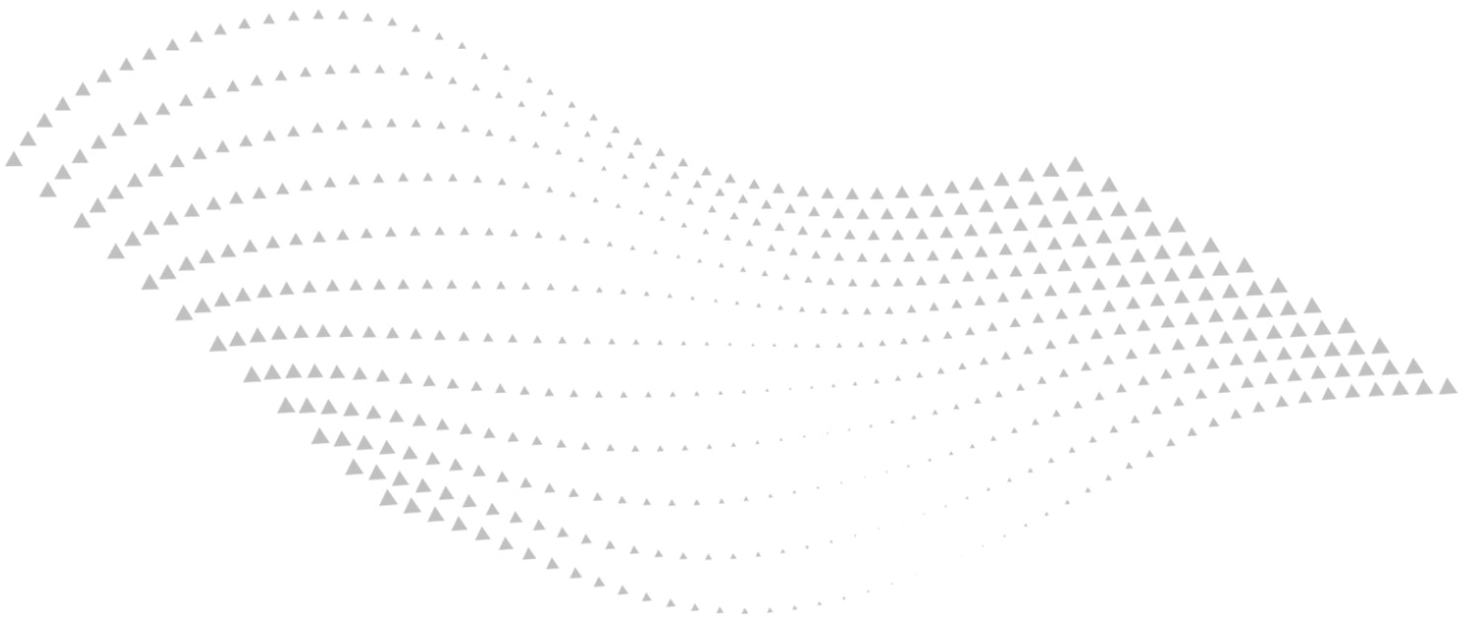


# Student Support Policy



Last approved: September 2019

Approved by: Academic Board

Next review due: September 2023<sup>1</sup>

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<sup>1</sup> Currently under review

## **Pastoral Support Tutorials**

Students can receive advice, support and guidance from the Student Wellbeing Team on a range of issues such as mental health or physical health concerns, additional learning needs, mitigating circumstances and reasonable adjustments, financial hardship, complaints or anything else relating to wider university life. The Student Support team undertakes to respond to a student's query within five working days, but in the majority of cases it is anticipated that a student will be able to access support on the same day.

Where appropriate, the Student Wellbeing team may refer students to short-term counselling. The counselling service is confidential and available to all students.

For any financial queries, the finance team are available to help via the e-mail address [financeenquiries@bimm.co.uk](mailto:financeenquiries@bimm.co.uk).

## **Academic Support and Tutorials**

Students can book tutorials with Course Leaders where applicable, and key instrumental and business studies tutors. Academic tutorials can be booked via the Virtual Learning Environment (VLE), or in some cases it may be necessary to visit Reception at your campus to book an appointment.

Email tutorials: students can email the Course Team with questions relating to course matters. Students will receive a reply within ten working days but hopefully sooner. Administrative questions should be directed to the relevant administrator or Student Wellbeing team.

## **Arrangements for Oversight and Formal Monitoring of Student Progress**

Student progress is closely monitored by the college Student Services team, who keep records of each student's achievement and of their uptake of both pastoral and academic tutorials. Attendance is also monitored and there is a system of communication between the course teams and the Student wellbeing team, to ensure that any persistent lateness or non-attendance is closely tracked and followed up through the tutorial system.

Information on how these records are stored can be found in the [Student Data Protection Policy](#).

## **Learning Support**

Students with additional learning needs should inform their local Student Wellbeing team as soon as possible if they feel they require learning support to aid them in their course. If additional learning needs are stated prior to enrolment, Student Wellbeing Advisors will contact each student to discuss their requirements and any support that needs to be put in place from term one.

Student Wellbeing can help students to explore what statutory and local support is available to them. In some cases, degree students in UK campuses may be eligible for Disabled Students Allowance (DSA) – the support team can offer guidance on this.

In order to access additional support, a diagnosis of a condition is key. Anyone without a diagnosis should organise one as soon as possible to ensure they receive the support they are entitled to. BIMM University can support students in accessing a dyslexia assessment service should they require it.

### **Disability Strategy**

BIMM University aims to have an inclusive approach and students with learning difficulties and disabilities may apply for any course in the College if they meet the specified entry requirements.

BIMM University is committed to ensuring that disabled people, including those with learning difficulties, are treated fairly. All reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not substantially disadvantaged.

### **Suggestions or Concerns**

Students can, at any time, raise individual concerns or suggestions by sending an email or a written communication to the relevant member of your Course Team or Student Wellbeing team.