

Academic Support and Improvement Policy and Procedure

Version V3.2

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1. Purpose

The purpose of the policy is to provide a framework to ensure that all students receive required level and type of academic support they need for achieving their qualification. UKCBC is committed to providing dedicated support, advice and guidance to enable students overcoming any barriers to learning, progress their learning and achieve their qualifications.

2. Definitions

Abbreviations and Acronyms

UKCBC UK College of Business and Computing

Terms:

Academic Dean

The person who heads the academic team at UKCBC.

Assessor

The person qualified for making decisions about whether students' work achieves the standard required for certification.

Extenuating circumstance

It is a circumstance that is describes as those that has an impact of the student's ability to complete the assignment. It is an exceptional and/or fortuitous circumstance and it occurred during or shortly before the submission deadline.

Learning Contract

Learning Contract is an agreement negotiated between a learner and the assessor through the Programme Adviser to ensure that certain activities will be undertaken to complete pending assignments. It includes the individual development needs of a learner.

Programme Advisers

The lecturer who is in charge to follow up with the progress of the students in a specific programme. Their responsibilities include reviewing the learner performance across all units taught in a semester and coordinate with student services to ensure timely support to the learner to help them succeed.

Programme Leader

The head of the programme specialization e.g. Business, Computing and IT, Engineering

Student Services Team

Student service Team are UKCBC personnel who belong to the Student Services department and is incharge of providing support for student success while studying at UKCBC.

Student in Good Standing

'Students in good standing' are those who are attending classes regularly and progressing well and achieving their learning goals.

3. Scope

This policy applies to:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following are affected by this policy:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following must understand this policy:

- All students at UKCBC
- UKCBC Administration
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The Program Leaders and Head of Student Services have the ultimate executive responsibility for the effective development and implementation of this policy.

4. Policy Statement

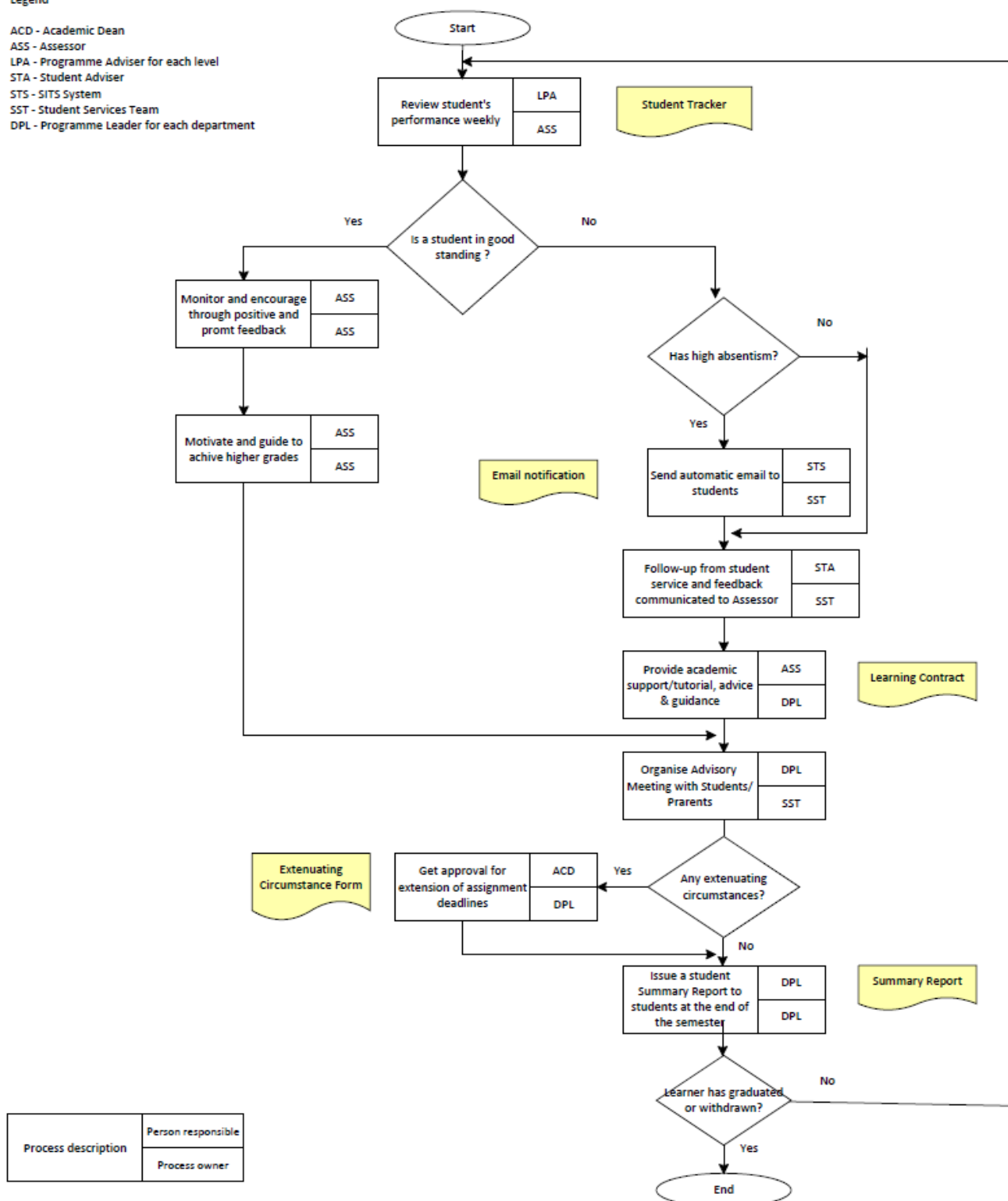
UKCBC will:

- inform all students of all support systems available to enable them to achieve their learning goals
- ensure that adequate systems are in place to support the learning process in the form of progress tutorials, additional learning support e.g. one- to-one support, advisory days, and conducting workshops on using UKCBC tools and facilities
- ensure that academic support will be given to students to overcome barriers that hinders them complete their course
- ensure that a system of tracking student progression is in place
- ensure that students are constantly monitored and assisted including deferrals, dropouts and students who could not achieve their qualification within the timeframe will be given due and reasonable support to fulfil the requirements as per awarding body guidelines.
- ensure that all staff are aware of the support systems available and actively encourage students to access support
- monitor the effectiveness of the support systems against retention and achievement data
- measure progress towards improvement against actions identified through self-assessment and student surveys
- provide on-going staff development to ensure staff are using effective methods to support individual needs

5. Learner Academic Support Flow Chart

Legend

ACD - Academic Dean
 ASS - Assessor
 LPA - Programme Adviser for each level
 STA - Student Adviser
 STS - SITS System
 SST - Student Services Team
 DPL - Programme Leader for each department



6. Support for Students Procedure

- 6.1. The support to students starts from the time the student has enrolled in UKCBC. Online learners will be supporting through virtual meetings, emails and chats. To identify suitable learner needs, relevant data will be captured in accordance with the Data protection policy.
- 6.2. The assessors and the program advisers for each level (LPA) will monitor the performance of the students on a weekly basis.
- 6.3. If the student is in good standing, the student will be encouraged and be given guidance to achieve high grades
- 6.4. If the student is not in good standing because of absenteeism, an automatic email will be sent out to the student reporting his absence using SIT through the SST.
- 6.5. If the student is not in good standing either and /or because of absenteeism or otherwise, the SST will follow up with the student and will send feedback to the assessor and the assessor will provide needed support.
- 6.6. For students who are not passing their units, academic support such as, tutorial advice and guidance will be provided whichever would be seen most effective in helping the student to pass. A learner Contract will be asked by the LPA who will closely monitor the student's progress, working hand in hand with the assessor.
- 6.7. Students whose academic performance is affected because of extenuating circumstance can request for extension from the ACD and the DPL by filling out the extenuating circumstance form subject to the approval of the DPL and the ACD
- 6.8. All students regardless of their academic performance will attend the organize advisory meetings with their parents as initiated by UKCBC
- 6.9. All students regardless of their academic performance will be issued the student summary report every after the end of the semester
- 6.10. Depending on the outcome of the academic performance of the learner, the learner will be declared graduate upon completion of the required units for their levels or withdrawn for failing to complete the program given all possible the support needed to complete their course.

7. References

Title	Link
Reasonable Adjustment Policy	
QAA Quality Code	QAA Quality Code expectations B3 and B4

8. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
3.1	Dec 2017	Previous version	ND	Periodic review and update
3.2	Oct 2021	Previous version	AE	Transferred to new template, added the process diagram and updated the procedure