

 S P Jain London School of Management	Student Support Policy
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1. Purpose

- a. SP Jain London School of Management (SPJUK) considers that a positive student experience and appropriate support for students is key to ensuring successful study outcomes. This support includes learning resources and careers guidance, physical resources such as study space, a safe environment and support for their wellbeing.
- b. The Student Support Policy describes the nature and scope of the support services available to enrolled students. It outlines SPJUK's obligations to students and explains the support processes, mechanisms and services designed for a diverse cohort of students to enable student progression, student achievement of learning outcomes and, ultimately, enable student success.

2. Scope

This Policy applies to all enrolled students at SPJUK.

3. Policy Principles

- a. SPJUK is committed to the provision of timely and targeted student support for all students to enable a positive learning experience, the development of knowledge and skills including language skills, and to ensure personal well-being.
- b. SPJUK recognises its obligations to provide a range of student support services as a registered higher education provider in England.
- c. SPJUK promotes a positive environment in which students have the opportunity to thrive and become independent learners.
- d. SPJUK is committed to ensuring that all students, regardless of their educational background, entry pathway or mode of study have equivalent opportunities to successfully transition and progress in their programme of study, and that the School has mechanisms and strategies to identify specific learning and support needs of all students.

- e. SPJUK is committed to the ongoing resourcing and improvement of a range of support services that acknowledge the academic, personal, cultural, technical and language needs of all students enrolled at SPJUK.
- c. The School is commitment to supporting students who are vulnerable to radicalisation in line with the Prevent Duty as outlined in the Prevent Policy.
- d. The School provides support for students who are the victims of harassment or sexual assault in line with the OfS Statement of Expectations on preventing sexual violence and harassment.

4. Scope of Services

SPJUK has designed its approach to student support services in line with the students' lifecycle from admission through to graduation and includes:

a. Orientation

- i. In the week preceding the commencement of classes, the Registrar will organise several days of orientation and induction for all new students. The aim of these orientation sessions will be to ensure a smooth transition into study at the School as well as start to build a community within the cohort.
- ii. In addition to orientation with the academic team and cohort building activities, these sessions will build on information already provided to students as part of the offer process including student academic, library resources and access, IT services safety information about the campus, international student services, language and personal support services and access. It will also cover the academic programmes and academic support.
- iii. Students will also be provided with information that sets out student responsibilities and code of conduct including expectations of behaviour, academic integrity, academic progress and attendance.
- iv. Students will have the opportunity to meet staff from various departments such as the Library, Facilities, IT, and Student Services. These will provide students with an opportunity to seek assistance in learning more about SPJUK and its services and ask any questions about what to expect while studying at the School. Each student will be provided with a Student Handbook at the orientation.

b. International Student Services

- i. SPJUK recognises the challenges for international students and is committed to providing clear, supportive and accessible services through the establishment of a central point of contact for international students.
- ii. Before and during orientation, all international students will be provided with information about SPJUK, living in UK, including geography, culture, lifestyle, currency and other important information to enable successful transition and experience including about housing, visas, finances, local laws and customs, and insurance.

c. Learning Resources

- i. The SPJUK library resources will be predominantly online with a small on campus provision. The e-resources includes business-relevant e-databases, online journals and

- newswires.
- ii. There will be an on campus library where students can undertake quiet private study or group study as well access materials and printing facilities.
 - iii. The Librarian will aim to:
 - Develop and deliver customer-focused services, support the achievement of learning and teaching objectives and the achievement of student learning outcomes
 - Provide access to local and external learning resources for all users to support programme delivery and academic scholarship
 - Provide a wide range of scholarly academic electronic library resources while maintaining appropriate print collections
 - Widen and facilitate access to scholarly information for all students and staff at SPJUK
 - Assist students with a range of learning resource services.
 - iv. Further information is available in the **Library Resources Collection Development Policy**.

d. Information Technology Support

- i. The School will use a student virtual learning environment that:
 - supports remote and mobile access, webinars, threaded discussion boards, blogs and simulations
 - provides technology to enable online academic support;
 - provides the facility for online feedback surveys;
 - enables automatic marking of attendance, submission and logging of requests for leave of absence from webinars;
 - provides continued integrated anti-plagiarism services;
 - provides online and remote access to the School's e-libraries;
 - enables video recording facility of webinar class sessions;
- ii. Students will also have access to the Microsoft 365, JMP SAS for analytics and various simulation tools.
- iii. The School will provide a robust, reliable, and secure IT infrastructure and support services for the SPJUK student community. It recognises the privacy of students' files and communications, but also reserves the right to examine files and directories when necessary, especially when there is evidence of compromised security or prohibited activities to protect the integrity of the School and to ensure a positive student experience.
- iv. The School has an Acceptable Use of IT Policy that sets out the requirements to protect the security of the IT system which is supplemented by guidelines on how to keep safe online.

e. Student Access to Academic Staff

- i. Academic Staff will allocate an average of 3 hours a week to provide additional student consultation. Students will be able to seek additional support relating to any aspect of their studies, seek clarifications or request specific feedback. To access this support, students will be able to make appointments with academic staff or drop in during advertised hours .

f. Academic Managers: academic and pastoral support

- i. All students will have an identified Academic Manager who will be able to help students with their learning, provide guidance on knowledge and understanding, skills development and assessment requirements. They will also support students

to identify their learning needs and develop appropriate strategies to achieve them; help students to make the most of the learning resources and other forms of learning support available to them; support students in academic, professional and career planning, including mentoring them in projects. They will also take a pastoral role to advise and guide students on issues or problems arising and, directing them to the broader range of support services.

g. Language Support

- i. The School's recruitment and admission processes are robust and are designed to ensure that all students will have the necessary English language skills to progress successfully through each programme and to communicate effectively with both students and staff during their studies at SPJUK.
- ii. The School will provide English language support workshops that will be available for all students.
- iii. The School also recognises that some students may require additional specific language support identified at admission, and any additional English language support needs will be identified with support measures designed in collaboration with the academic team and the Registrar's office.

h. Careers Advice, internships and employability

- i. The SPJUK programmes are designed to ensure students' employability. Our approach is to embed employability skills into the curriculum. We also offer a career readiness programme.
- ii. In addition, SPJUK will help students obtain information about specific careers and post-study professional opportunities by the Corporate Relations team on the campus and also will provide information and support for on-campus recruiting and local advice on contacts to assist students to make career connections. In addition, professional readiness teams will provide assistance with career planning, CV writing and interview techniques.
- iii. The Corporate Relations Team will also help students to secure internships. The team will support students to find an appropriate role. However, it is ultimately the student's responsibility to find the internship.

i. Students with disabilities

- i. The School will provide support to students who declare disabilities and reasonable adjustments through an Individual Learning Support Plan in accordance with the Student Disability Policy. This support will be accessed through the Student Services team.
- ii. who can also help in explaining the process for claiming the Disability Support Allowance (DSA) for those students who are eligible (generally Home undergraduate students).
- iii. For students who are not eligible for a DSA, the School will provide support from the software and other resources it has available.

j. Student services

- i. SPJUK will have appropriately qualified Students Services staff on campus. The team's

role will be to provide general advice and welfare support, wellbeing support as well as access to more specialist services as appropriate. The team will also be responsible for proactively managing the student experience (see also Identifying Students at Risk Policy).⁶

- ii. Students will be encouraged to seek advice and support on a personal and individual basis as required during their time on campus. The team will cooperate closely with academic staff, administrative and support staff to help resolve any issues that might be impeding student progression or the enjoyment of the SPJUK experience.
- iii. The Student Services staff will be able support students who are considered to be vulnerable to radicalisation and will investigate concerns raised by staff and students in a sensitive manner.
- iv. Students who are the victim of sexual violence or sexual or other harassment can seek support from Student Services, whether the alleged perpetrator is a student or someone external to the School. Student Services will support them with information on external agencies and will support them to access these and or go to the police. They will also advise the student on any internal procedures such as claiming for extenuating circumstances or making a complaint should the alleged perpetrator be a member of the School.

k. Counselling support

The School will contract an external counsellor for any student needing additional services as appropriate and students will be able to access this support through Student Services. Student Services will also be able to point students to other forms of help through links developed with local services as appropriate.

l. Faith support

Student Services will provide information about provision for different faiths within the Community. Student Services will also be able to provide general welfare advice for those who have issues related to their faith.

m. Financial support

- i. The School will provide bursaries and hardship funds. These will be available for some UK students who meet the criteria for low income families and for care experienced students. The School will also provide bursaries for travel and living costs for these students and others who may not be able to afford to take advantage of a year abroad on an SPJ Global campus.
- ii. The criteria and application process for the bursaries and the hardship fund will be published on the website.

n. Identifying Students 'At Risk'

- a. SPJUK has a range of mechanisms and strategies to identify students at risk of progression as detailed in the Student at Risk Policy. This policy sets out how the School will proactively monitor the student experience as well as support those who require additional learning, personal or wellbeing support.
- b. The policy also covers how staff can support students in mental distress and deal with

students who have been subject to harassment, sexual misconduct and domestic abuse and how these students can be supported.

- c. The policy also sets out how to potentially identify students at risk of radicalisation and how this should be dealt with in line with the Prevent Duty.

o. Information for Students

The procedures related to each of the services and the mechanisms for implementation will be set out in specific detail in a range of information sources available to students and staff including related policies, on campus information, student handbooks, the SPJUK website and on the student virtual learning environment (VLE).

p. Staff training

All staff will be provided with training on how the School supports its students and the resources available. This will include training on how to signpost students to further sources of support where required.

q. Monitoring and evaluation

- i. The provision of learning resources, student support services including disability and wellbeing support will be monitored at least annually by the Learning and Teaching Committee. Each service will be required to produce an annual report to the Committee outlining how they have contributed to a positive student experience, an analysis of the support provided and identification of any areas of improvement. The report, which will include:
 - How the service meets the vision and mission of the School
 - How the service is supporting programme requirements
 - The numbers using the service
 - Responses to feedback received from surveys, Student Council or otherwise received
 - How the service is meeting the needs of the students, particularly those who face barriers to progression
 - How the service supports equality, diversity and inclusion
 - Any needs which are emerging or which were not provided for
 - An assessment of the sufficiency of the resources available.
 - An assessment of any complaints or issues with the Services
- ii. The report will be considered by the Learning and Teaching Committee. Where any weaknesses or unmet needs are identified action will be included in the Learning and Teaching Enhancement Plan which will be approved and tracked by Academic Board, including the need for additional resources.