



CASPIAN
SCHOOL OF ACADEMICS

Policy 5.0

STUDENT SUPPORT AND ENGAGEMENT POLICY

Student Support and Engagement | September 2026



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Introduction

The School views effective student support as a crucial part of its overall academic provision. The School 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.

The School also views positive engagement with students as critically important and will take steps to engage all students as partners in the assurance and enhancement of their educational experience.

Terminology

In the context of this policy, 'student support' is taken to mean all the measures adopted by the School to ensure that its students are enabled to gain the maximum benefit from their programmes. This includes general pastoral support, 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 the School.

The term 'student engagement' is taken to include arrangements for student representation, the Student Committee and the involvement of students in formal structures.

Scope

This policy is restricted to broad-based student support formal arrangements for student engagement, including the determination of student views. Some specific aspects relating to learning and assessment are addressed in Policy 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 at the School. The policy also ensures that the School fully engages with its students, both individually and collectively, to ensure their full involvement in their learning experience.

Objectives

The objectives of the policy and its related procedures are:

Student support

- to ensure that student support and development resourcing, management and evaluation is considered at a strategic level
- 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
- to ensure that all current students are fully informed about their programmes and about what the School 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 consider progression and career issues when designing curriculum and assessment and to advise students sensitively about academic progression, providing referral to relevant external bodies where necessary
- 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 Student Committee
- to ensure that all staff who provide support to students are appropriately qualified and competent

Student engagement

- to ensure that students are fully informed about how they might become involved as representatives, providers of feedback, members of the Student Committee and as participants in formal structures
- to support and enable arrangements for effective student representation, including the briefing and training of elected student representatives
- to ensure that the whole student body can benefit from representation and that students can make individual and collective views known through the Student Committee
- to ensure that the School will engage appropriately with the student body about all significant changes in policy or academic direction
- to make available appropriate methods to ensure that the collective student voice may be heard across the School
- to ensure that students receive appropriate information about quality assurance and enhancement and have the opportunity to discuss this with both their peers and with members of staff
- to involve students as participants upon appropriate formal boards and committees, including the Board of Governance
- to use student surveys and other appropriate mechanisms for obtaining student feedback in a systematic manner, so as to gain as accurate a picture as possible at any one time of overall student views, specific views on defined topics and detailed feedback on both teaching and assessment
- to review student engagement on a formal basis, both in quantitative and qualitative terms, and to report upon this in appropriate committees and in the annual report

Access and participation

We are mindful of the expectations of the Equality Act 2010 to advance equality of opportunity and to foster good relations between different parts of the community. We are also mindful of the need to demonstrate a commitment to equity, as set out in the UK Quality Code.

We serve a multiracial and multilingual community and have a diverse range of employees. Our structure, policies and practices need to reflect the community we serve. We recognise the fact that vulnerable people, including those with a learning disability, have been discriminated against in the past and will ensure that we work toward redressing such discrimination. Adherence to our Equal opportunities procedure is a condition of service for all staff.

The School has published procedures on Student engagement and Information advice and guidance, together with procedures on Equality and diversity, Disability and Transgender equality. Student welfare services are available to all students who may be experiencing problems such as difficulties with coursework, problems settling in, homesickness, bullying, financial difficulties, health issues, family problems and any forms of abuse. The School is committed to providing comprehensive and confidential services to our students.

The School undertakes to provide a high-quality educational experience for all its students and appropriate advice on progression and employment opportunities.

We offer a range of services for current and prospective students and can assist with a wide variety of issues relating to students' individual needs and requirements. These include:

- giving impartial course guidance
- providing financial advice and information about accommodation
- keeping students informed about travel assistance and other dispensations available

- liaising with external agencies on behalf of students
- providing general employment advice and guidance
- arranging external counselling support and guidance where necessary

Student support and engagement procedures

- Procedure 5.1 Student Engagement
- Procedure 5.2 Work Placement
- Procedure 5.3 Risk Assessment for Educational Visits
- Procedure 5.4 Preventing Extremism and Radicalisation
- Procedure 5.5 Safeguarding and Preventing Radicalisation and Extremism
- Procedure 5.6 Attendance Monitoring Policy and Procedure
- Procedure 5.7 Pastoral Support and Student Welfare
- Procedure 5.8 Information, Advice and Guidance
- Procedure 5.9 Student Protection Plan
- Procedure 5.10 Tutorial Support to Enable Student Engagement
- Procedure 5.11 Academic and Study Skills Support
- Procedure 5.12 Disability Support
- Procedure 5.13 Student Fitness to Practise
- Procedure 5.14 Student Exit Interview
- Procedure 5.16 Suicide Prevention and Response
- Procedure 5.17 Individual Learning Plan
- Procedure 5.18 Student Code of Conduct and Disciplinary Procedure
- Procedure 5.19 Student Code of Conduct in Respect of Harassment and Sexual Misconduct
- Procedure 5.20 Student Pregnancy, Maternity, Paternity and Adoption Policy
- Procedure 5.21 CSA Student Charter