

Regent College London

Policy and procedure for supporting students 'at risk'

Higher National Students

1. Purpose

- 1.1. To provide a policy and procedure for identifying and providing support for students whom Regent College London (the College) regard as 'at risk' of not completing their studies to achieve an award and qualification from Pearson.
- 1.2. To provide a policy and procedure for supporting students to complete assignments and achieve their award following their two year period of full time study at the College.

2. Background

- 2.1. Regent College London has been successful in recruiting students to the Pearson HND Business Management programme where the majority of students are from non-traditional educational backgrounds. The majority of these students are returning to education after a significant period when last in full time education. In some cases students may have a ten year or even longer period since last in full time education.
- 2.2. The College recognises the need to provide additional academic and tutorial support to students whilst studying full time by providing tutorial sessions before formal teaching of a session and the provision of a weekly tutorial periods. Experience has shown that students do not avail themselves of this additional support as much as recommended by the College.
- 2.3. Records of student academic achievement at the level of individual units on the HND courses show rates on non-submission of coursework higher than the College would like to see, high referral rates and relatively low achievement of pass, merit and distinction grades.
- 2.4. The QAA Review for Educational Oversight report from the January 2014 visit and report from the 2016 Annual Monitoring visit identified this as an issue for the College with recommendations for the College to do more to identify students at risk in their academic studies and providing additional support to help them achieve.
- 2.5. The policies and procedures detailed below have been developed to help address these issues for both current and past (legacy) students.

3. Definition and categories of 'at risk' students

- 3.1. Students who are classified as at risk are those who, for one reason or another:
 - show signs that they may not successfully complete their two year full time programme of study
 - have completed two years full time study at the College but have outstanding assignments to submit or resubmit, in the case of referred work, to achieve the award of an HND
- 3.2. The College uses three main indicators that a student may fall into the at risk category. These are as follows:
 - a) **Attendance** - The College has an Attendance & Engagement Policy. This is rigorously implemented with a four step process. This follows increasing levels of intervention following four, eight, twelve or sixteen cumulative unauthorised absences noted in any one term/semester. Consequences for the

student range from notifying the Student Loans Company of their failure to attend through to withdrawal from the College.

- b) **Non-submission of coursework** - Normally students are required to submit three or four pieces of coursework at their first attempt to a published deadline following the teaching of units in a semester. Students who do not have approved extensions, using the extenuating circumstances policy, and do not submit one or more pieces of coursework may be considered to be at risk. This is especially the case where a student fails to submit any course work to a published deadline. Cohort Leaders attempt to make contact with students who have not submitted coursework. The policies detailed below provide a more systematic approach. All students who have not submitted the required number of pieces of coursework at the end of the semester/term are invited for a meeting to determine their academic progression to the next semester/term. It is the responsibility of the Programme Leaders to organise in liaison with Cohort Leaders, the Student Support Officer and administrative staff. Often there is a correlation between non-attendance and non-submission of coursework.
- c) **Non-submission of referred coursework** - Students who do not submit referred coursework at the first or subsequent opportunity to a published deadline may also be classified as at risk. It is important that the College keep accurate records on non-submission of referred coursework and follows up students who do not resubmit. This is for the Programme Leader to organise with Cohort leaders, the Student Support Officer and administrative staff

4. Actions to be taken

(a) For current full time students on the two year HND Business programme

4.1 The following actions should be taken for students deemed to be at risk of not completing their two year full time programme of studies:

- a) *Non-attendance* – rigorous operation of the College’s Attendance & Engagement Policy and follow up with students who do not attend for eight or twelve teaching sessions.
- b) *Non-submission of coursework* – Programme Leaders to work with Cohort Leaders, Student Support Officer and administrative staff to contact students and provide appropriate academic or pastoral support.
- c) *Non-submission of referred coursework* – Programme Leaders to work with Cohort Leaders, Student Support Officer and administrative staff to contact students and provide appropriate academic or pastoral support.

(b) For students who have completed their two year full time programme of study (legacy Students)

4.2 For students who have completed two years of full time study at the College on the HND Business programme, and remain registered with Pearson, additional support will be made available to help support submission or resubmission of outstanding coursework. The objective is to provide the support that will help students achieve the award for which they are registered. To help achieve this the College will:

- a) Examine the records of past cohorts of students to identify those who have submitted some coursework and showed an attendance pattern indicating engagement with their studies
- b) Attempts will be made by staff at the College, managed by Cohort Leaders, to contact past students who meet the criteria given in a) above to offer academic support through tutorial provision at the College

- c) Support will be offered by Cohort Leaders to help past students both submit outstanding course work and resubmit work that had been referred but where no resubmission had been made or where there had been a resubmission but it was referred again.

4.3 This support to past students will be offered free of charge by the College.

5 Use of pro-forma

- 5.1 The *Students At Risk* form should be used when students classified as at risk have a meeting with a member of staff, academic or administrative, of Regent College London. Completed forms should be given to the Student Experience Officer who will maintain a record.

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