

Document

Document Name	Student Support
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Brief Description of Policy	This document sets out the Navitas University Partnerships Europe (UPE) policy and procedure for Student Support.

Version Control

Date	Version	Summary of changes	Approver
January 2023	2022/01	Initial policy version	NUKH Academic Board
June 2025	2025_01	New template used	NUKH Academic Board

Key Related Documents

Document Name	Location
NPR M01a Safeguarding Children and Vulnerable Adults	College website, Policy HUB
NPR M03 Attendance and Engagement Monitoring	College website, Policy HUB

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Introduction

This document sets out the Navitas University Partnerships Europe (UPE) policy and procedure for Student Support. Navitas UPE has, as part of its corporate code of practice, a commitment to continuous improvement and the UPE College* network has demonstrated its adherence to this commitment through the implementation of a Student Support procedure in each College. Navitas UPE has a long history of, and commitment to, the provision of quality services and support to students. It recognises the importance of engaging students early in their learning experience and places immense value on the Student Voice. Working together with students, our teaching and support staff are committed to providing an education and student experience that is shaped, reviewed and enhanced in spirit of partnership and co-determination.

**Please interpret 'College' as 'Campus' where applicable*

This document should be read in conjunction with **NPR M03 Attendance and Engagement Monitoring**.

Compass Programme

To ensure a high level of student support is always provided, each College continually monitors a student's academic performance and overall experience during their studies. When required, the main mechanism for supporting students to fulfil their potential is the Compass Programme.

The aim of the Compass Programme is to ensure the wellbeing of all students from both academic and pastoral viewpoints. Any issue that could lead to a student not being able to fulfil their potential is required to be assessed and supported by the Student Services team. The Compass Programme closely tracks and monitors students who have been highlighted as requiring extra support. This also ensures that an updated and detailed record of all students that could potentially pose a risk to both the College and University Partner is kept, and the visa regulations stipulated by IND (Immigratie – en Naturalisatiedienst / Immigration and Naturalisation Service) are adhered to, where relevant.

Criteria

A student will be placed onto the Compass Programme if any of the following apply:

- The student's attendance rate for one or more modules drops below 85% or they have an inconsistent pattern of attendance
- The student or an academic has highlighted that they require extra academic support
- 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

In summary, a student can be placed on the Compass Programme in one (or more) categories:

- Attendance
- Academic Performance
- 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.

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

Attendance

If a student meets the criteria on attendance, they will receive the 'Attendance Stage One Email' which will indicate that they are being placed on the Programme and that they are required to attend a meeting with a member of the Student Services team.

The student is initially placed on the Programme 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 Programme and sent a confirmation email.

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

The student's attendance will continue to be monitored closely and reported in the local Academic Board meeting. 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 College's student management system, Navigate.

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

Academic Performance

Each College monitors the academic progress of its students through feedback from academic staff and evidence of assessment results throughout the semester. If it is thought that a student is experiencing academic difficulty, they are requested to attend a meeting with a member of Student Services. Students may request such a meeting if they have concerns about their academic progress.

Before the meeting takes place, further feedback/discussion will be required with the relevant academic(s) to ascertain the next steps on a case-by-case basis. For example, it may be that the student requires extra tuition.

The outcome of the meeting will be an action plan discussed and agreed with the student, designed to address the shortcomings in their academic performance.

During the timeframe of the action plan, Student Services will monitor the student in consultation with their module tutors to gain further feedback. At the conclusion of an agreed review period, a follow-up meeting will take place to ascertain if progress has been made. Should it be considered that the student has made good progress, they will be removed from the Programme. However, if

the student is still facing academic difficulty, they will remain on the Programme, and further help/guidance will be sought to best assist the student.

Welfare/Minors

Should a potential welfare issue be identified to a member of Student Services, the student in question will be requested to 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 Compass Programme for continued monitoring.

The student will then receive enhanced support from the College, primarily via the Student Services team maintaining frequent contact. If necessary, the student will also be signposted to relevant teams and services at the University Partner, such as the Student Union, Mental Health and Wellbeing or Financial Wellbeing, etc. After two weeks (or a different period according to the circumstances), the Student Services team will review the student's status to see if the matter needs further action or if the issue has been managed. Either through the issue being resolved or being deemed manageable, the student will be removed from the Programme. A meeting may or may not be required depending on the circumstances.

All students enrolling under the age of 18 years old are subject to the **NPR M01a Safeguarding Children and Vulnerable Adults**, which stipulates that any student under the age of 18 or a vulnerable adult is flagged for enhanced monitoring so that oversight of the student's welfare and academic progress can be captured and monitored by the College. Therefore, upon enrolment, such students will be placed on the Compass Programme and their progress will be closely monitored on a regular basis by the Student Services team. The enhanced monitoring will be provided until the student reaches their 18th birthday or for the duration of their studies (as agreed by the College or where considered a vulnerable adult), to ensure they are coping well with the demands of the course and student life. Additional meetings can be arranged if deemed necessary.

Recording Information

Any students placed on the Compass Programme will be notified by email. A record is kept locally of all students on the Programme (Compass Tracker), complete with why they have been added, any vulnerabilities that have been identified, as well as notes from any regular welfare check-ins. Notes will also be added to the student's Navigate record as appropriate following the welfare check-ins.

All students meeting the criteria for removal at the end of the initial agreed period will be removed and informed by email.

The Compass Tracker gives the Student Services team an overview of all aspects of the Compass Programme. This is a quick-access tool utilised and updated at weekly meetings to track all progress of students on the Programme.

Policy Review

This policy will be reviewed every two years unless there are internal or legislative changes that necessitate an earlier review.