London Pathway College

Student Support Policy

Academic Year: 2025/2026

LPC Student Support Policy

1. **Introduction**

This document outlines the policy and procedure for the academic and pastoral support of UoP London Pathway College (LPC) students and those students who need enhanced monitoring for a variety of justifiable reasons. These students are placed on the 'Students at Risk' programme.

This document should be read alongside the London Pathway College Attendance and Monitoring Policy.

2. **Scope**

LPC continually monitors a student's academic performance and overall experience during their studies to ensure a high level of student support is always provided. If any of the following apply the student will be placed on the 'Students at Risk' register:

a) The student's attendance rate for one or more modules drops below 90% or they have an inconsistent pattern of attendance
b) The student or an academic has highlighted that they require extra academic support
c) The student is a minor or has personal circumstances which may impede their performance and if any area of potential concern has been flagged at any point during the admission stage

A student will be monitored via the 'Student at Risk' register if they fall into one (or more) of the following categories:

a) Attendance
b) Academic Performance
c) Welfare/Minors

A student can be on the Programme in more than one category at the same time and being removed in one category does not necessarily mean being removed from all categories.

3. **Student at Risk Register**

To support students to reach their full potential LPC has put in place a Student at Risk Register (SRR) to ensure the wellbeing of LPC students through enhanced monitoring and support for those students who may be facing issues of both an academic and pastoral nature.

Students who spend any amount of time on the SRR are provided with extra support and closely tracked and monitored to support them further. The SRR is not a punitive measure. The SRR is designed for students who require additional support.

The LPC Student Services team meets regularly to discuss whether any students should be put on, or removed from, the SRR. A student would subsequently receive an email to arrange a meeting with a member of the team.

4. **Attendance**

If a student is not meeting the required attendance for the LPC programme, they will receive an email which will indicate that they are being placed onto the SRR and that they are required to attend a meeting with a member of the Student Services team.

The student is initially placed on the SRR for two weeks, after which point their engagement is reviewed. Should the student maintain 100% attendance for those two weeks, they are automatically removed from the SRR and sent a confirmation email.

Should the student miss any further contact points within the initial two weeks, they are kept on the SRR and be required to attend a further meeting with the Student Services team.

The student's attendance will continue to be monitored closely and reported to the LPC Academic Board. If the student's attendance does not improve, or the student is not contactable, they will move through the attendance warning process. This includes an Informal Warning, First Warning, Second Warning, Final Warning and Intention to Terminate Studies; these warnings must be noted on the student record.

The student is given an opportunity to appeal the Intention to Terminate Studies, which is reviewed by the LPC College Director. If the student is unsuccessful in their appeal, they will be withdrawn from their studies.

5. **Academic Performance**

LPC monitors the academic progress of LPC students through various feedback from academic staff and student assessment academic performance results throughout the semester. If LPC believes a student is experiencing academic difficulty, they are requested to attend a meeting with a member of Student Services.

There is also a self-referral mechanism and students can request a meeting if they have concerns about their own academic progress by emailing student@lpc.port.ac.uk or requesting to speak confidentially to a member of the team or the College Director.

The Student Services team will gather feedback or have discussions with the relevant academic(s) on a student case-by-case basis prior to a meeting being arranged.

An individualised SRR Action Plan will be discussed and agreed with the student, to support their academic performance.

The SRR Action Plan will be monitored by Student Services drawing feedback from and in consultation with their module tutors. Regular SRR Action Plan reviews will be put in place to look at the student's progress. If the student is demonstrating good progress, the SRR Action Plan will be reviewed and if appropriate

completed. If the student continues to struggle with their academic studies, the plan will remain in place and reviewed for any further actions to best support the students.

6. **Welfare/Under 18s**

Any potential welfare issues are raised with a member of Student Services, who will request that the student attend a meeting with a member of the team to discuss the problem, its likely impact, and any possible steps for its resolution. Should the student and/or staff member consider that the circumstances could potentially affect the student's wellbeing and/or studies, they will be placed on the SRR Programme for continued monitoring.

7. **Policy Review**

LPC will review this policy annually as a minimum in-line with any regulatory requirements