

METANOIA INSTITUTE

STUDENT SUPPORT STRATEGY

1. INTRODUCTION

Metanoia Institute aims to provide a personalised and innovative teaching and supportive learning environment in which students receive a high-quality educational experience. Learning occurs within a partnership framework; students are responsible for managing their own study, whilst receiving the best teaching, learning and active support from Metanoia Institute staff. Students are supported by a VLE system and teaching is augmented by a developing online learning structure.

2. THE KEY COMPONENTS OF THE STRATEGY

This strategy provides staff and student guidance regarding their responsibilities to ensure that adequate support is provided to meet student needs. The strategy also aims to offer guidance as to how staff can assist in the identification of students who require additional personal or academic support and to ensure appropriate interventions are implemented.

The strategy for student support is an important element in the overall delivery of the ambition to offer the highest quality student experience.

2.2 The purpose of student support within Metanoia Institute is to:

- Enhance the overall (physical, mental and social) wellbeing and opportunities for success of all students in the context of their academic studies
- Enable every student to build sound relationships with other students and with staff, so contributing to a sense of belonging and professional development
- Enable students to develop professional skills as they progress through study to enable them to join the profession of counselling and psychotherapy upon graduating
- Ensure that both staff and students work in line with PSRB professional and ethical guidelines and practices
- Enhance the quality of the student experience and support recruitment, progression, retention and attainment

2.3 Metanoia Institute's Responsibilities

Metanoia Institute will endeavour to identify and mitigate against issues that may have impact on a student's learning and to respond to students requiring additional support by:

- Seeking to employ academic staff and Directors of Study with both strong professional therapeutic knowledge and skills, as well as teaching experience.
- Increasing the number of academic staff holding a recognised teaching qualification (PGCert HE) and/or gaining Fellowship (or further) of the Higher Education Academy
- Employing key staff to provide a range of additional support services to enhance the student experience. These staff include academic and administrative staff, specific support staff such as Librarians; Safeguarding Officer; Disability Officer and a Student Officer.
- Making information available concerning our support services.
- Having a dedicated point of contact for student support at Metanoia Institute.
- Ensuring students with academic or personal support needs are referred to Metanoia Institute's Disability Support Officer for both internal and external support and information.
- Identifying and implementing reasonable adjustments to the services we provide, which may include providing handbooks, slides and handouts in different formats, the provision of extra tutorials where applicable, extended library book loans and adjustment to submissions where relevant.
- Academic staff will seek to implement inclusive universal design in teaching and assessment, including such things as timely provision of information and dates, timetabled remote drop-in sessions and clear guidelines for assessment.
- Ensuring that staff can effectively assess work submitted by students who are for example, dyslexic or where English is not their first language.
- Maintaining and developing a robust VLE system (Moodle) where students can locate information, find additional resources and access e-library stock.
- Communicate with students clearly and in a timely fashion concerning changes and developments across the course of the year.
- Provide a comprehensive online induction programme for new and returning students, available for asynchronous viewing.
- Support the Student Representation system through communication, training and promotion of the Student Rep role.
- A personal tutoring system that provides a framework for continued student support throughout study
- Develop effective communication with partners (i.e. supervisors and placement) to enhance and support student learning and professional development

2.4 Student Responsibilities

Students are responsible for managing their studies and are expected to:

- Attend all teaching sessions, as required, and engage with study in accordance with hours necessary.
- Attend induction events (live and online) and familiarise themselves with the Student Handbook, all programme documentation and professional ethical requirements of the Institute and professional regulatory bodies.
- Attend inductions sessions for the library, accessing online resources and using Moodle.
- Inform appropriate Metanoia Institute staff of any particular issues or needs that may impact on their ability to study and their academic progress. If preferred, contact can be made directly with the Disability Officer. Students may do this without disclosing any information which they would prefer not to disclose.
- Make contact, as soon as possible, with their Primary Tutor or Director of Studies should they receive any formal notifications (for example, from their GP, supervisor, therapist) or have their own concerns about progress, engagement, attendance or assessment.
- Fulfil all academic requirements, including registration, attendance and the completion and passing of all academic assessments, by the required published dates.
- Work in line with PSRB professional and ethical guidelines and practices.

3. IMPLEMENTATION AND MONITORING OF THE STRATEGY

The means by which the Student Support Strategy is enacted within existing policies, practice and initiatives remains integral to effective implementation. As outcomes/feedback are evaluated, additional objectives relating to the strategy may be identified.

1. The Student Support Strategy is available to all staff via induction and the staff handbook.
2. The Student Support Strategy is available to all students via induction and Moodle.
3. Faculty Heads, Academic Director and Directors of Studies discuss the strategy and ensure key responsibilities are embedded within programmes.
4. Boards of Study provide a forum for receiving feedback on the Student Support Strategy.

5. Relevant policies and documents (listed below) incorporate the responsibilities of the Student Support Strategy.
6. Directors of Study reflect on the application of student support strategies within the AMR process.
7. Academic staff appraisal forms include a discussion on supporting students within teaching and learning.
8. Survey data on student support (via the NSS and Annual Survey) will be brought to the attention of the Learning and Teaching Enhancement Committee (LTEC) and the Equality, Diversity and Inclusion Committee (ED&IC) as well as the Board of Trustees.

Progress in implementing and developing the Student Support Strategy will be formally reported to and monitored by the Academic Board via the Learning and Teaching Enhancement Committee and when appropriate other committees, such as the Equality, Diversity and Inclusion Committee, Clinical Ethics Committee and the Quality Standards Committee.

4. RELATED DOCUMENTATION

The Metanoia Institute Student Support Strategy is supported by the following documents:

Metanoia Institute's Code of Conduct Policy
Metanoia Institute's Complaints Policy
Metanoia Institute's Equality, Diversity and Inclusion Statement
Metanoia Institute's Equality, Diversity and Inclusion Policy
Metanoia Institute's Fitness to Practice Policy
Metanoia Institute's Fitness to Study Policy
Metanoia Institute's Learning and Teaching Enhancement Strategy
Metanoia Institute's Safeguarding Policy
Links to PSRB professional and ethical guidelines and practices