



CASPIAN
SCHOOL OF ACADEMICS

Statement 5.8A

ORGANISATION SERVICE STATEMENT INFORMATION, ADVICE & GUIDANCE (IAG)

Student Support and Engagement | October 2026



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Organisation Service Statement

Student Support and Engagement

Document Control

Document title	Organisation Service Statement
Document reference	Statement 5.8A
Policy category	Student Support and Engagement
Document type	Statement
Status	Current
Policy owner	Principal
Approved by	Academic Board
Publication classification	Public
Current controlled version	Caspian Policy Library - caspianschool.ac.uk/policies/

Version History

Version	Approved by	Approval date	Effective date	Next review date
1.0	Academic Board	22 October 2026	22 October 2026	21 October 2027

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1. Purpose and status

“If I enrol with Caspian School of Academics - what can I expect in terms of information, advice and guidance, and what will I achieve that can support my career?”

This statement is our answer to that question. It is the student-facing expression of Procedure 5.8 - Information, Advice and Guidance (IAG) and sits alongside the CSA Student Charter, which sets out students' rights and responsibilities. Together, these documents describe the same student support service from different perspectives.

This statement explains the service students can expect from first enquiry, through enrolment and study, to progression after completion. It does not replace Procedure 5.8; the controlled procedure remains the formal source for institutional responsibilities and requirements.

2. Serving our students' interests

Caspian School of Academics (Rainham Campus, CEME Business Campus) is a higher-education provider that offers opportunities for students to work and study. Many of our students are mature learners aged over 25, and many speak English as an additional language. We believe that all students should have access to clear guidance that reflects their needs and aspirations and helps them balance family, work and study.

We deliver a range of programmes including Pearson Higher National Certificates and Diplomas in Business, Leadership and Management and Hospitality Management; NCFE Level 4 and Level 5 programmes in Information Technology disciplines; University of Derby degrees in Business and Management; NCC Education Level 4 and Level 5 qualifications in Business and Cyber Security; and Information Technology Management for Business degrees validated by the University of West London.

Our provision includes face-to-face teaching days and, where appropriate, evening online lectures designed around working hours. In line with our IAG procedure, the guidance you receive is impartial, personalised and aspirational - designed to inspire, motivate, stretch and develop self-confidence from your first enquiry to graduation and beyond.

3. What you can expect - from your first enquiry

- Clear and accurate guidance before you enrol. Our Admissions team explains each programme, its entry requirements and where it can lead, so that you can choose the course that is right for your goals.
- A proper welcome. Induction and a Connect Event in your first weeks explain how the School works and who supports you. Advice is also available about financial and student benefits you may be entitled to, including council-tax exemption, 18+ Oyster, Railcard and TOTUM student discounts, with step-by-step guidance on how to access them.
- Everything in one place. The Student Handbook and the Student Resources Hub on the VLE provide access to policies, support contacts, assessment guidance, wellbeing information and study-skills materials in clear language from day one.

4. Support while you study

People whose job is to support and advise you. Staff available to provide information, guidance and support include:

- Head of Student Services
- Student Engagement Lead and Officer
- Student Welfare Officer
- Programme Coordinators, who work alongside lecturers and can help you understand assignment briefs, use Moodle and the Virtual Learning Environment (VLE), and ensure attendance records are fair and accurate.
- Help before crisis. Assignment deadline reminders are sent at three weeks, one week and two days before linked submission dates. You will also receive a call if you miss a deadline and a response within 48 hours if you are referred as at risk. Our aim is that no student is left without access to appropriate guidance and support.
- Your own plan. Timetabled tutorials linked to taught units are provided alongside an Individual Learning Plan (ILP), with regular reviews and target setting. This gives you a written record of progress and agreed actions to follow up.
- Technology that works for you. Moodle VLE provides online access to course materials. Where needed, a laptop loan can be arranged. Information Technology (IT) support is available through the IT Helpdesk (Room 179), recognising that confidence with technology varies and should not become a barrier to study.
- Money support when life happens. Bursaries of £1,000 (£2,000 for disabled students) and a hardship fund of £500-£1,000 can be applied for through the Welfare Officer. Additional advice and referral letters are also available for use with external agencies.
- A safe, respectful environment. Published safeguarding, Prevent and conduct policies are supported by harassment and sexual-misconduct training for students. A clear complaints policy and procedure is also published on the School website. Students have the right to raise concerns independently. Complaints are acknowledged within five working days and investigated within 14 days.

5. Your voice changes things

Every class elects representatives (Reps) through open elections, with up to three representatives per group. Representatives are trained by the School and meet programme teams each term through Course Committee Meetings, as well as senior staff at the termly Student Council Meeting.

You should be able to see what your feedback changed. Our You Said / We Did tracker is shared within a week of each meeting. Recent examples include Moodle improvements, laptop loans and IT support reviewed and improved following student focus groups. The complaints process has also been reviewed following discussion with students. These changes reflect the School's commitment to responding to the student voice.

6. What you will achieve - your outcomes

Real outcomes. A recognised UK higher-education qualification through Pearson, NCFE, the University of Derby, the University of West London or NCC Education, together with advice and guidance on progression routes from Foundation Year through to a full BA/BSc degree. We also encourage behaviours valued by employers, including strong attendance and on-time submission, and help students understand and access relevant financial entitlements.

Soft outcomes. These include confidence to communicate in English in a professional setting; digital skills that transfer to the workplace; CV and employability development through workshops and the student representative programme; recognition through Student of the Month awards; and the experience of being heard and contributing to an institution you belong to.

Career direction. Employability resources, CV-writing workshops, interview preparation, employer-engagement activities and placement or industry-opportunity information are available through the Student Resources Hub. Guidance supports transition into study, between levels of study, and onwards into employment or further study. On successful completion of your course, you will receive clear information about further progression options. The School can provide references to support applications and, where appropriate, alumni membership with continued information and support, reflecting that our IAG service extends to former students as well as current students.

7. Our promise

We measure ourselves against student success, including retention, achievement, progression and feedback. We review our offer of information, advice, guidance and support every year, including through discussion with students.

This statement is published openly. If we fall short of it, tell us through your student representative, the Welfare Officer or the complaints process. We will use student feedback to inform our You Said / We Did reporting and service improvement.

8. Related controlled documents and contact

- Procedure 5.8 - Information, Advice and Guidance (IAG).
- Procedure 5.21 - Student Charter.
- Procedure 2.2 - Complaints and Grievances.
- Procedure 5.5a - Safeguarding and Preventing Radicalisation and Extremism.

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