



UK COLLEGE  
OF BUSINESS AND COMPUTING

## **Academic Support and Improvement Policy and Procedure**

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| Reviewed by      | DV           |
| Approved by      | ASQC         |
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## Introduction

The students at UKCBC are from diverse backgrounds with a significant proportion of mature students. UKCBC is committed to providing dedicated support, advice and guidance to enable students to progress in their learning and achieve their qualifications. UKCBC operates within a national context where increasing numbers of higher education students are either mature or arrive from non-traditional or under-represented backgrounds aiming to improve their employment opportunities. UKCBC provides appropriate arrangements to ensure that all students are supported academically and progress through their studies.

**Widening Participation** is defined by the Office for Fair Access (OFFA) as

Removing the barriers to higher education, including financial barriers, that students from lower income and other under-represented backgrounds face.

UKCBC aims to fulfil its obligation towards its students including those identified in the UKCBC recruitment and widening participation policy, by extending its supports beyond the usual teaching duration of 2 years, to enable a student to complete the qualification rather than becoming a deferral statistic. This extended academic support, during and after traditional teaching periods ensures that public finances via Student Finance England, are effectively utilised and delivers enhanced learning outcomes for higher education students from non-traditional backgrounds.

The key aim of this policy and procedure is to provide guidance on how to support learners in achieving their learning aims through specific additional assistance, overcoming any barriers to learning through the one-to-one interventions.

## Links to QAA Quality Code

This document is designed to identify and support students that demonstrate a genuine motivation to achieve their qualification despite any academic or personal barriers they face. In doing so it takes primary reference from the Quality Code expectations for standards and for quality core practices respectively

Enabling Student Achievement – **Guiding Principles 1-9**

Monitoring and Evaluation – **Guiding Principles 1-7**

Learning and Teaching – **Guiding Principles 1-9**

## **Links to other policies**

The remainder of this policy relates to academic support and improvement. UKCBC recommends that this policy is understood in the context of the Teaching, Learning and Assessment Strategy, and particularly in relation to the following documents:

- Assessment, Marking and Feedback Policy
- Student Engagement, Retention and Progression Policy
- Attendance Policy
- Extenuating Circumstances Policy

## **The key principles adopted:**

- To understand the academic and personal challenges faced by students and provide support to enable them to achieve academic success
- To provide additional one-to-one support to students requiring intervention in addition to in-class assistance
- To provide academic support and improvement of achievements to equip students with the skills needed to overcome specific barriers and achieve the outcomes.
- To identify such students including deferrals, dropouts, and students who could not achieve their diploma after the completion of two years tuition or such students who left their course midway and motivate them to return to their studies.
- to motivate students to complete their study by providing additional academic support and enable them to understand their learning gaps.
- To track and identify current active students who have not been able to meet the progression requirements at the end of each teaching block and enable them to overcome any learning barriers.

## **Scope of policy**

With reference to the Pearson Registration guidelines and the college student demographic, UKCBC has identified the following two categories of extraordinary academic needs:

- Students who are currently studying at UKCBC
- Students who completed their course period but are yet to complete all assignments and are within the Pearson's stipulated validity of registration of five years.

- Students who completed their course period for programmes other than Pearson and are eligible to complete their course within the specific regulations of the awarding organisation initially registered with and meets relevant regulations of the College.

### **Current students:**

UKCBC delivers its teaching through a 'Block delivery' of units. This enables students to ordinarily focus on two units at a single point of time, with thorough tutorial support provided by the lecturers. Teaching is a combination of lecturer-led and practical learning through embedded workshops, group tasks, role plays, presentations and case studies. It is expected that this will provide an improved attainment of units during the semester.

However, for students from non-traditional backgrounds constituting the adult mature learners from the widening participation background, the following process is expected to assist in attainment.

- Attainment of units are monitored for individual students. Students not keeping the pace with assignment completion are identified during each semester, monitoring student engagement to identify individual problems or issues that affect their learning.
- Academic supervision is provided through tutor support, providing one-to-one tutoring and guidance on areas where the student has difficulty in understanding concepts or learning outcomes.
- Support tutor and student to agree a learning contract with an individual study plan including a timetable of support.
- Provide additional formative feedback on completed assignments in order to improve the quality of future assignment submission
- To continuously track the progression of students, along with the programme teams to identify students not meeting the block level progression and initiate support interventions as appropriate in the individual student context.

### Students who are registered with other awarding organisations/ bodies

- The current students who are registered with other awarding organisations/universities/bodies will be supported in all respects within the regulations of such awarding organisation and UKCBC.
- Progression interventions and mile stones for programmes other than Pearson will be based on the academic regulations of such awarding organisations.

- **Progression interventions and mile stones:- (for Pearson programmes)**

| Year 1        | Progression Criteria |              |
|---------------|----------------------|--------------|
|               | Units Submitted      | Units Passed |
| <b>Term 1</b> |                      |              |
| Block 1       | 2                    |              |
| Block 2       | 4                    | 2            |
| <b>Term 2</b> |                      |              |
| Block 1       | 6                    | 4            |
| Block 2       | 8                    | 6            |

| Year 2        | Progression Criteria |              |
|---------------|----------------------|--------------|
|               | Units Submitted      | Units Passed |
| <b>Term 1</b> |                      |              |
| Block 1       | 10                   | 8            |
| Block 2       | 12                   | 10           |
| <b>Term 2</b> |                      |              |
| Block 1       | 14                   | 12           |
| Block 2       | 16                   |              |

**Students who completed two years of study/deferred their course of study and are yet to complete all assignments**

Students have a five-year registration period with Pearson and although UKCBC works effortlessly to support students in the timely completion of their course, some students exceed the HND programme’s planned end date of two academic years. This may be for various academic or personal reasons.

- Students should normally make an application to return to their studies within one year from the date of their course completion for the specific cohort they studied.
- Student should have evidenced a satisfactory level of engagement by his/her attendance, submission of course work and have evidenced valid and acceptable reasons for inability to complete their course.
- Students demonstrating a lack of engagement and progress will be withdrawn from the programme.
- Students who have engaged with the programme but have failed to complete the number of units required to progress successfully will be offered an opportunity to defer their enrolment and repeat outstanding elements of their qualification.
- Student who have extenuating circumstances that prevented them from completing units within the deadlines initially provided, will be managed and supported on a case by case basis.

Students with extenuating circumstances or those who have deferred and have demonstrated a genuine commitment to achieve all units who made such request within one year from the date of their course completion, will be supported by UKCBC in the completion of their qualification. The following processes are undertaken by the College to support such students and maximise their chances to complete their study and identify if they require additional academic support.

- Provide one-to-one “support and motivation” sessions to ensure they seriously commit to the completion of their assignments.
- Review the progression details of students to identify those who require additional academic support.
- Prepare a Learning Contract with an individual study plan to identify the work they need to do and provide additional academic support as required.
- Students who are not meeting the agreed deadlines / not engaging in learning / not evidencing acceptable levels of progress will be withdrawn from the support and a part claim will be made for the units/modules achieved.
- Students who are not making an application to return to their studies within one year from the date of completion of their course will be claimed for part certification of units /modules achieved and cannot be allowed to complete the programme after three years.
- The College at its discretion may charge a reasonable and proportionate fee for such additional support provided to returning students after completion of the period of their initial study. Returning students should agree to pay the relevant fee as applicable and revised from time to time.
- Returning students are however supported without any additional charges if they are returning to study after a deferral based on mitigating circumstances.
- Students registered on Pearson programmes will normally not be supported beyond one year from the date of course completion of the course as per initial admission. All such students will automatically be withdrawn from further support by the College and part claims will be made for the modules/units they successfully completed during the period of study.
- Students interested to return to study beyond the third year need to make a fresh application for admission to the course and can claim exemptions from previously passed modules within the regulations of the awarding organisation/University, as applicable.
- The conditions stated above for returning students will apply for students registered on all programmes at UKCBC, within the regulations of the awarding organisation/University for such students to return and continue their study.