BORDERS
B
COLLEGE

Student Guidance Procedure

November 2024

History of Changes

Version	Description of Change	Authored by	Date
1	This is a new procedure based on the previous Course Tutor Guidelines but includes the requirements of the Career Education Standards 3 – 18 by Education Scotland	H Anderson	May 2017
1.1	Removal of on-course scheduling of meetings. New job titles included and subsequent amendment to roles. Inclusion of At-Risk monitoring and removal of duplicated items in other procedures	H Anderson	August 2018
1.2	Titles of staff. Removal of completion of registers. Change of terminology	H Anderson	October 2018
1.3	Amendments have been made to reflect COVID 19 and the need for more online/electronic ways working	H Anderson	May 2020
1.4	Update of procedure to reflect changes in use of technology and meeting structures	H Anderson	May 2021
1.5	Updated roles and information to reflect organisational changes and new course tutor guidance. Restructured sections to focus on each role separately	A Brydon	Nov 2024

1. An Overview of Student Support

1.1 The **C**ollege is committed to providing positive learning experiences and to support all students to access college, stay at college and achieve their qualification.

1.2 Students are encouraged to declare their support needs on application. Where this happens, the college responds as quickly as possible to ensure the right support is in place before the start of term.

1.3 Students are provided with guidance and support from a range of staff from across curriculum and student support services. Student Support and Academic teams work closely together to ensure guidance and support is provided by the most appropriate staff member.

1.5 Every full-time course has a dedicated Course Tutor, Student Support Officer (SSO) and Learning Support Advisor allocated to them.

1.6 A student portal is available to all students following enrolment. The Student Portal provides useful information on the range of support services available.

1.7 All full-time students should have an Assessment Schedule which can be used to monitor their academic progress.

1.8 All individual meetings between staff and students are recorded on the College's ProMonitor system.

2. The Role of the Course Tutor

2.1 The Head of Sector assigns a Course Tutor to each programme area.

2.2 All full-time students will have a Course Tutor who provides academic support and will refer students for specialist support as necessary.

2.3 The Course Tutor is responsible for providing ongoing academic Support to students, including:

- Supporting students through the induction process at the start of the academic year
- Ensuring timetables are accurate and up to date
- Providing assessment schedules to all students
- Offering individual support to students during progress and achievement weeks
- Maintaining accurate records of student attendance and achievement
- Sharing information that may support students while at college, for example information on college support services, policies and procedures and external support available to students.

2.4 All full-time students will receive a timetable which will include an allocation of Course Tutor time for up to 1 hour per week.

2.5 Course Tutors will meet with individual students at least twice per academic year to discuss progress and progression opportunities. Formal meetings with a Course Tutor are recorded on ProMonitor.

2.6 The Course Tutor will support the appointment of Class Representatives and provide time and space for Class Reps to hold Class Rep meetings.

2.7 The Course Tutor is responsible for ensuring relevant college documentation is completed, e.g. parental consent forms and work experience forms.

2.8 The Course Tutor will complete Personal Evacuation Plans and Medical Protocols where required. These will be uploaded and stored on ProMonitor.

3. The Role of Student Support Officers

3.1 SSOs are part of the Student Support Services team and are based in the Student Advice Centre.

3.2 All full-time students will have an SSO who will provide pastoral support, including:
- General support and guidance
- Wellbeing support
- Liaising and/or signposting to appropriate specialist support
- Tracking and monitoring of attendance and engagement

3.3 To request SSO support, students can complete a self-referral for support via the Student Portal, speak to their Course Tutor, contact their SSO or visit the Student Advice Centre.

3.4 Where there is a concern around a students' attendance, contact is made by the relevant SSO to identify a reason for non-attendance and identify any additional support that may be required.

4. The Role of the Learning Support Team

4.1   All full-time students in receipt of learning support have a dedicated Learning Support Advisor.

4.2   All students who require learning support have an Individual Learning Support Plan. This is stored within the students' ProMonitor record.

4.3   The Learning Support team will contact any student who has disclosed a learning support need to explore the appropriate support requirements.

4.4   To request learning support, students can complete a self-referral for support via the Student Portal, speak to their Course Tutor or SSO, or visit the Student Advice Centre.

4.5   The Learning Support team carry out an initial needs assessment to identify the support required. This may include alternative assessment arrangements, additional time, a reader/scribe, learning materials in alternative formats and/or support with the use of assistive technology to support learning.

4.6   A team of Learning Support Advisors and Assistants will deliver the relevant support to students throughout the academic year.

5. The Role of Borders College Students' Association

5.1   The Students' Association consists of a team of Student Officers who are elected by students to represent the student voice.

5.2   The Students' Association work in partnership with college teams to ensure the needs of students are met.

5.3   The Students' Association will carry out an initial satisfaction survey with students in order to get feedback on the college's enrolment and induction processes, and will also support the promotion of the annual Student Satisfaction and Engagement Survey.

5.4   The Students' Association offer the following support:
- General help and advice
- Mental Health First Aid
- Signposting to relevant internal and external support services
- Advocacy (acting with and/or on behalf of students in relation to coursework, welfare, funding, learning support etc)
- Providing support for the Class Representative System, including training and ongoing support for Class Representatives
- Promoting a sense of community and belonging for students by establishing groups, events and activities and raising awareness of student issues.

6. Support for Transitions into College

6.1 Student Support Services Managers work with schools and other external agencies to support successful transitions into college. This includes gathering relevant information on a students' previous support needs in order to plan the right support for the student at college.

6.2 For students who have disclosed a support need on application, the relevant SSO or Learning Support Advisor will make contact to discuss support needs and ensure the appropriate support is in place.

6.3 Prior to starting college, students are invited to attend an Essential Information Day where information is provided on their chosen course, as well as information on funding, travel and other forms of student support.

6.4 Quiet Introduction and Supported Enrolment sessions take place during the summer months. These sessions offer a calm and quiet environment to get support to enrol on a course, enquire about learning support and wellbeing support, complete a funding application and meet the wider student support team.

6.5 The main lecturer and/or Course Tutor will support students through the enrolment and induction process.

6.6 The SSO will contact any students who have not enrolled or participated during the induction period to establish the reason for this and offer support where required. Course Tutors to be notified of any withdrawals and the SSO should liaise with the Promoted Lecturer to agree any adjustments or arrangements that would enable the student to return to College.

6.7 The Promoted Lecturer, Course Tutors and SSO will meet during the induction period to identify those students most in need of support.

6.8 The Promoted Lecturer and Learning Support Advisor will meet to identify students requiring learning support. This will continue through the year as some students are identified at a later stage.

6.9 The SSO and Course Tutor will report to the relevant Student Support Manager and refer any student who is care experienced or has more complex support needs.

7. On-Course Support

7.1 The Course Tutor will encourage and support class representation in liaison with Borders College Students' Association and will update the Students' Association with the names of elected Class Reps by mid-October.

7.2 Student progress, engagement and attendance will be discussed at Tracking and Monitoring meetings. SSOs and Learning Support Advisors will participate in these meetings and will contact any student who is not progressing, engaging or attending to identify their support requirements.

7.3 SSOs and Learning Support Advisors meet regularly to discuss the students currently receiving support, identify individuals who may benefit from further support interventions, and ascertain what approaches would be most effective.

7.4 Course Tutors will meet with individual students at least once per block to monitor their academic progress and review/amend their targets accordingly.

7.5 Four 'Progress and Achievement' weeks are built into the academic calendar. This provides time for college teams to work on a one-to-one basis with students to support them to catch up with course work.

7.6 Course Tutors will follow the Positive Behaviour, Anti-Bullying and Harassment Policy in relation to student behavioural matters.

8. Further Progression

8.1 The SSO (Higher Education) will provide advice on the completion of University and Colleges Admission Service (UCAS) applications to University, and Disability Student Allowance (DSA) applications.

8.2 Lecturing staff will provide references for UCAS applications.

8.3 The Course Tutor will provide support to those students wishing to apply for the next level of study at Borders College.

8.4 The Course Tutor will engage with progressing students to formulate an action plan for completion of current study and/or to stipulate conditions for progression given on a Conditional Offer for the next year.

8.5 A designated Careers Advisor from Skills Development Scotland is available to provide careers advice for students. A booking system on the Student Portal enables students to arrange a one-to-one appointment with this service.

9. Withdrawals

9.1 Students aged 16-24 years who are at risk of withdrawing early will be referred by the SSO to Skills Development Scotland for additional support.

9.2 The Course Tutor will update the online Course Withdrawal using the codes provided by the MIS department.

10. Support for Specific Groups of Students

In addition to the support outlined above, there are a number of additional roles within the College which are designed to support students with specific support requirements. These roles are outlined below:

Care-Experience, Estrangement and Caring Responsibilities

Dedicated support is available for students who are care-experienced, student carers or are estranged from their parents. Support includes:

- Support for transitions from school into college
- Help with funding applications and enrolment
- Ongoing guidance and support
- One-to-one support

Student Wellbeing Coordinator

The Student Wellbeing Coordinator will support students who, as a result of mental health challenges, are finding it hard to manage their studies. The Student Wellbeing Coordinator will support students on and one-to-one basis to manage their mental health challenges, and is able to support students to refer into specialist services. The Student Wellbeing Coordinator also runs a programme of wellbeing activities and drop-ins throughout the academic year.

Safeguarding Team

A team of appointed Safeguarding Officers work together to protect students from harm, abuse and neglect. Upon receiving referrals through the college's internal safeguarding procedures, this team will liaise with the Police, Social Work and other relevant agencies in relation to safeguarding concerns.