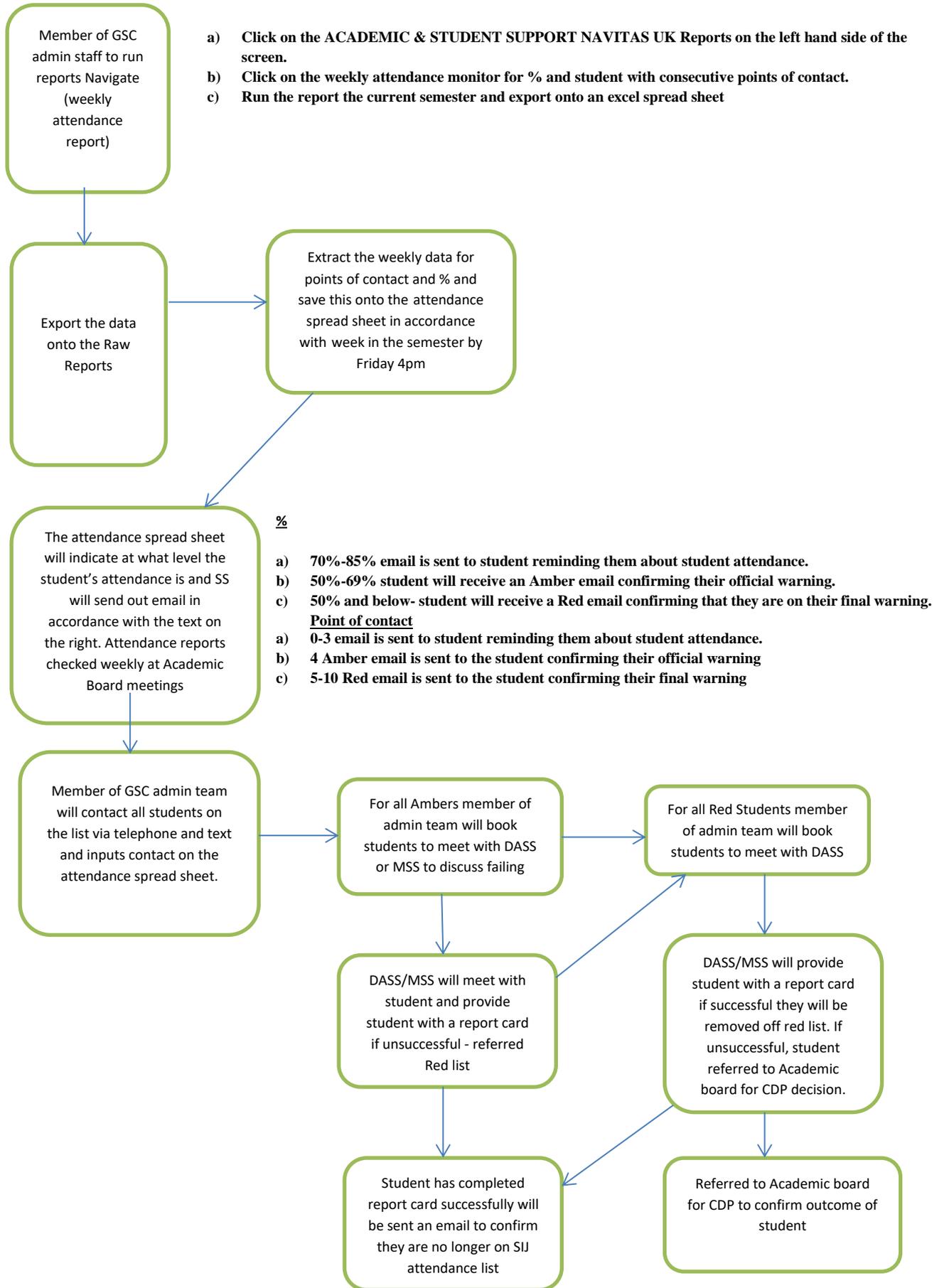
Any enrolled 'Current' student whose attendance does not meet the expected 85% requirement or presents an inconsistent pattern across a set of modules, is placed on the Student in Jeopardy Programme for close monitoring. Where necessary (if permission has been given at enrolment) parents and/or agents may be contacted. The student is also formally contacted by email, text message and telephone by Student Services within 48 hours of the breach being noted.

Initial contact by Student Services is completed through an email/phone call and explained to the student about GSCs student attendance policy. Continued failing attendance will result in an official warning and thereafter a final warning

Where a student continues to not meet the expected 85% overall attendance requirement and has no approved extenuating circumstance, or approved leave of absence, then their situation is discussed further by the Academic Board. This breach should be considered in addition to any breach in the HOME OFFICE required 'missed 10 points of contact' and monitored through the internal attendance tracking spread sheet.

Any actions taken with individual students in relation to their attendance will be documented within their efile and accompanying notes applied to their Navigate profile, this will allow a clear gathering of the required evidence which can be provided to Navitas UK and/or University of Leicester if requested.

Process Flow Part 1- Student Services, Academic Services & Compliance



Process Flow Part 2- Academic Board & Compliance

