

International College at Robert Gordon University
CPR QS7: Student Support
Version 1.21

1. Introduction

- 1.1 This document sets out the Navitas UK policy and procedure for the academic support of students who need enhanced monitoring – the Compass Programme.
- 1.2 This document should be read in conjunction with CPR M3 - Attendance and Student Monitoring.

2 Criteria

- 2.1 To ensure a high level of student support is provided at all times, each College continually monitors each student's academic performance and overall experience during his/her time with the College. A student will be placed onto the Compass Programme if any of the following apply:
 - a) the student's attendance rate for one or more modules drops below 85% or he/she has an inconsistent pattern of attendance;
 - b) the student or an academic has highlighted that he/she requires extra academic support;
 - c) the student is a minor or has personal circumstances which may impede his/her performance.
- 2.2 In summary, a student can be placed on the Compass programme in one (or more) categories:
 - a) Attendance
 - b) Academic Performance
 - c) Welfare/Minors
- 2.3 A student can be on the programme in more than one category at the same time and, being removed in one category does not necessarily mean being removed from all categories.

3 Compass Programme

- 3.1 The aim of the Compass Programme is to ensure the wellbeing of all students from both an academic and pastoral viewpoint. Any issue that could lead to a student not being able to fulfil his/her potential is required to be assessed and supported by the Student Services team. The Compass programme closely tracks and monitors students who have been highlighted to the College as requiring extra support. This also ensures that the College keeps an updated and detailed record of all students that could potentially pose a risk to both the College and partner University and the visa regulations stipulated by the UK Border Agency.
- 3.2 The Student and Academic Services team meets on a regular basis in order to discuss whether any students are required either to be placed on, or removed from the programme. It is at this point that the student would be officially placed on, or removed from the programme with an email being sent to the student to arrange a meeting with a member of the team.
- 3.3 Attendance
 - 3.3.1 If a student meets the criteria on attendance (see 2.1), he/she will receive the 'Attendance Stage One Email' which will indicate to the student that he/she is being placed on the programme and is required to attend a meeting with a member of the student support team.
 - 3.3.2 The student is placed on the programme until overall attendance reaches 85% or above.
 - 3.3.3 The attendance levels for all pathways reviewed every 2 weeks at the college Learning and Teaching Board. Students with attendance levels below the 85% threshold may be required to meet with the CDP.

- 3.3.4 The student's attendance will continue to be monitored closely. Where a student does not have an appropriate attendance record and subsequently misses ten contact points without supporting extenuating circumstance, the student must be reported to the UKVI/Partner University within ten working days.

3.4 Academic Performance

- 3.4.1 Each College monitors the academic progress of its students through feedback from academic staff and evidence of assessment results throughout the semester. If it is thought that a student is experiencing academic difficulty, he/she will be requested to attend a meeting with a member of Student and Academic Services. Students may refer themselves to such a meeting if they have concerns about their academic progress.
- 3.4.2 Before the meeting takes place, further feedback/discussion will be required with the relevant academic(s) in order to ascertain the next steps to take on a case by case basis. For example, it may be that the student requires extra tuition.
- 3.4.3 The outcome of the meeting will be a action plan discussed and agreed with the student designed to address the shortcomings in his/her academic performance.
- 3.4.4 Student Services will monitor the student in consultation with his/her module tutors to gain further feedback, The Learning and Teaching board will review the students' progress. Should it be considered that the student has made good progress, they will be removed from the programme. However, if the student is still facing academic difficulty, he/she will remain on the programme and further help/guidance will be sought in order to best assist the student.

3.5 Welfare/Minors

- 3.5.1 Should a potential welfare issue be identified to a member of Student Services, the student in question will be requested to attend a meeting with a member of the team in order to discuss the problem, its likely impact, and any possible steps for its resolution. Should the student and/or staff member consider that the circumstances could potentially affect the student's wellbeing and/or studies, he/she will be placed on the Compass programme for continual monitoring.
- 3.5.2 The student will then receive enhanced support from the College, primarily via the student support team maintaining frequent contact. After two weeks (or other period according to the circumstances) the student support team will review the student's status to see if the matter needs further action for resolution or if the issue has been managed. Either through the issue being resolved or marginalised and/or manageable, the student will be removed from the programme. A meeting may or may not be required depending on the circumstances.
- 3.5.3 All students enrolling under the age of 18 years old are subject to NPR M1 which stipulates that 'Any student under the age of 18, once he/she is admitted, will be flagged for enhanced monitoring by the Manager of Support Services or appropriate nominee'. Any such students will immediately be placed on the Compass programme and their progress will be closely monitored on a semester basis by the Student Services team. Such students will be scheduled to meet with a member of the Student Services team at least once a semester throughout their duration at the College, or until they reach their 18th birthday, to ensure they are coping well with the demands of the course and student life. Additional meetings can be arranged if deemed necessary.
- 3.5.4 As per NPR M1, under 18's remain on the Compass programme until their 18th birthday.

4 **Recording Information**

- 4.1 ICRGU staff record information on Navigate and a secure TEAMS site monitoring student on the programme, actions and exit from the programme.

<ends>