



## University Programme Division UK

### NPR QS7: Student Support

#### Version 1.15

## 1. Introduction

- 1.1 This document sets out the LGSC policy and procedure for the academic support of students who need enhanced monitoring – the Compass 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 LGSC continually monitors each student's academic performance and overall experience during his/her time with the College. A student will be placed onto the Compass 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 Compass programme in one (or more) categories:
  - a) Attendance
  - b) Academic Performance
  - c) Welfare/Minors
  - d) Late arrivals
- 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. Compass Programme

- 3.1 The aim of the Compass 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 Leicester University and the visa regulations stipulated by the UK Border Agency.
- 3.2 The Student and Academic Services team meets on a weekly basis 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 team.
- 3.3 Attendance
  - 3.3.1 If a student meets the criteria on attendance (see 2.1), 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 support 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 Principal.
- 3.3.4 The student's attendance will continue to be monitored closely. Where a student does not have an appropriate attendance record and subsequently misses ten contact points without supporting evidence, the student must be reported to Leicester University Compliance Team within two working days and the UKVI reporting must take place within 10 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 team. 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 support team maintaining frequent contact. After two weeks (or other period according to the circumstances) the student support 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 CPR 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 18<sup>th</sup> birthday, to ensure they are coping well with the demands of the course and student life. Additional meetings can be arranged if deemed necessary.
- 3.5.4 As per CPR M1, under 18's remain on the SIJ programme until their 18th birthday.

## 4 **Recording Information**

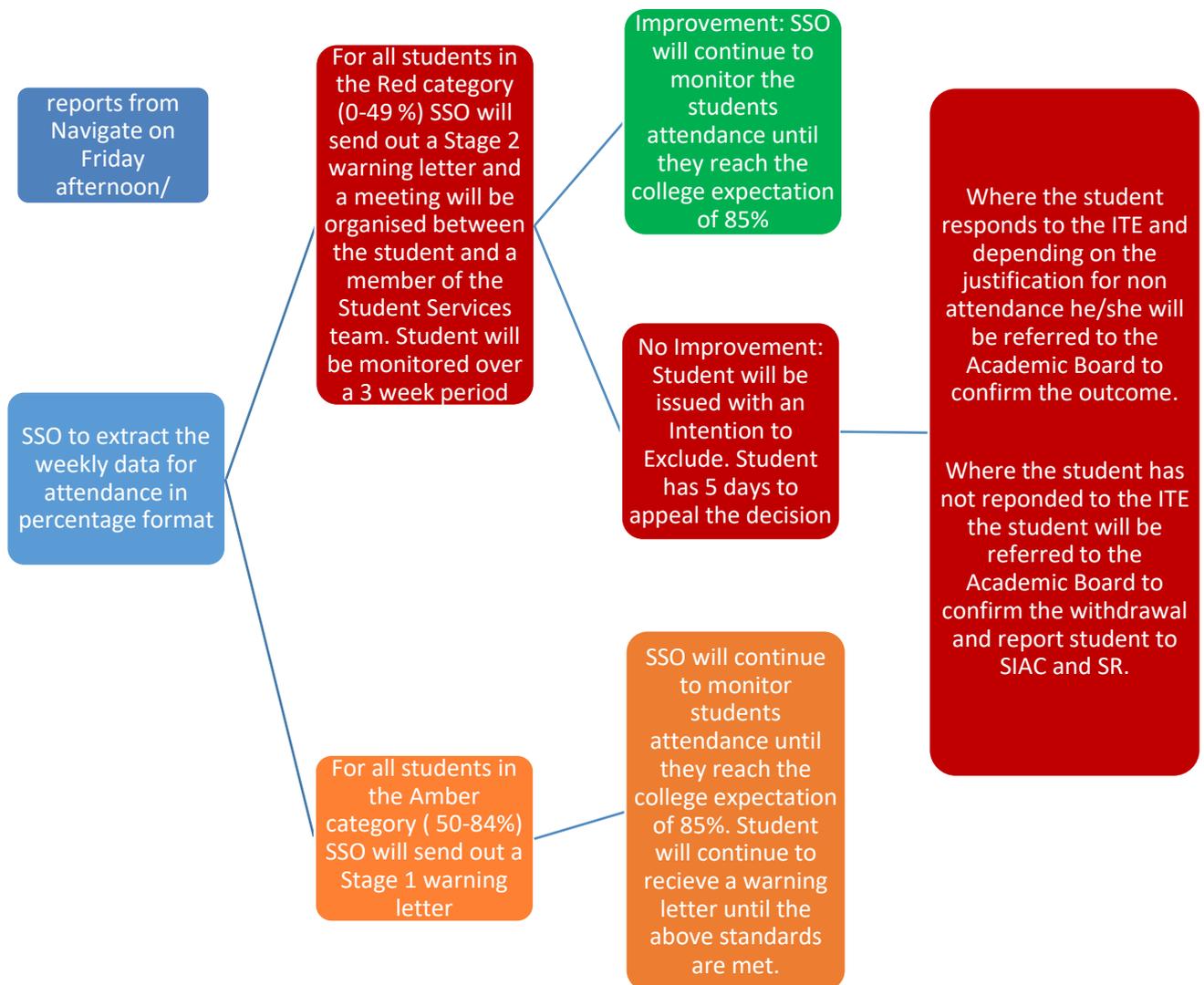
- 4.1 Any students placed on the SIJ programme will be notified by email. This initial email will inform the student that he/she has been placed on the programme and that he/she is required to attend a meeting with a member of the Student Services team. At this initial meeting, an Interview Record Sheet 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 e-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 Compass 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.

**Workflow for Attendance Monitoring and escalation at LGSC**

Attendance Monitoring – Percentage (%):



Attendance Monitoring - Contact Points:

