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# Student Support Policy Statement



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#### Instructions for Document Users

All IDEA Academy employees can access current, controlled and approved documents related to the Quality Management System via the IDEA Academy's website link: <https://ideaeducation.com/>

#### Continuous Improvement

Procedures are meant to be 'living' documents that need to be applied, executed, and maintained. If the procedure does not reflect the current, correct work practice, it needs to be updated. Please contact us on: +356 2145 6310

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## 1. Aim and Scope of Document

The purpose of this document is to provide detailed information on IDEA Academy philosophy relates to student support. This policy aims to enhance student engagement and the student learning experience. It provides information for staff and students to ensure that adequate support is provided to meet student needs, regardless of their place or mode of study, race, age or gender and to provide the best opportunity for student success.

This policy applies to all IDEA Academy students enrolled in all IDEA Academy courses and to academic and administrative staff involved in providing and managing student support.

## 2. Student Support

It is acknowledged that students may, at various instances throughout their studies, require guidance or support. IDEA Academy shall maintain an open-door policy for learners and assist them in their enquiries.

### 2.1 Principles

IDEA Academy seeks to provide a quality student learning experience, appropriate to the age, profession, and abilities of a diverse student population regardless of location. It further seeks to:

- Promote the development of interactive communities in each course, online or in-class, by using web and video conferencing and the learning management system (LMS).
- Ensure that IDEA Academy is free from discrimination of all kinds, and that it is a place of diversity acceptance and understanding.
- Support all students to settle into the IDEA Academy community, assist their successful transition into a course of study, or between units, and encourage integration into IDEA Academy's activities.
- Ensure that all courses promote the recognition, understanding and development of ethical, moral, collaborative and professional behaviour.
- Promote to develop a strong, enduring and beneficial relationships with the alumni of IDEA Academy.

### 2.2 Implementation

- 2.2.1 IDEA Academy will endeavour to support all students in their learning at IDEA Academy and to provide additional support to students who are identified as in need for support.
- 2.2.2 The official contact person for student support services is the Programme Coordinator/Programme Operations Executive who is the first point of contact with students. The Programme Coordinator/Programme Operations Executive will then meet with the student to discuss the support that is required.
- 2.2.3 In collaboration with the Director of Studies Support the Programme Coordinator/Programme Operations Executive will decide on the appropriate support that can be provided to the relevant student by IDEA Academy. It may be decided to assign a relevant mentor/coach/supervisor for the student who encounters difficulties in their studies.
- 2.2.4 Once the decision has been taken on the kind of support that will be provided, the student will be asked to sign a Student Support Form giving IDEA Academy their consent to keep a record of the support required and given in each case.
- 2.2.5 IDEA Academy will ensure that communication with students is timely, clear, respectful and effective.
- 2.2.6 IDEA Academy will provide orientation programmes according to the needs of student cohorts and provide students with the contact information of their Programme Coordinator/Programme Operations Executive and their Lecturer/Supervisor/Mentor as appropriate.

### 3. Supporting Documents

- Document\_013\_22 IDEA Academy Ethos
- Document\_010\_22 Equality, Inclusivity Policy

## Appendix 1: Student Support Form

<b>Student Support Form</b>	
Name of Student	
Contact Details	
Name of Course enrolled on	
Date of request for support	
Type of Support being requested	
Decision for Support assigned/Agreed Support Plan	
Signature of Director of Studies Support/Delegate	
Signature of Student	

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