

# **ACADEMIC & PASTORAL SUPPORT POLICY**

## Definitions

Academic Coach -

The

## Academic & Pastoral Support Policy



replace other services but may undertake tasks previously carried out by other departments. i.e. Withdrawals Intermission and Transfers. The SJA role will enhance the student experience by having sight of the academic and administrative journey.

# Academic & Pastoral Support Policy



The University of Law's Academic and Pastoral Support Policy has been informed by the Office for Students Sector-Recognized Standards and the General Ongoing Conditions of Registration and has regard to the UK Quality Code for Higher Education. These definitive reference points for all English higher education institutions set out how academic standards are established and maintained and how excellence in the quality of learning opportunities is assured. This policy sits within The University of Law's Quality and Standards Code, which provides a suite of policies designed to safeguard the academic standards of The University of Law and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

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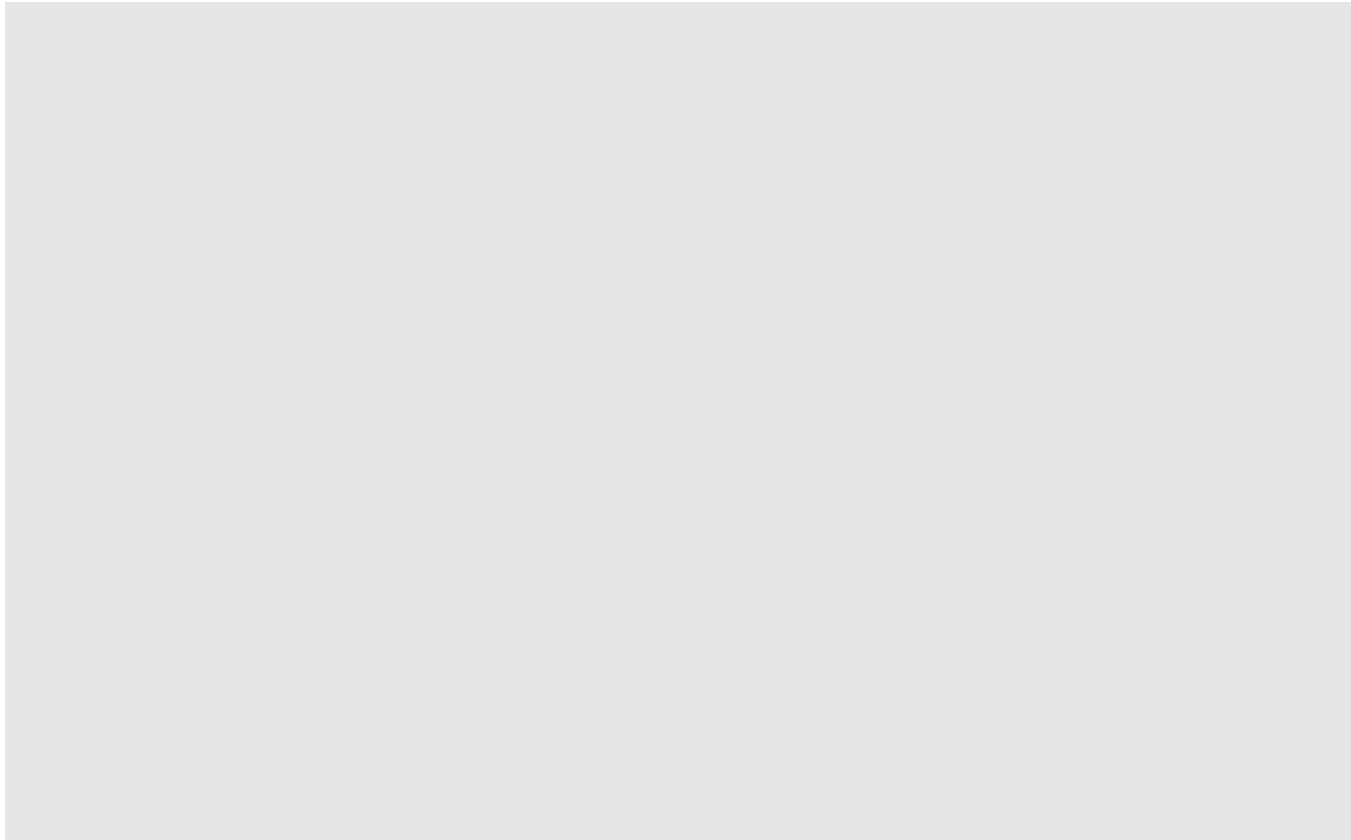


Academic

# Academic & Pastoral Support Policy



**Appendix A:** -



**Appendix B: Role specifications:**

<b>Student Journey Advisor (Pastoral and Signposting)</b>	<b>Academic Coach (Performance/ Learning gain)</b>	<b>Student Information Service /Self Service</b>	<b>Specialist Services</b>
<ul style="list-style-type: none"> <li>• Dedicated contact for information and advice from enrolment through to successful completion of a student’s programme</li> <li>• Ensures allocated students have the best possible experience and achieve the highest outcomes</li> <li>• Provides advice, support and guidance, identifies solutions and options to ensure student retention and success</li> <li>• Use of analytics data to provide targeted pro-active support</li> </ul>	<ul style="list-style-type: none"> <li>• Main point of contact for academic support</li> <li>• Advise students in relation to course and/or assessments</li> <li>• Focus principally on student success</li> <li>• Question and stretch thinking about the challenges and opportunities</li> <li>• Empowers students to take responsibility for learning</li> <li>• Prompt and encourage engagement in reflective practice</li> <li>• Students are helped to develop self-awareness and their own ability to solve problems</li> </ul>	<ul style="list-style-type: none"> <li>• First point of contact for <u>general</u> information 24/7 on non-academic enquiries including: <a href="mailto:registrq77.52">registrq77.52</a></li> </ul>	

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- Signpost other relevant services to students