

Student Engagement Policy

2022.23

1. Introduction

- 1.1 South and City College Birmingham is committed to providing support to all its students during their time at the college.
- 2.1 This policy outlines the Engagement provided by the Student Engagement Division, working in collaboration with internal and external partnerships.

2. Aims

- 2.1 Student Engagement aims to provide support for all students, including those most at risk, to assist them in overcoming difficulties which might otherwise prevent or interrupt their studies.
- 2.2 Student Engagement will provide personal support to students by:
 - Providing Initial Advice and Guidance, Careers advice and education which is MATRIX accredited.
 - Supporting nursery places which are Ofsted approved.
 - Ensuring the availability of Additional Learning Support via Teaching Assistants, Support Workers, Communication Support Workers and Mentors.
 - Enabling learners with DSA requirements to access support services.
 - Providing a Welfare service to support students with personal issues.
 - Providing access to learning resources/study skills programme via the LRC.
 - Support the provision of and monitoring of Tutorial support (16-18).
 - Arranging additional specialist support as and when required e.g. dyslexia support and support for students with mental health difficulties.
 - Supporting the arrangements for a students to access financial support.
 - Liaising with the Students' Union and other sources of student representation to identify the effectiveness of support provision.
 - Co-ordinating Enrichment activities for students.
 - Providing access to Safeguarding Officers, Mental Health First Aiders, safeguarding information and links to external agencies.
 - Providing a consistent approach to student discipline across the college which emphasises support alongside sanctions.
 - Providing up-to- date information and arranging key activities /events throughout the academic year to promote the well-being of all students.
 - Acting within the principles and guidelines of Data Protection Legislation.

3. Supporting Principles

- 3.1 The service is staffed by highly trained and qualified employees who are able to provide advice, support and sign-post, where necessary, to internal and external agencies.
- 3.2 The service is updated, maintained and monitored to ensure that students and staff can access an appropriate range of resources and activities which meet the needs of the student cohort and fully embrace College and Government initiatives.
- 3.3 Where necessary, information may be shared between different partners in accordance with the guidelines and principles of Data Protection Legislation.
- 3.4 Appropriate resources are allocated to the services in order to respond to the needs of the students and staff and to maintain continuous development.
- 3.5 The service supports and engages in the Learner Voice Strategy and actively seeks feedback in providing responsive and effective support to students and staff.

4. Responsibilities

- 4.1 The individual teams undertake regular training in the delivery of their service and are committed to continuous improvement.
- 4.2 All members of staff ensure that students are made aware of the services through the College Induction and Tutorial programme.
- 4.3 The Director of Student Engagement has overall responsibility for the effective provision of support.
- 4.4 The Corporation will review the Student Engagement Policy.

5. Equality and Diversity:

- 5.1 The College's commitment to equal opportunities and social inclusiveness is demonstrated through its determination that every learner receives the high quality learning experience which will bring them success. All activities should incorporate differentiation techniques and a considered approach to each individual learner's support needs.
- 5.2 The College will ensure that its Student Engagement Policy operates within the spirit and letter of the College Equality Strategy, which actively promotes equality and aims to minimise differences in success across groups.

6. Safeguarding

6.1 The College will ensure that its Student Engagement Policy promotes the safeguarding of children and vulnerable adults.

7. Manager responsible for policy

Director of Student Engagement

8. Related Documents

Initial Assessment Policy
Additional Support Policy
Student Emergency Contact Consent Agreement
Customer Services Strategy
Student Privacy Notices
Equality Strategy
Support for Continuing Studies
Safeguarding Policy
Disciplinary Policy and Procedure
Attendance Policy

8. Date for Review

Feb 2024

Version	Date	Description of changes made	Changed by:
10	Feb 2023	Annual Review	Donna Kelly