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On Course Support Policy

Full-Time and Short Full-Time Programmes

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Version Control

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PURPOSE

Edinburgh College is committed to changing lives through educational outcomes. This means that the whole College experience is about learning and supporting students to develop the skills they need for their next stage whether that be education, skills development or the world of work.

Part of that experience is the on course support that students require to stay on track and succeed. Edinburgh College is committed to providing on course support, ensuring that it is tailored to the needs of the student at the level they are studying and is delivered by the right person with the right skills.

This policy applies to full-time and short full-time programmes only.

ON COURSE SUPPORT

Edinburgh College has a variety of models to provide on course support to students;

- **Routes to Education and Employment Learning Development Tutors** who support students on our Routes to Education and Employment programmes
- **Student Experience Learning Development Tutors** who support students on Further Education programmes
- **ESOL Course Tutors** who are lecturers that support all of our ESOL students in the ESOL department regardless of the level of study
- **Academic Course Tutors** who are lecturers who support students mainly studying programmes at SCQF level 7 and above

ENSURING CONSISTENCY AND PARITY OF SUPPORT

An essential part of on course support is that students experience a consistent level of support that is tailored to them. This means that all of those providing on course support have access to the shared resources, specific Continuous Professional Development and support from Learning Development Team Leaders and Student Experience Managers.

All of those delivering on course support will have responsibility for;

- Engaging with the resources available to support them to undertake their role
- Collaborating with their Curriculum Team Manager to scope out their role in relation to specific groups of students

- Collaborating with colleagues to share information, highlight the needs of specific students and discuss actions to improve retention and achievement in relation to individuals or groups of students
- Delivering or supporting the delivery of College and course specific induction
- Routine, first line pastoral support for students they are assigned to
- Signposting of students to specific support services, where required

In addition to the above responsibilities, Academic and ESOL Course Tutors may be expected to support the Curriculum Team Manager with managing the Attendance and Engagement, Positive Behaviour and Fitness to Continue to Study processes. The role of Learning Development Tutors is defined within these processes.

The College is aware that all students, regardless of mode of delivery, may need support at any time. Information on the support available to all students is available via the College's [website](#) and resources available to support those undertaking on course support are made available to all staff to support them to contextualise their delivery on programmes outwith the scope of this policy.

CONTEXTUALISED SUPPORT

Edinburgh College recognises that our students need different support at different levels and at different stages of their education journey. This is why different types of support are offered across different courses and levels.

It is essential that the delivery of on course support, whether that be through drop ins, one to ones or tutorials, is contextualised to the wider curriculum being delivered and is of value to the student. This contextualisation is created through conversations with the Curriculum Team Manager and the students about what adds value, what is meaningful and what is needed in order to support the student to achieve.

CREATING MEANINGFUL RELATIONSHIPS

A key part of any on course support activity is about developing meaningful relationships with students, with teaching and Student Experience colleagues and with the Curriculum Team Manager. Anyone delivering on course support is expected to; have a working knowledge of the curriculum area they are working with and the College's support services; engage actively in Curriculum Team meetings; and work collaboratively with all colleagues to achieve the best outcomes for their students.

RECORDING SUPPORT

It is vital that we take a joined-up approach to supporting our students and this means keeping a record of the support we provide them so that colleagues can understand where a student is at in their journey. Promonitor is Edinburgh College's main portal to record support interactions and share information about a student that colleagues need to be aware of.

Those undertaking any on course support role are expected to actively engage with information available on ProMonitor and record support provided to students on their individual ProMonitor record.

