

ACADEMIC & PASTORAL SUPPORT POLICY

Definitions

Academic Coach -

The Academic Coach supports students in developing their academic performance and progress in their learning journey and to meet their educational goals. The role directly helps students create strategies for learning, and build motivation towards higher achievement.

Academic queries -

Students may wish to check module or programme related aspects or their development. This may include feedback received, how to be more critically reflective, clarity over an assessment requirement, enhancing their writing skills and other aspects that support their learning.

Learning Analytics –

Using the StREAM Learning Analytics platform, we collect, measure, analyse and report data about learners and their contexts. This is for the purpose of understanding and optimising learning and the environments in which it occurs. [Link](#)

Non-academic queries -

Non-academic queries are queries students may have outside of the those relating teaching and subject support issues. All non -academic enquiries will be handled by or triaged to the appropriate team including Student Journey Advisors, Specialist Services or Student Information Teams.

StREAM –

StREAM stands for Student Retention, Engagement, Attainment Monitoring. It provides a visualisation of the student's academic engagement, allowing the creation of alerts for early interventions, a record of conversations, and the ability to refer students to relevant support teams. StReam can be accessed from <http://stream.law.ac.uk>

Student Journey Advisor -

Student Journey Advisors (SJAs) support and advise students with their non-academic queries from enrolment to successful completion of their programme. SJA's do not

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.

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.

Introduction

1. The University of Law is committed to providing all students with effective and excellent academic and pastoral support while studying. The aim is to ensure that all students have access to a support that meets their needs, assists with challenges, and empower them to achieve their goals.

During a student's **on-course journey** (Appendix A), **they will have access to their** dedicated Student Journey Advisor as their primary contact for non-Academic queries and their Academic Coach for support with learning strategies.

2. The focus of this policy is the Academic & Pastoral Support within **the on-course student journey**.
3. Academic Support - The term Academic Coach defines the working partnership between the student and academic which focuses on the process of learning. The Academic Coach and Student will work alongside each other to examine how they develop learning gain and find solutions to current difficulties. The Academic Coach role is performance focused.
4. Pastoral Support - Student Journey Advisors are the dedicated point of contact for students to ask for advice, support, and referral to specialist services that are non-Academic related. The Student Journey Advisor role is support focused.
5. The University of Law is cognisant of the increased demands on students during their studies. Therefore, this policy has been informed by and must be read in conjunction with:
 - a. Cause for Concern [policy](#)
 - b. [Supporting Students in Difficulty handbook](#)
 - c. Attendance and engagement monitoring policy
 - d. [Safeguarding policy](#)
 - e. Concierge guidebook
 - f. Student Charter
 - g. [Learning Analytics at University of Law: Principles and Purposes](#)

h. Keeping in Touch Protocol

6. This policy applies to the University of Law's credit-bearing programmes where Academic & Pastoral Support are referred to in the programme handbook.

Responsibility for this policy

7. The ultimate responsibility for developing clear and effective processes and procedures associated with the quality assurance and maintenance of standards of academic provision and overseeing their application lies with the Academic Board.

Key Aims and Principles

8. Academic Support - Academic Coach

Overall responsibility for Academic Coaching standards resides with the Programme Directors.

8.1. Overseeing the quality of provision of Academic Coaching is the responsibility of Academic Management teams.

8.2. All students will be informed during each academic year the purpose of Academic Coaching.

8.3. The University of Law will ensure each student is allocated an Academic Coach, and they have access to them as outlined in this policy. The Operations Team will allocate the Academic Coaches to the students. Students can find details of their academic coach in the 'My Key Contacts' section of the My ULaw app.

8.4. National Training for Academic Coaches will be available through the Academic Enhancement team.

8.5. It is important that all Academic Coaches, in conjunction with their Academic Management teams, will:

8.5.1. Have local training provided,

8.5.2. Receive on-going updates to enhance academic coaches activities,

8.5.3. Be made aware of their role requirements.

9. Principles

9.1. Programme and Course Handbooks should clearly outline the service and how the student may contact their Academic Coach.

9.2. The Academic Coach will act as the contact for general academic support, and provide students with opportunities to reflect on their performance or educational gains.

9.3. The Academic Coach will provide feedback, advice and constructive challenges to students on their overall academic progression.

- 9.4. The Academic Coach can signpost students to other specialist services including subject tutors
- 9.5. The Academic Coach will monitor, record and review student progress in the best interests of the student.
- 9.6. The Academic Coach would work with the named Student Journey Advisor, PSLs and Specialist services to use analytics data to provide targeted pro-active support.

10. Pastoral Support - Student Journey Advisor

- 10.1. Student Journey Advisors are readily accessible, primary contact for students seeking pastoral support on non-academic issues. They:-
 - 10.1.1. are a student's dedicated contact for non-academic information and advice from enrolment through to successful completion of their programme.
 - 10.1.2. ensure students can achieve the best possible experience by addressing issues and making appropriate referrals to other services
 - 10.1.3. provide advice, support and guidance, identify solutions and options in respect of non-academic matters to ensure student retention and success
 - 10.1.4. work with the Academic Coach, PSLs and Specialist services to use analytics data to provide targeted pro-active support
 - 10.1.5. students can find details of their SJA in the 'My Key Contacts' section of the My ULaw app.

Self-Service

- 10.2. Self-service will be available to students via the MyULaw App to enable them to access information relevant to their specific journey (timetable/calendar/exam times & locations etc.) as well as generic information on all other services.

Referral - Specialist Services

- 10.3. Specialist Services available to the student are:
 - 10.3.1.1. Welfare Service
 - 10.3.1.2. Student Assistance Programme
 - 10.3.1.3. Disability Support and Inclusion Service (DSIS)
 - 10.3.1.4. Study Skills
 - 10.3.1.5. Employability
 - 10.3.1.6. Finance
 - 10.3.1.7. Student Immigration Compliance & Advice (SICA)

- 10.3.1.8. Admissions
- 10.3.1.9. Skills Academy
- 10.3.1.10. Student Information
- 10.3.1.11. Assessments
- 10.3.1.12. Library

11. Academic & Pastoral Support for students not currently in receipt of teaching

11.1 The University of Law is committed to providing the academic and pastoral support detailed in this policy to students who are current students but not currently in receipt of teaching: students who are intermitting; students who have not met the progression rule for their programme; and students who have finished their teaching but have outstanding assessments.

11.2 More detail on this support can be found in the Keeping in Touch Protocol.

Recording and Monitoring of Academic & Pastoral Support

12. This section of the policy pertains to recording and monitoring of interventions

12.1 All Campuses must use the StREAM to record any interactions with students. Tutors, Academic Coach, Student Journey Advisor and other colleagues may enter a record against their student's profile.

12.2 The CRM/Case Management System will link to the university's Learning Analytic records to show the interplay and effectiveness of Academic & Pastoral Support on student learning gain, achievement and progression.

12.3 Academic Managers will record and report the numbers of Academic Coach sessions conducted per programme within their campus reports to the Academic Enhancement Committee and to the Student Experience Committee. This information will be considered under the student experience pillar of the Academic Enhancement Committee.

12.4 Where Academic Coaching sessions fall below the minimum specification outlined in this policy, Academic Managers should consult with the Programme Director, who will investigate the circumstance.

Training and Development

13. An effective Academic & Pastoral Support system is dependent on the knowledge and skills of those providing support, guidance and signposting to services. Therefore, it is essential for those staff to participate in regular training opportunities at key times of the academic year.

13.1. The training should include the following:

- 13.1.1 Empathy and care
- 13.1.2 Listening and communication skills
- 13.1.3 Problem solving and finding solutions
- 13.1.4 Self-awareness
- 13.1.5 Rapport and relationship building
- 13.1.6 Observation and analytical skills
- 13.1.7 Use of the learning analytic system
- 13.1.8 Equality, Diversity and Inclusion
- 13.1.9 Widening Participation
- 13.1.10 Fostering Accountability

The Academic Enhancement team will deliver the above training throughout the academic year and provide access to recorded sessions through the cld.law.ac.uk

Responsibility for the provision

14. Responsibility for giving effect to the Academic & Pastoral Support policy of the University lies initially with the Academic Enhancement Committee.

Monitoring and review of the provision

15. Responsibility for reviewing and evaluating the effectiveness of the Academic & Pastoral Support policy lies initially with the Academic Enhancement Committee, in consultation with the Widening Participation Committee, and Student Experience Committee. Formal responsibility for monitoring and evaluation of this provision lies with the Academic and Executive Board.

Version history:

Version	Amended by	Revision summary	Date
V1	Director of Academic Enhancement		5 Feb 2021
V1.13	Director of Academic Enhancement		10 Nov 2021
V1.15	Director of Academic Enhancement & Research	Policy changed to Academic & Pastoral Support	20 January 2022; 16 March 2022
V1.16	Director of Academic Enhancement & Research	Edits	11 April 2022
V1.17	Director of Academic Enhancement & Research	Edits. Removal of meeting requirements	27 April 2022
V1.18	Director of Academic Enhancement & Research	Updates to all sections	15 August 2022
V1.19	Director of Academic Enhancement & Research	Updates to definitions, and 11.4, 14.	30 January 2023
V1.20	Head of Access & Student Success and Director of Academic Enhancement & Research	Insertions Keeping in Touch Protocol	19 December 2023
V1.20	Approved by Academic Board		8 February 2024

Appendix A: The ‘on-course’ student journey

My ULaw App/Self Service

The My ULaw is our self-service portal where students can access administrative, service related and course information. The SJA and AC can refer students to the app as an additional resource, but should not simply send them to the app before trying to triage their query

Student Journey Advisor

SJA is the first contact source for information, advice and guidance for non-academic matters.

The SJA will address low engagement for the University

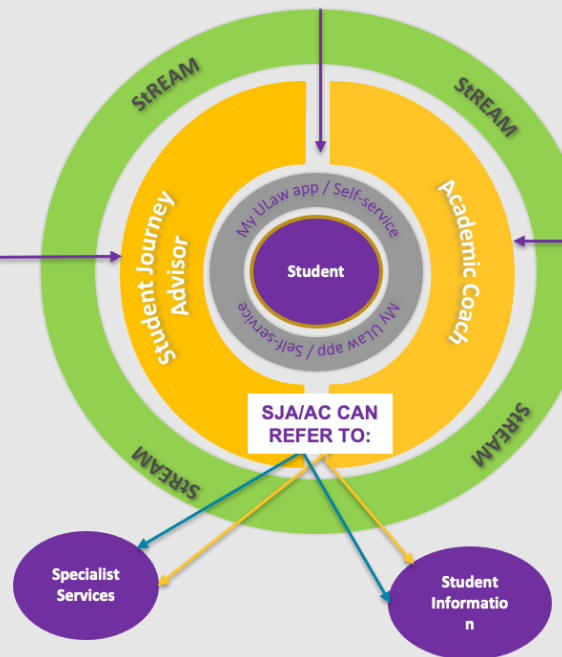
From early data from StREAM the SJA will identify students most in need of from early data

The Academic Coach

The Academic Coach is the first point of contact for academic and course related queries.

Academic Coaches are responsible for the academic success of students and will only provide academic support.

Non-academic queries will be signposted to Student Journey Advisors, specialist services (e.g. Welfare, Wellbeing, SICA, Study Skills) or Student information service” as appropriate



Appendix B: Role specifications:

Student Journey Advisor (Pastoral and Signposting)	Academic Coach (Performance/ Learning gain)	Student Information Service /Self Service	Specialist Services
<ul style="list-style-type: none"> • Dedicated contact for information and advice from enrolment through to successful completion of a student’s programme • Ensures allocated students have the best possible experience and achieve the highest outcomes • Provides advice, support and guidance, identifies solutions and options to ensure student retention and success • Use of analytics data to provide targeted pro-active support 	<ul style="list-style-type: none"> • Main point of contact for academic support • Advise students in relation to course and/or assessments • Focus principally on student success • Question and stretch thinking about the challenges and opportunities • Empowers students to take responsibility for learning • Prompt and encourage engagement in reflective practice • Students are helped to develop self-awareness and their own ability to solve problems 	<ul style="list-style-type: none"> • First point of contact for <u>general</u> information 24/7 on non-academic enquiries including: registration, enrolment, induction, timetabling, assessment queries, status letters, course and class changes, ID card replacement, print services, campus events and clubs and societies. • Service available by phone 8am to 8pm Mon to Sun, by email, at the SIP in campus or 24/7 via the SIS portal. 	<ul style="list-style-type: none"> • Welfare Service • Student Assistance Programme • DSIS • Study Skills • Employability • Finance • SICA • Admissions • Library and Study Skills • Skills Academy

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| | <ul style="list-style-type: none">• Signpost other relevant services to students | | |
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