

Student Support Program

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✉ info@ignition-pro.com

📍 Smithfield House
Digbeth
Birmingham B5 6BS

☎ +44 (0)208 1940 892

🌐 www.ignition-pro.com

✉ info@ignition-pro.com

📍 8s, Gulberg II
Lahore
Pakistan

☎ +92(0)42 3519 9266

🌐 www.ignition-pro.com

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Aim

Establish a support mechanism for students who need it for whatever reason, integrating existing staff responsibilities, which can include Pastoral Support, Safeguarding and Wellbeing of the learners during their time of study at Ignition Pro - School for Entrepreneurs. This program applies to all staff, in relation to all Ignition Pro - School for Entrepreneurs students.

Provision of Student Support Program

All the students will have access to Student Support Office, where they can raise their request for type of support they need. Further to that, student support office, will consult with the designated course coordinators and tutors to identify learners who feel challenged or struggling to produce desirable results.

Learner Support Reviews

Student support team will, complete individual reviews with the relevant tutors of each student at the start and mid of the program, to identify student progress or any support they need, during study.

Learners at Risk

Academic team and student support office will maintain and capture data about the students at risk of falling behind during their course of study. The intervention and the outcome will be part of annual quality report. Any student who is at risk by the means of progress, safeguarding and wellbeing, will be supported by providing one to one support to the at-risk student.

Personal Tutorials

All learners will have access to personal tutorials. They can book the tutorials throughout the program. Each tutorial session will be minimum of 45 minutes. In tutorial sessions, tutor will provide any academic or pastoral support. If tutor identify the area of support out of his/her domain, they will refer the students to student support office and update the student records for future reference.

Student Meetings

Students support office will schedule 4 meetings for each live course. Students will be encouraged to participate and discuss any issues relating to the course and progress.

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Individual Unit Feedback Surveys

Student will fill out the individual unit feedback surveys after completion of unit. This practice will help to improve the students teaching and learning experience.

Safeguarding and Prevent

Designated Safeguarding Officer, will continuously observe and monitor the students safeguarding policy. Intervention will be carried out for any potential vulnerable students or students at risk.

Confidentiality

Where a member of staff is concerned about the wellbeing of a student, he/she may want to share personal information about the student with relevant staff whose role is to provide support in such circumstances. Similarly, staff may wish to share personal information about a student with a third party, because of significant concerns regarding the person's wellbeing. Any such actions should be made in accordance with the Ignition Pro - School for Entrepreneurs data protection policies.

Standard of Support Provision

Student Support Office must maintain the following standards,

- Deal with requests and enquiries accurately, promptly and efficiently.
- Ensure that all staff delivering the service are appropriately qualified, trained and supported in their roles.
- Seek regular feedback from service users and make clear who students must contact a complaint, compliment or suggestion.
- Monitor and review to enhance their performance regularly, taking on board and acting upon feedback from students and Colleges and other relevant sources.
- Participate in a quality improvement/assurance process
- Provide data for annual self-assessment report.

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