Student Support Policy

Effective from: 11th March 2019

Version Number: 1.1

Author: Head of Student Support

Document Control Information

Status and reason for development

New: in in order to fulfil institutional responsibilities including legal duties.

Revision History

Date	Author	Summary of changes	Version	Authorised
9/4/2019	Polly Smith	Minor updates with new information	1.1	Chair, SELTEC (Neil Fowler)
27/01/2016	Polly Smith, Faye Walters	New document to 'market' existing support mechanisms available to students	1.0	SELTEC: 27/01/2016

Policy Management and Responsibilities

Owner:	This Policy is issued by the Student Experience and Learning & Teaching Executive Committee (SELTEC). The Chair of SELTEC has the authority to issue and communicate policy on this subject and has delegated day to day management and communication of this policy framework to Nicole Holt, Associate Director, Student and Academic Support
Others with responsibilities (please specify):	All subjects of the Policy Framework will be responsible for engaging with and adhering to it.

Assessment	*Cross relevant assessments*
Equality Analysis Legal Information Governance Student facing procedures	1. Completed Dec 2015 2. N/A 3. Advice and support to transfer into Policy template Dec 2015 and Feb 2016 4. Feedback provided

Consultation	*Cross relevant consultations*
Staff Trades Unions via HR Students via USSU Any relevant external bodies (please specify) …………………………………...	N/A Student consultation and workshop Dec 2015. Incorporated into revised policy. N/A

Authorised by:	Student Learning, Teaching & Enhancement Committee (SELTEC). Minor changes to the policy may be authorised by the Registrar on behalf of SELTEC.
Date authorised:	27/01/2016
Effective from:	1st March 2016
Review due:	1 year by March 2017 (Note: LPG send a reminder a review is due)
Document location:	University Student Facing Procedures page

https://www.salford.ac.uk/governance-and-management/student-facing-policies-and-procedures

Document dissemination and communications plan:

Staff Communications Channels, School Operations Manager / Associate Head Academic meetings, Student Communications Channels, HRD and QEO training events.

1.0 Purpose

The main aim of this policy framework is to:

- Establish a simple, integrated institutional framework for providing support for students, which meets legal and regulatory obligations in relation to different types of risk.

The objectives of the policy framework are to:

- Outline why student support is a necessary and appropriate responsibility for the institution and all its staff and partners.
- Set out a coherent approach to providing support for students who need it for whatever reason, incorporating existing staff responsibilities for Personal Tutoring, Safeguarding, Wellbeing and following University policies into this integrated framework.
- Indicate an increased focus on:
  - identifying support needs at an early stage
  - sharing information appropriately
- Specify that appropriate processes, systems, guidance and training are needed in order to enable staff to perform their role in supporting students.

2.0 Scope

This policy framework applies to all University of Salford staff, partners and contractors, in relation to all University of Salford students.

3.0 Underpinning principles

3.1 The University reaffirms its commitment to freedom of speech, academic freedom and freedom of religious expression. Inclusivity, change and challenge are integral to the educational experience.

3.2 As well as any pre-existing or developing personal, physical or mental issues, individual students can face many challenges and changes in relation to study and student life, may be removed from usual support networks, and may be actively targeted by certain groups.

3.3 Some students will endure or address problems and challenges by themselves, however many students may need or benefit from additional support.

3.4 Providing additional support to students who need it contributes to University agendas including student satisfaction, student retention, staff satisfaction and professional body requirements.

3.5 Supporting students is a shared responsibility of all staff, although some members of staff - such as personal tutors and professional support services staff – already have specific responsibilities for supporting students and are more likely to have the opportunity to notice if a student may need additional support.

3.6 There may be apparently minor signs that can indicate at an early stage that a student is in need of additional support, and staff should make an effort to notice these signs and act on them, before the problem becomes more chronic or critical.

3.7 If a staff member thinks a student may need additional support, they should take appropriate and timely action.

3.8 Staff are not expected to diagnose or provide specialist support to students, (unless that is part of their role), but to familiarise themselves with how to access guidance for themselves and support for their students.

3.9 Student concerns will be handled sensitively and in compliance with the Data Protection Act 2018.

3.10   Responses to concerns will be proportionate and appropriate, taking into account equality duties and students' legal rights, and the prejudices which can surround topics such as mental health.

3.11   Some students may require continuing support and/or adjustments to continue their studies. Relevant Professional Services staff will help identify what these should be, but academic and administrative staff with a connection to the student, and/or a relevant role such as Personal Tutor should also expect to play a part in on-going support and resolution of any issues.

3.12   The systems and information-sharing processes shall be fit for purpose and facilitate the sharing of items of information which, taken together, could show that a student may be in need of additional support.

3.13   Staff may expect to have guidance and training made available to them. Staff in key roles may be required to familiarise themselves with guidance and attend training.

3.14   Students may wish to seek additional support for themselves. Students may also be in a position to notice if one of their peers may need additional support. The institution will therefore make use of all the channels for communication with students, including working with the Students' Union, to provide simple information about how students can access additional support and guidance.

4.0   Policy Framework Enforcement

Failure to follow the provisions of this policy framework shall be addressed through the usual staff management mechanisms.

5.0   Related documentation

Personal Tutoring Policy   Equality and Diversity

Safeguarding   Fitness to Study Procedure

Student Disciplinary Procedure   Fitness to Practise Procedure

Academic Roles Manual   Admission of students under the age of 18 Policy