Student Support Policy

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1. Purpose and Regulatory Context

AA London College Ltd is committed to providing a supportive, inclusive, and enabling learning environment in which all students are able to succeed academically and maintain their personal wellbeing. This Student Support Policy sets out the College's approach to the provision of academic, pastoral, welfare, and practical support throughout the student lifecycle. This Policy supports compliance with the Office for Students' ongoing conditions of registration, in particular:

- Condition B (Quality, Academic Standards and Student Outcomes) – ensuring students are appropriately supported to engage with learning and achieve positive outcomes
- Condition C (Consumer Protection) – ensuring students receive clear, fair, and accessible support arrangements
- Condition E (Management and Governance) – ensuring effective oversight and assurance of student support provision

The Policy forms part of the College's academic quality assurance, safeguarding, and student experience framework and reflects recognised good practice in UK higher education.

2. Scope and Principles

This Policy applies to:

- All students enrolled at AA London College Ltd
- All staff involved in the delivery, coordination, or management of student support

Student support encompasses academic support, learning support, pastoral and wellbeing support, digital and administrative guidance, and signposting to external services where appropriate.

The College's approach to student support is guided by the following principles:

- **Accessibility:** Support is clear, visible, and available to all students
- **Inclusivity:** Support arrangements recognise diverse backgrounds and needs
- **Confidentiality:** Student information is handled sensitively and lawfully
- **Early intervention:** Support is provided at the earliest appropriate opportunity
- **Partnership:** Students and staff work collaboratively to support success

3. Student Support Framework

Student support at AA London College is coordinated through designated **Student Support Officers**, who act as a central point of contact and liaison for students throughout their period of enrolment.

3.1 Role of Student Support Officers

Student Support Officers provide guidance, assistance, and referrals across a wide range of academic, personal, and practical matters. Their responsibilities include:

- Acting as the first point of contact for academic, administrative, pastoral, learning, and wellbeing support
- Supporting students in accessing mental health, counselling, and wellbeing services, including signposting to external providers
- Providing support for students with disabilities, learning differences, or additional needs

- Supporting the identification, implementation, and review of reasonable adjustments
- Acting as a point of contact for safeguarding concerns and escalating cases in line with the Safeguarding Policy
- Supporting student induction, orientation, and transition activities
- Delivering or coordinating wellbeing, study skills, and personal development workshops
- Providing guidance on financial hardship and signposting to internal or external financial advice and support
- Supporting initiatives to improve student engagement, retention, progression, and overall experience
- Assisting students in accessing and using learning resources, including the VLE, online library services, and academic tools
- Providing guidance on academic integrity, assessment requirements, and submission processes
- Maintaining accurate and confidential records of support interactions in line with data protection requirements

4. Roles and Responsibilities

4.1 Academic and Professional Staff

Academic and professional services staff are responsible for:

- Identifying students who may benefit from additional support
- Referring students appropriately to Student Support Officers or specialist services
- Working collaboratively to implement agreed support measures
- Supporting inclusive learning and teaching practices

4.2 Students

Students are expected to:

- Engage proactively with support services
- Communicate their needs in a timely and constructive manner
- Participate in agreed support arrangements

5. Safeguarding, Wellbeing, and Equality

Student support is delivered in alignment with the College's:

- Safeguarding Policy
- Equality, Diversity and Inclusion Policy
- Mental Health and Wellbeing arrangements

Where concerns arise that relate to student safety or welfare, these are managed in accordance with safeguarding procedures and, where appropriate, external agencies are engaged.

6. Confidentiality, Data Protection, and Record Keeping

All student support matters are handled sensitively and confidentially.

- Personal data is processed in accordance with data protection legislation and College policies
- Information is shared only on a need-to-know basis or where disclosure is required for safeguarding

or legal reasons
- Records of student support interactions are maintained securely and reviewed as appropriate

7. Monitoring, Evaluation, and Quality Assurance

The effectiveness of student support provision is monitored through:

- Student feedback and engagement data
- Retention, continuation, and progression information
- Internal quality assurance and review processes

Findings inform enhancement of student support arrangements and contribute to institutional quality assurance.

8. Review of the Policy

This Policy is reviewed annually, or sooner where required, to ensure it remains effective, proportionate, and aligned with regulatory expectations, institutional strategy, and student needs.

This Policy is approved by the Board of Directors and forms part of AA London College's student experience, quality assurance, and regulatory compliance framework.