

Student Welfare & Support Policy

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Issue Date: January 2022

Review Date: January 2023

Purpose

The purpose of student support within the School of Information Risk Management (SIRM) is to:

- Enhance the overall (physical, psychological and social) well-being of students
- Enable every student to build sound relationships with other students, within academic departments and within the institution as a whole
- Contribute to the creation of a sense of belonging in SIRM and to the building of self-regulating communities of students
- Enable students to develop life skills as they progress through SIRM
- Contribute positively to the quality of the student experience and to support recruitment, progression and retention

The strategy for student support is thus an important supportive strand in the delivery of the aspirations associated with the student community.

Effective communication across SIRM in student support is critical in achieving the vision of enhanced provision with improved consistency.

Students have a range of support needs and these are identified below.

Levels/Areas of Support within SIRM				
Service	Provider			
	Administration	Academic Department	Academic Director	Support & Welfare Team
Induction	X	X	X	X
Registration	X	X	X	
Student Services	X			X
Academic Support	X	X	X	X
Financial Advice and Services	X			X
Careers Advice				X
Counselling & Wellbeing				X
Disability & Dyslexia Support				X
Regulatory Advice			X	
Certification Advice	X	X		
Accommodation Advice	X			X
Travel Advice (Oyster Card)	X			X
Safety and Security	X			X
Critical Incident Support	X		X	X
Health Services	X			X
Student Rep	X		X	X
Student Activities	X			X
Complaints & Appeals			X	X
Safeguarding	X	X	X	X
Safer Recruitment	X		X	
First Aid	X	X		X

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SIRM delivers a comprehensive range of services dedicated to helping students make the most of student life.

Disability and dyslexia support

SIRM strives to be an inclusive learning community. Whatever student's disability, mental health or learning support needs, we are here to help make sure students can access appropriate support.

A disabled person as defined by law is someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. This may include students with a:

- Specific learning difficulty such as dyslexia, dyspraxia or dyscalculia
- Mental health condition
- Sensory Impairment
- Mobility impairment
- Long term health condition
- Other unseen condition

If student thinks that he/she might be dyslexic, but have never been assessed, student can book a free dyslexia screening appointment with the support and welfare team.

Procedures for students with disabilities and/or specific learning difficulties

It is recommended that if students have a disability and / or specific learning difficulty they indicate this on SIRM application form.

The Learning Support / Disability Adviser will then send student a questionnaire in which student can give us more specific information. Candidates are advised, wherever possible, to visit SIRM for an informal interview. This enables student to see the campus and discuss their needs with the Learning Support/ Disability Adviser.

SIRM will endeavour to provide appropriate support for all levels of disability throughout studies.

Help and support may include:

- Special provision for examinations and other reasonable adjustments
- Extended library loans
- Handouts and papers enlarged
- Use of digital voice recorder
- Study skills courses specifically tailored to student needs

In order to be considered for reasonable adjustments student will need to provide a post-16 full diagnostic assessment report and any letters student has received from the funding body or until appropriate evidence is received from Support & Welfare team.

It is strongly recommended that tutors and lecturers and all people associated with your learning are made aware of your difficulties.

Where appropriate, outside agencies will be approached to assist.

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Financial Support for Disabled Students

UK disabled student may be eligible for additional financial support, Disabled Student Allowances (DSA).

Student can apply for DSA at any time during your programme but we strongly recommend student does it as soon as possible because the process can take up to 3 months.

Requirements:

- Proof of disability. Student must provide evidence of the disability
- Nationality. Student must fall into one of the following categories:
 - UK student
 - EU student who has lived in the UK for more than three years immediately prior to starting your course
 - International student with either settled status or indefinite leave to remain in the UK
- Course requirements. Student must be one of the following:
 - a full-time undergraduate on a course lasting at least a year
 - a part-time undergraduate whose course lasts at least a year and doesn't take more than four times as long to complete as the equivalent full time course
 - a postgraduate studying a recognised taught or research course

Student can check the eligibility and find out how to apply by visiting <https://www.gov.uk/disabled-students-allowances-dsas/eligibility>

Students with mental health conditions

SIRM offers:

- confidential advice
- information about the Disabled Student's Allowances and help applying
- liaison with tutors and support & welfare team
- information about support available in local council

Personal Tutors

Personal Tutoring system is a key element of academic and pastoral support to students at SIRM.

Personal Tutor is a member of teaching staff who provides a readily accessible, primary point of contact for academic guidance and pastoral support (signposting to student support services), to help tutees reflect on their academic progress and get the most out of their studies.

Four meetings between the PT and tutee during the course of study is a minimum requirement.

Meetings with students may take remotely – by telephone, live internet call, web conferencing, etc.

Students should be actively encouraged to request additional meetings with their Personal Tutor as required throughout their time at SIRM.

Core purpose of PT:

- assist students in regularly reviewing their academic progress and performance
- encourage students to reflect on their learning, both within and beyond the formal curriculum, and how it contributes to their future development and career
- help students to feel part of a community of learners

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- to provide pastoral support for their tutees and referring students to other support services as appropriate
- to respond promptly to a request for contact or support from a tutee and to provide an alternative point of contact when unavailable