Policy 3
Student Support

1. Introduction

London Film Academy (LFA) views effective student support as a crucial part of its overall academic provision. LFA seeks to engender a supportive learning and social environment for all its students and recognises that well planned student support arrangements make a major contribution to personal well-being and academic success.

LFA considers that the provision of adequate and appropriate learning resources to support and underpin student learning as vital to the successful operation and success of LFA.

2. Terminology

In the context of this policy:

Student support is taken to mean all the measures adopted by LFA to ensure that its students are enabled to gain the maximum benefit from their courses at LFA. This includes general pastoral support, specialist individual counselling, learning and tutorial support, participation in social activities and education, advice and guidance about careers and progression. The term also encompasses measures to support and assist disabled students (however defined) during their time in LFA.

Learning resources means all physical and electronic resources used to support student learning.

Book stock is taken to cover the full range of printed material, from journals to textbooks.

Virtual learning environment means LFA's or validating university partner's internal electronic platform which includes learning resources and electronic record keeping and enables communication between teaching staff and students.

3. Scope

This policy is restricted to broad-based student support, including the determination of student views. Some specific aspects relating to learning and assessment are addressed in Policy 3.

The policy addresses conventional library provision, access to external electronic resources and the virtual learning environment. It covers strategic planning of learning resources, their currency and relevance, review and renewal of physical resources and matters of technical support for online learning.

4. Aims

The overall aim of the policy is to ensure that all students receive effective support, appropriate to their individual needs, to enable them to benefit fully from their learning experience. LFA will ensure that findings from a range of student survey methods are appropriately analysed and considered at a senior level.

In terms of learning resources, the aim of the policy is to ensure that all students have access to adequate and varied learning resources which are appropriate to their studies, and which encourage independent learning.

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5. Objectives

The objectives of the policy and its related procedures are:

5.1 Student support

- to ensure that student support and development resourcing, management and evaluation is considered at a strategic level
- to ensure that all prospective students receive detailed and accurate initial information about LFA and about their courses
- to provide student support on the basis of equity and fairness; in particular to provide appropriate academic support and guidance for disabled students, facilitate their access to and use of information and communications technology and ensure that they have full access to student support services in LFA
- to ensure that all current students are fully informed about their courses and about what LFA expects of them
- to make available relevant information about pastoral care provision and any mentoring arrangements and to ensure that all students seeking assistance are helped swiftly and efficiently
- to ensure that LFA provides appropriate and effective support if students experience problems which may require a change of programme
- to provide an effective counselling service which addresses any urgent personal problems which students may encounter in a discrete and efficient manner, as well as providing appropriate follow up and, where necessary, referral to medical professionals
- to consider progression and career pathways when designing curriculum and assessment and to advise students sensitively about academic progression, providing referral to relevant external bodies where necessary
- to make information available to all students about learning opportunities and learning support
- to offer tutorial support on a regular basis
- to ensure that any students making an academic appeal are supported and receive appropriate guidance
- to facilitate appropriate student social activities, in order to broaden their overall experience and social life, in conjunction with the Staff-Student Liaison Committee
- to ensure that all staff who provide support to students are appropriately qualified and competent.

5.2 Learning resources for credit bearing courses

- to ensure that learning resource provision is considered, resourced and reviewed at a strategic level
- to ensure that appropriate physical library provision is provided and that arrangements are made to enable students and other users to enjoy adequate access to the library
- to ensure that book stock is reviewed and renewed on a regular and systematic basis to maintain currency and relevance
- to make appropriate and reasonable arrangements for book and DVD loans
- to ensure that students are fully informed and guided about alternative external physical library resources which it might be appropriate for them to access
- to ensure that provision of study skills support enables students to gain the maximum benefit from the learning resources provided and to develop as independent learners
- to ensure that students are appropriately informed about learning resources and trained in the means of access to them at the time of their induction
- to provide access for students to appropriate external electronic learning resources which will support their studies
- to provide a virtual learning environment and to ensure that students utilise this facility to the full, both as a repository of information and as an interactive learning resource

- to underpin electronic learning resources with full and appropriate technical advice and support arrangements.

6. Related procedures, internal and external reference points

6.1 Related procedures

- *LFA Procedure 3.1 - Student welfare and pastoral care*
- *LFA Procedure 3.2 - Safeguarding and Prevent*
- *LFA Procedure 3.3 - Inclusion*
- *LFA Procedure 3.4 - Learning resources*
- *LFA Procedure 3.5 - Sexual misconduct*
- *LFA Procedure 3.6 – Bullying and harassment*

Additional procedures may be issued if an identified need for further guidance or clarity emerges.

6.2 Relevant external reference points

- *UK Quality Code for Higher Education*
- Relevant guidance from Advance HE
- Relevant guidance from Office for Students (OfS)

6.3 Relevant internal references

- *LFA Student Handbook*
- *LFA Procedure 5.6 - On-line learning Etiquette*