



## **Student Support Strategy**

### **Section A: Introduction, Context, and Scope**

Metanoia Institute is a leading international provider of psychotherapy, counselling, psychological therapies and related education. Our programmes span levels 3-8 including degrees at undergraduate, postgraduate, and doctoral levels. They are designed to deliver inclusive, purposeful and impactful education to transform the lives of our students, enhance society and contribute to the national and international mental health landscape.

Our educational ethos is grounded in:

- Innovation in teaching, professional practice, and service delivery.
- Collaboration across sectors, communities, and professional bodies.
- Inclusion, ensuring equitable access to learners from all backgrounds and
- Enterprise, fostering sustainable, socially responsible graduates who make a tangible difference in their professions and communities.

Central to our vision is the cultivation of a culturally responsive, inclusive, and highly skilled psychological workforce. We are committed to ensuring that therapy is accessible to all sectors of society, using innovation to foster positive, long-term change.

Through our combination of academic rigour, research-led teaching, practical knowledge exchange, and universal support we aim to create pathways that broaden access to underrepresented groups and open up new markets. Our commitment to enterprise and innovation is intended to support employability, help shape a diverse workforce and deliver psychological support that resonates with the communities we

serve. By partnering with employer networks, alumni, membership bodies, and professional organisations, we aim to actively promote awareness and application of psychotherapy and counselling, support community impact as well as help build sustainable and impactful professional careers for our graduates.

This Student Support Strategy should also be seen to be inter-connected with, and support, other key institutional strategies, policies and practice guidance related to:

- Education development and delivery
- Clinical competency development and monitoring
- Staff development
- Research activities
- Education Leads
- Student Voice
- EDI
- Access and participation
- Digital technology

## **Section B: Institutional Strategic Aims**

This Student Support Strategy informs the work of the Institute's approach to enabling student success across all its constituent departments and articulates our Institutional mission, values and Strategic Plan in this area. Our Values (Community, Inclusion, Openness, Responsibility, Challenge and Growth) inform the operation and implementation of our key strategic pillars which in turn shape our strategic objectives for Student Support.

Each component of the Student Support Strategy directly supports the following institutional Strategic pillars:

**Pillar 1 Inclusion:** To foster a culture of inclusion that promotes diversity, equity and belonging for all students and staff through inclusive teaching practices, an inclusive curriculum, and an inclusive environment.

**Pillar 2 Innovation:** To drive innovation across all aspects of our institution by modernising education design and delivery methods, upgrading supporting infrastructure, enhancing our brand and marketing efforts, and leveraging digitisation.

Pillar 3 Intelligence led: To become an intelligence-led institution that prioritises data-driven decision-making, evidence-based education and practice and a student-centred approach whilst staying ahead of emerging trends in Higher Education.

Pillar 4 Sustainability: To ensure long-term sustainability by becoming an autonomous organisation, maximising growth and income opportunities, and embedding sustainable development principles across all our plans, including financial security.

For ease, the relevant sub-statement beneath these pillars is contained in a box at the start of each component.

### **Section C: Student Support Strategy Components**

Our aim is to enable every student to reach their full potential both academically and in their clinical practice. To achieve this aim requires an ongoing partnership between teaching and support staff and our students.

#### **Student Support will be:**

- 1) Individualised
- 2) Embedded Throughout the Student Lifecycle
- 3) Guided by Specialist Staff working with Programme Teams

This Student Support Strategy contributes to Metanoia's Strategic Aim 1 *“to foster a culture of inclusion that promotes diversity, equity and belonging for all students and staff through inclusive teaching practices, an inclusive curriculum, and an inclusive environment.”*

This Student Support Strategy is closely linked to, and overlaps with, Metanoia's Educations Strategy, Metanoia's Enterprise and Innovation Strategy, Section 7 Developing Relationships with Alumni and Members, and its Access and Participation Plan.

#### **1. Individualised Student Support**

Metanoia will endeavour to respond to each student's learning needs and identify and mitigate against issues that may impact on their learning. Our aim is to support the success of all students.

Metanoia is aware that finances can be a barrier to study for many students. Metanoia will make available bursaries, scholarships and other financial assistance to help reduce such barriers. How financial support will be targeted will be set out in our Access and Participation Plan and annual institutional

objectives. Clear criteria will be set for all awards, and decision-making processes will be transparent. This work is intended to increase recruitment and retention of students from underrepresented groups.

We will ensure that applicants are able to access information that is relevant to them and their personal decision making. We will offer a range of open events, both in-person and online to provide opportunities for applicants to ask questions and gather information. Our application process will be designed to be relational, creating a sense of mattering throughout the process and accessible. This work is intended to support both a growth in student numbers in line with our institutional strategy as well as increasing the proportion of successful applicants from underrepresented groups.

Metanoia will ensure that all students are able to obtain individual advice and guidance throughout their studies from a variety of sources. Students will have a primary tutor and academic coordinator for support on their programme. They will also be able to access specialist staff for help with specific areas including the Library, Placements, Facilities, Registry, Wellbeing and Disability, English and Academic Writing, Study Skills and Careers. This wrap around support is intended to improve student retention and progression rates.

All applicants and students will be offered the opportunity to share with us information about any disability, learning difference, neurological difference, medical or mental health condition to start a discussion about what challenges they may encounter during study and how we might best support their learning experience. Where additional support and/or accommodations are required, an individual Learning Support Plan will be developed together with the student, their programme team and support services. Student may also be signposted to external sources of support such as the Disabled Students Allowance. This provision will support the retention of students with disabilities and enable their attainment to a level on par with their non-disabled peers.

## 2. Support throughout the Student Lifecycle

Metanoia will take steps to ensure that students are able to access appropriate advice and support at every stage of their journey from admissions through graduation.

We will ensure applicants have the information they need to make informed decisions about joining a Metanoia Programme. We will do this through our website and open days and by providing opportunities to speak with programme teams and support services. This work will contribute to student satisfaction and limit programme transfers and withdrawals.

We will provide both a general institutional induction and a programme specific induction to our students. The institutional induction will be designed to ensure students understand key policies and procedures and they are aware of central services. The programme specific induction will support students to understand the requirements and expectations of their programme of study and how to access support from the programme team. This work will contribute to student satisfaction as measured by the National and internal student surveys and in the number of complaints received.

Moodle, our virtual learning environments, will be available to our degree programme students. Moodle will provide students with information about the teaching and learning on their programme, including the programme handbook, reading lists and details of assessments supporting student engagement with their programmes leading to good levels of retention, progression and attainment.

The online Student Hub will be available to all students to enable them to access information and guidance at any time. The Student Hub will cover all of the central services and provides a range of information, forms, resource guides and materials from presentations and workshops to support student's learning, access and engagement supporting student engagement and satisfaction.

Metanoia will provide an Employability and Careers Service to support students in exploring careers options and planning and preparing for their chosen career pathway following graduation. Students will be able to access careers resources on the Student Hub and attend workshops, alumni and guest talks as well as arrange for one-to-one advice sessions. The Service will continue to provide advice and guidance to students for up to three years following their graduation. This will enable Metanoia to continue to achieve high levels of graduate employment in clinical services.

After graduation, we will continue to support our alums in their profession journey. By becoming Graduate Metanoia Members, they will be able to continue to access both the physical library at Metanoia as well as the digital library on Moodle, they will receive a regular newsletter and discounts on our continuing professional development courses, events & workshops. Members with psychotherapy qualifications will be supported with their yearly CPD returns and their 5-yearly reaccreditations for UKCP registration. The first year of Metanoia membership after graduation is free, after which there is an annual fee.

### 3. Specialist Staff

To ensure the quality and effectiveness of our student support we will have in place specialist staff to provide expert guidance to students in key areas of their educational experience. These staff work closely with programme teams to

ensure that the support provided enhances their educational experience and opportunities for success.

Metanoia will have a placements team dedicated to supporting students as they build their clinical experience. The placement team will be located within Metanoia Counselling and Psychotherapy Service (MCPS), and work closely with programmes and a wide range of partners to assist students in starting and progressing in their clinical work. This support will include offering placements at MCPS, alerting students to external placement opportunities, and offering advice and guidance on placement issues. This work will support students to meet the annual clinical practice requirements for their programmes enabling timely progression.

We will have a team of librarians to support students to navigate and make effective use of our physical and virtual library collections. The librarians will support students to locate and access resources of interest within our collections and can advise students on their proper use and citation ensuring good levels of student satisfaction.

Our students will have a diversity of personal and academic backgrounds which may mean that they will need support to develop or refresh academic skills. Metanoia will have an academic support team which can assist students to develop their academic English, their academic writing and their study skills. The academic support team will work closely with programme teams and other support services to ensure that their support is appropriately tailored and timely. Support will be delivered in multiple ways including workshops, seminars and small group and one-to-one sessions helping to support student progression, retention and attainment.

Metanoia will have a dedicated Wellbeing and Disability team to support students who may face barriers to their learning due to a disability or mental or physical ill-health. The team will provide individualised support and will lead on the creation of Learning Support Plans where students require specific support and adjustments leading to the retention of students with disabilities and enabling their progression and attainment.

We will have a Careers and Employability service to support students to consider and prepare for potential career pathways. The Careers and Employability service will work closely with programme teams and our alumni to help provide students with insight into the pathways, opportunities and challenges of careers in counselling and psychotherapy.