



**LINCOLN COLLEGE**

**STUDENT SUPPORT POLICY**

**2012-2013**

**POLICY CQ/PO/19**

**SPONSOR**

Guidance Team Leader

## **Equality and Diversity Statement**

Lincoln College strives to treat all its members and visitors fairly and aims to eliminate unjustifiable discrimination on the grounds of gender, race, nationality, ethnic or national origin, political beliefs or practices, disability, marital status, family circumstances, sexual orientation, spent criminal convictions, age or any other inappropriate grounds.

# LINCOLN COLLEGE

## STUDENT SUPPORT POLICY

### CONTENTS

<b>Paragraph</b>	<b>Content</b>	<b>Page Number</b>
1	Purpose	1
2	Aim of the Policy	1
3	Responsibility	1
4	Protocol	1
5	Students to be targeted for support	2
6	Monitoring of Services	5
7	Review	5

# LINCOLN COLLEGE

## STUDENT SUPPORT POLICY 2012/2013

### 1 PURPOSE

1.1 The purpose of this policy is to provide the framework within which the Student Support Officers within Student Services will operate in order to:

- Reduce the number of students withdrawing early from college
- Increase student attendance, retention and achievement rates

### 2 AIM OF THE POLICY

2.1 To set out the methods by which the Student Support Officers and Student Advisers (hereafter referred to as SSOs) will assist the college to achieve its Strategic Aims for 2012/2015, in particular:

**Aim 1:** To ensure that the college achieves its targets associated to numbers and funding.

**Aim 2:** To ensure that the college meets its student success targets.

**Aim 3:** To ensure that the college maintains its financial health to remain a viable institution and deliver its mission and associated targets.

### 3 RESPONSIBILITY

3.1 The following personnel will be responsible for ensuring that the requirements of this policy are adhered to:

- Guidance Team Leader
- Student Support Officer
- Student Advisers

A copy of this policy will also be made available to the following personnel:

- Director of Student Services
- Head of Quality Improvement
- Directors of School
- College Tutors
- School Administrators

### 4 PROTOCOL

4.1 The Student Support Officer (SSO) will, at all times, follow the provisions of the protocol laid out below:

Telephone contact:

- The SSO will, in the first instance, attempt to contact students either on their mobile number, email address or by JNT txt.

- Where the SSO has to ring a student's land line number and speaks to a person other than the student in question he/she will leave a message asking for the student to contact him/her.
- On no account will the SSO explain the reason for the telephone contact other than to the student him/her self.

### General

- The SSO will, at all times, remain impartial and objective, in his/her dealings with staff and students.
- The SSO will, at all times, follow the procedures set out in the Student Services Code of Practice for Confidentiality.
- The SSO will not divulge information given by a student to any third party unless he/she has written consent from the student to do so or he/she has a legal or safeguarding responsibility to do so.
- Where the SSO has a legal or safeguarding responsibility to divulge information given by the student this will, in the first instance, be made to the Director of Student Services or other staff member acting in her/his absence.
- SSO will, all on all occasions, ensure that a written record is kept of interviews held with clients and that the client signs the record to confirm it is a true account of the interview.

### At Interview

- At interview, SSO will, in conjunction with the student, identify and record reasons for non attendance and will agree steps to resolve the issue(s).
- Student will be given a written Action Plan of the steps needed to resolve the issue(s).
- A follow up appointment will, where appropriate, be made at the end of the interview to see how progress is being made towards achievement of the Action Plan.
- Any follow up appointment will be made for a date no later than one calendar month after the initial interview.

### Post Interview

- The SSO will accurately record details of any intervention with the student on their Pro Monitor and the Student Services Student Support Database.

## **5 STUDENTS TO BE TARGETED FOR SUPPORT**

5.1 The Student Support Officer will support students who are referred to the service by other members of staff, agencies external to the college or those who self-refer. In addition, the SSO will specifically target the following groups of students:

- 1) students who have missed the same class for 3 out of the last 6 weeks.

- 2) students identified by their school as being continuous unauthorised absent.
- 3) students claiming assistance for childcare through the Care to Learn (C2L) scheme and the 20+ Learner Support Childcare Fund.
- 4) Students who are claiming financial assistance through the 16-18 Guaranteed Bursary

1) Students Who have Missed The Same Class For 3 Out Of The Last 6 Weeks

- Students who have missed the same class for 3 out of the last 6 weeks will be identified through EBS.
- EBS report will be checked each week by the Student Support Officer.
- Student Support Officer (SSO) will contact either the student's Personal or Subject tutor to see whether they would like assistance in identifying why student has missed the same class for three of the last 6 weeks.
- The SSO will proceed to contact the student if there is no response from the tutor.
- If tutor does not wish assistance then SSO will retain record of contact but will not progress further.
- If tutor does request assistance then SSO will establish with tutor precisely what level of assistance is required.
- If tutor wishes SSO to assume full responsibility for chasing up student to find out why they have missed the same class for three of the last 6 weeks, SSO will contact student as described previously to arrange a date and time for appointment to discuss with the student their reason(s) for absence.
- SSO will, with the agreement of the student, let tutor know when it has been arranged for student to attend appointment.
- SSO will record details of the intervention on Pro Monitor, with the agreement of the student, and the Student Services Supported Students Database.
- The SSO will send the "We Are Missing You/Wish You Were Here" postcard to the student should it not prove possible to contact the student.

2) Students Who Have Received A Formal Warning From Their School For Continuous Unauthorised Absence

- The School Administrator will send the Student Support Officer a copy of the Disciplinary Letter for students who have received a formal warning for continuous unauthorised absence.
- The Student Support Officer will contact the student as described earlier to arrange a date and time for interview, the purpose of which will be to i) explain the SSO role and ii) encourage the student to use the SSO service to help them improve their attendance.

- The SSO, with the student's agreement, will inform the student's Tutor of any arrangements made.
- SSO will, with the student's agreement, record details of the intervention on Pro Monitor and the Student Services Supported Students Database.

3) Students Receiving Assistance For Childcare Through The Care To Learn (C2L) Scheme and 20+ Learner Support Childcare Fund

- The Student Support Officer will, on behalf of the college, be responsible for supporting students through the C2L and 20+ Learner Support Childcare Fund application process.
- The Student Support Officer will be responsible for maintaining records of all students receiving support through C2L and 20+ Learner Support Childcare Fund.
- The Student Support Officer will, through EBS, ensure that a weekly attendance report is received which identifies those students who are in receipt of C2L and 20+ Learner Support Childcare funding.
- SSO will contact C2L and 20+ Learner Support Childcare Fund students where there appears to be an issue with their attendance to discuss how this can be resolved. The SSO will, on all occasions, contact the student if their attendance falls below 90%.
- SSO will, with the student's agreement, record details of the intervention on Pro Monitor and the Student Services Supported Students Database.
- In addition, the SSO will write to each C2L and 20+ Learner Support Childcare Fund student at Xmas, Easter and prior to the end of their course to remind them of further support available.

4) Students Who Are Claiming Financial Assistance Through The 16-18 Guaranteed Bursary

- The SSO will, on behalf of the College, be responsible for supporting students through the 16-18 Guaranteed Bursary Fund application process.
- The SSO will, through EBS, ensure that a weekly attendance report is received which identifies those students who are in receipt of the 16-18 Guaranteed Bursary.
- SSO will contact 16-18 Guaranteed Bursary students where there appears to be an issue with their attendance to discuss how this can be resolved. The SSO will, on all occasions, contact the student if their attendance falls below 90%.
- In addition, the SSO will email each 16-18 Guaranteed Bursary student on a termly basis to remind them of further support available and how to access it.

- SSO will record details of interventions on Pro Monitor, with the student's agreement, and the Student Services Supported Students Database.

## **6 MONITORING OF SERVICE**

- 6.1 Each Academic Year, the Student Services Guidance Team Leader and Student Support Officer will provide the Director of Student Services with information to show the number of students who received support and how many remained on course/left early.

## **7 REVIEW**

- 7.1 The provisions of this Policy will be reviewed annually by the Guidance Team Leader and the Student Support Officer.