



Fairfield School of Business

# Student Support Policy (Higher Education Programmes)

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**Version:** 2.6

Category: Policies - Student Support

Owner(s): Head of Registry; Head of Student Lifecycle & Enhancement

Approved by: The Board of Governors

Access: **Public** – Anyone can view this document

Scope: This policy applies to all students across all taught provision at Fairfield School of Business (FSB)

# 1. Introduction

- 1.1. The purpose of this policy is to ensure that all students on higher education programmes taught by FSB receive the necessary advice, guidance and support to achieve successful academic and professional outcomes to their studies.
- 1.2. This policy has been created with due regard for the requirements of the Regulatory Framework for Higher Education in England<sup>1</sup>; the Framework is the definitive reference point for all UK higher education institutions and sets out how academic standards are maintained and how the quality of learning opportunities is assured and enhanced. The Regulatory Framework requires Fairfield School of Business (FSB) to take reasonable steps to ensure that *“students registered on a higher education course receive resources and support which are sufficient for the purpose of ensuring:*
- *a high-quality academic experience for those students; and*
  - *those students succeed in and beyond higher education...*
- 1.3. FSB recognises that many of its students may be returning to education as mature students or be trying to combine study with the demands of a family life or work commitments. FSB provides Student Support services to help any student who may have difficulty to coping with health, wellbeing, behavioural or personal life issues that have an impact upon their learning.
- 1.4. FSB’s Student Support service is committed to:
- Being student-focused,
  - Supporting our Equality Diversity and Inclusion Policy in practice,
  - Ensuring, so far as is reasonably practicable, that students are not materially disadvantaged in their studies by any of the issues in 1.3.
  - Acting fairly and impartially and in the best interests of students,
  - Supporting our widening access and participation objectives,
- 1.5. This policy should be read in conjunction with FSB’s [Reasonable Adjustments Policy](#) and its [Fitness to Study Policy and Guidelines](#).

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<sup>1</sup> [The regulatory framework for higher education in England - Office for Students](#)

## 2. General Support & Wellbeing

- 2.1. The Student Support Team offer professional and impartial advice to any student who is experiencing a difficulty that is having an impact on their learning. The problem does not have to be linked directly to study; whatever the issue the Student Support Team will:
- provide a confidential, impartial service and will not make any judgments based on behaviour, lifestyle or personal circumstances,
  - ensure students are aware of the limits of the service and are appropriately supported within these limits,
  - work with individuals to determine the options available which will allow the student to make informed choices and decisions,
  - work with appropriate external agencies (including charities) to ensure the student has the best level of support available.
- 2.2. FSB recognises all religious faiths and provides a multi-faith prayer room, off the main reception area.

## 3. On-Course and Student Support

- 3.1. Student Support offers advice and guidance in any area in which they may be having problems or where they need support.
- 3.2. There is a dedicated Student Support office at every campus operated by FSB. Students can receive in-person support from their student support at any time during its posted office hours.
- 3.3. The role of the Student Support Team is to:
- Give information on attendance, results, student status, semester dates, etc.
  - Offer impartial and confidential advice on completing the forms available in Student Support,
  - Assist with enquiries about course changes or other academic issues such as assignments, exams, appeals and complaints,
  - Offer one-to-one support on personal issues,

- Help students experiencing any bullying or any other abuse,
- Guide and advice pregnant students about the maternity plan and the support available for pregnant students. Please also see the [Pregnancy and Maternity Policy](#)
- Refer students to Academic Support Centre when needed,
- Contact relevant staff on behalf of the student with student consent,

## 4. Support for Disabled Students and Students with a Long-term Physical or Mental Health Need

- 4.1. FSB aims to create an environment where a disability or health need (including a mental health need) is not a barrier to learning and all individuals have the opportunity to achieve their full potential.
- 4.2. FSB is mindful of UK Equality legislation, including the Equality Act 2010, and will discharge its duties accordingly. The Equality Act 2010 defines a disabled person as someone who has a physical or mental condition that has a substantial or long-term adverse effect on his or her ability to carry out normal day to day activities and this includes individuals with HIV, multiple sclerosis, some cancers and dyslexia.

### **At the Admissions Stage:**

- 4.3. FSB welcomes enquiries and applications from everyone with an interest in the School's courses. Students applying for a place are asked to declare any disability, long term physical health or mental health need or additional learning support need; this information is given in confidence and only used for the purpose it is gathered.
- 4.4. Student Support will interview the prospective student to discuss their individual support requirements.
- 4.5. FSB may ask for a report from a suitably qualified professional to confirm details of the appropriate level of support required.
- 4.6. All applications will be considered by FSB's Admissions Panel.
- 4.7. The student will be advised if FSB is unable to offer an adequate level of appropriate support. Students are reminded that whilst FSB aims to accommodate the needs of

disabled students and those with a long-term physical or mental health need, it may not be able to do so if it has not been informed of access requirements in advance. Such instances are expected to be rare and every effort will be made to meet student's requirements.

- 4.8. FSB will make sure all reasonable adjustments are made, in readiness for the start of the course, to accommodate and promote a successful learning outcome.
- 4.9. More information on Reasonable adjustments can be found in the Reasonable Adjustments Policy.
- 4.10. Student Support will encourage the learner to apply for the Disabled Students Allowance (DSA) where eligible and assist in this process.

#### **Whilst on the Course:**

- 4.11. Student Support will keep a confidential register of all students who have declared a health need relating to their long term physical or mental health, disability or additional learning need.
- 4.12. This information is shared in confidence with lecturers and other essential staff on a strictly 'need to know' basis.
- 4.13. Student Support will use the register to inform the Assessment Board when making decisions on progressions, exclusions etc.
- 4.14. Support for students who do not declare a disability during the Admissions process cannot be guaranteed although every effort will be made to provide support.
- 4.15. When considering Mitigating Circumstance, the Student Support staff will ensure that the panel is fully briefed on any disability issues that might affect a student's performance.

#### **Dyslexia and Literacy Support**

- 4.16. Students who declare dyslexia will be asked to provide a report, written by a suitably qualified practitioner, to confirm the dyslexia.
- 4.17. Students who do not have an existing report must commission their own report and must also meet the costs of the assessment.
- 4.18. Professional dyslexia support (usually via an external agency) is only available to students via the Disabled Student Allowance (DSA).

## 5. Confidentiality

- 5.1. Information entrusted to staff will be treated in accordance with the FSB's [Data Protection Policy](#).
- 5.2. Students will be informed with whom and why information is shared.
- 5.3. Staff will respect decision made by students about the disclosure or sharing of confidential information and undertake to communicate effectively with clients to help them understand the implications of any decision not to disclose or share information.
- 5.4. There are some limits to confidentiality (e.g. child protection, public health or deterioration in mental wellbeing); if exceptional circumstances arise that give cause to believe a student may cause harm to him/herself or to others it may be necessary to share this information with external professionals. The student will be informed if such circumstances arise.

## 6. Complaints

- 6.1. Students can use FSB's [Student Complaints Policy and Procedures](#) to make a complaint about the Student Support services.

## 7. Policy Review and Monitoring

- 7.1. This policy will be reviewed annually by the Head of Student Lifecycle and Enhancement; changes to it will be approved by the FSB's Board of Governors.



## Version Tracking:

Version	Author / revisions by	Changes summary	Approved by	Date
1.0 - 1.6	Head of Student Support	Original version.	Executive Committee	Sep 2016 Sep 2017 Sep 2018
2.0 - 2.1	Head of Student Support Quality Manager	Numbering and document formatting applied; mapped to revised UK Quality Code for Higher Education.	Board of Governors	Sep 2018
2.2	Head of Student Support Quality Manager	Changes to policy remit and additional minor corrections.	Board of Governors	Aug 2020
2.2 – 2.5	Head of Student Lifecycle and Enhancement	Annual review and updates – no significant changes	Board of Governors	Sep 2021 Sep 2022 Sep 2023
2.6	Head of Student Lifecycle and Enhancement	Annual review – links to related policies	Board of Governors	Aug 2024

**Date of next review:** September 2025