Title:	Personal Tutoring and Student Support Policy and Procedures
Policy Number:	P033
Approval Date & Version:	March 2022, Ver. 4.10
Approved by:	Academic Board (AB)
Next Review Date:	January 2024

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	• The provider has sufficient and appropriate facilities, learning resources and student support services to deliver a high-quality academic experience • The provider supports all students to achieve successful academic and professional outcomes
UKQC- Advice and Guidance	• Enabling Student Achievement • Learning and Teaching
Awarding Body Reference	• Programme Specifications • London Met Academic Regulations • Pearson BTEC Recognition of Prior Learning Policy
Other reference Points	• NCL Quality Assurance Manuals • Student Handbooks/ Course Handbooks • Access and Participation Plan
	• Recruitment, Selection and Admissions Policy • Equality and Diversity Policy • Student Attendance, Re-Registration and Progression Policy • Teaching and Learning Policy • Assessment Policy
	• Student Complaints Policy and Procedures • NCL Strategic Plan 2020-25 • Recommendation of National Committee of Inquiry in Higher Education; 1997

1. Aims of the Policy

1.1. The aim of the policy is to outline how Nelson College London supports individual students to progress with their studies and engage them individually to provide informative, personalised and an enjoyable learning experience.

2. Policy Statement

The College is committed to provide opportunities to the students that will equip them to lead successful lives, meet the needs of the employers and contribute effectively to society.

2.1. The pedagogical approaches adopted by the College help to recognise and identify the individual learning needs of students based on their personal circumstances.

2.2.   Student Support Lecturers and Personal Tutors are encouraged to understand values, principles and cultural background of students to provide appropriate personalised developmental support. Every student is allocated a personal tutor, who will offer pastoral support and advice to a designated cohort of students

2.3.   A register for 'Students at Risk' will be produced by the Academic Managers with an objective to improve success and retention rates. This register will identify students who are at risk of withdrawal / failure using a set criteria on attendance, assessment submission, pass rates and flagged up cases during progression review

2.4.   All students who are at risk of withdrawal or failure will be allocated a Student Support Lecturer (SSL) who will work with respective students to produce a customised Individual Learning Plan (ILP) in alignment with an objective to improve success and retention rates.

2.5.   The Student Support Team will work closely with the Academic Managers to monitor student retention and achievement within 'Students at Risk' register.

3. Procedures and Process

3.1.   The Student Support Team will work closely with:

3.1.1. Academic Managers, who will ensure that all students included in the 'Students at Risk Register' will have customised Individual Learning Plan (ILP).
The ILP is designed to enable students to acquire a mind-set, values, attitudes and behaviours as well as relevant content knowledge which will help them to succeed in their course and career.

3.1.2. Students to mutually design, implement and monitor the individual learning plan (ILP) based on their academic and career objectives. An ILP will be produced for each identified student at risk of withdrawal /failure.

3.2.   The Student Support Team will monitor the progress made by students at risk of withdrawal / failure and introduce early interventions, where necessary, to support such students and provide training to the relevant staff.

3.3.   The Student Support Team will undertake progress reviews and monitor the ILP of students who are at risk of withdrawal / failure twice in an academic term (6th and 10th week) and produce meeting note / report to evidence their oversight.

(Further details on the roles of 'Student Support Lecturers' are available in the 'Instruction Manual for Student Support Department annexed to this policy)

4. Monitoring and Evaluation

4.1.   The effectiveness of the implementation will be monitored through the College's Academic Board. The College will publish reports every November which will be reviewed by the Board of Governance.