# Policies and procedures for candidate guidance and support

# SQA Approved Center RAK

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# Candidate Guidance and Support Policy and Procedures

## 1.      Purpose

SQA Approved Academic Center RAK seeks to provide guidance and a supportive teaching and learning environment that is responsive to individual student needs and enable them to successfully complete their chosen SQA qualification at RAK Center. The document outlines the guidance and academic learning support available to all students at our RAK Center.

## 2.      Scope of Policy

This policy is intended to provide all students with information regarding the facilities and resources that are available to candidates to support them with the academic requirements of their qualifications. The purpose of this policy and procedure is to ensure that all students receive the necessary advice, guidance, and support in order to optimize their performance and meet their learning needs.

## 3.      Candidate Induction

All students are required to attend the Induction Program prior to commencement of classes. The Director/Programme Directors will be responsible for the delivery of the  induction program to all students. Induction programme outlines briefing of the academic qualifications and expectations, the operation of the learning infrastructure, welcomes the students to the course and responds to any questions the students may have. The induction program encompasses a range of things such as:

- Registration, ID and campus tour
- About the SQA qualifications enrolled
- Learning Management System and IT systems introduction
- Academic expectations including plagiarism and malpractice policy
- Student Support Services information
- General support services

Induction sessions are supported through appropriate resources posted on the website and the Student Learning Management System (Moodle).

The Programme Director and Personal Tutors are responsible for checking student attendance at Orientation and following up with students who do not attend or who arrive late. The Orientation and follow up procedures are designed to ensure that all students are appropriately inducted into their course.

## 4.    Academic and Learning Support Services

SQA RAK Center will endeavour to support all students in their learning at RAK Center, and to provide additional support to students who have been identified as atrisk under the processes in the Students at Risk Policy and Procedure. These services are provided at no additional cost to students.

Students can contact the their personal tutor/ Programme Directors and Student services manager to accessany student support services.

### 4.1    General Support

SQA RAK Center will support students via a number of mechanisms which are outlined below:

Personal Tutors are allocated prior to the start of a course, students are provided with the contact details of the Personal Tutors and student services section who can assist them with a range of needs. Personal Tutors/Class Advisors will provide guidance and support to all students throughout the semester and course. Staff in this position are deemed to have an appropriate level of skill, knowledge and expertise to enable them to provide advice to students on a range of matters.

### 4.2    Lecturer Contact

Students are encouraged to contact their instructors/lecturers with queries relating to the course content and/or with their assignments. Instructors/lecturers are required to respond within 24 hours where contact is made outside of scheduled course contact hours. The Learning Support Officer will check to ensure these procedures are adhered to for their cohort of students. All staff are encouraged to see student support as a primary responsibility.

### 4.3    The Moodle Learning Management System (LMS)

SQA RAK utilises Moodle as its LMS. It is designed to provide students and lecturers with a range of information, including course schedules/timetables, assessment due dates and reference material.

### 4.4    Study Skills Support

This program aims to assist students to succeed in their course and to eliminate plagiarism. This program will help students with time management and revision skills; reading and note taking skills; essay writing; researching and referencing.

### 4.5    English Language Assistance

Basic English assistance is provided to help students with speaking and writing skills, (including grammar) as required.

### 4.6 Technology Support

When students commence at SQA RAK, full ICT access (including user name and passwords) and associated email addresses are provided by the IT Support services.

- Users must protect the security and integrity of their access at all times and if they believe their security has been compromised; they are to advise their designated Learning Support Officer immediately.

- Each course or unit details will be stored on the SQA RAK Learning Management System (LMS-Moodle).

- EIT staff are well aware of the extraordinary importance of support for ICT access as failure of a user to be able to connect to online systems could signal the imminent failure of their ability to meet course requirements. Hence, speed in response is critical.

### 4.7 **Other Support**

The PDs, PTs, Teaching Staff , and/or Student Services on campus will be available to support the students with extra-curricular problems such as personal issues.

## 5. Identification of Individual Student Needs

Close scrutiny of students is maintained by PDs, lecturers and PTs. Attendance rolls are taken at each class and assignment submissions are monitored. Students who fail to attend class regularly and/or who fail to submit one or more assessments are contacted by the Academic Director/Programme Directors. The Academic Director/PDs may identify these students as having learning support needs. The Academic Director/PD will consult with each student identified as having learning support needs.

Learner support needs may be identified:

- by poor attendance or poor assessment outcomes
- during initial discussions with academic staff during Orientation
- by self-referral by a student
- when a lecturer/tutor has identified that a learner is experiencing difficulty (this may be by observation in class or upon analysis of assessment items submitted early in the term)
- when a learner seeks assistance from the Student Services Manager, Student Welfare Officer, Academic Director/ PD or some other member of staff
- as part of an intervention strategy agreed between the learner and the Academic Director/ Dean

## 6. Academic Staff Consultation

### 6.1 In-class consultation

Individual student consultations with the subject lecturer, tutor or other appropriate academic  are an integral part of the learning experience for each subject. SQA RAKs normal weekly teaching pattern provides face to face lectures and a structured tutorial. Further diagnostic tutorials are scheduled to allow students the opportunity to clarify points of confusion, discuss aspects of the subject in more detail and obtain feedback on their assignments, both in draft form and on completed work. The scheduled times of lectures and tutorials are prominently displayed on Moodle and Shared with students on email individually to students.

### 6.2 Consultation with Programme Directors

Course Coordinators are available for individual consultations at times when they are not engaged in teaching or associated administrative duties. Course Coordinators are normally full time permanent staff and are generally on campus at least from 9am to 5pm Monday to Friday. Appointments can be made in person, by email or at the reception desk. Times available for appointments are advertised and sent electronically to both on campus and online students.

### 6.3 Parent Teachers Meeting

Parent Teachers meeting will be conducted every semester and the platform offers opportunity to discuss student academic performance and interact with the parents.


## 7. Students at risk

Students are required to attain minimum academic standards. The Director/Programme Director and Personal Tutors monitors the academic performance of students against the minimum academic standards at the end of each term.

Students do not meet minimum academic standards in a course if they:

- fail a particular unit of study more than once; or

- fail 50% or more of the units of study attempted in a term.


Students who do not meet the minimum academic standards are deemed to be "at risk". The Director/Porgramme Director will arrange for academic counselling for all studentswho are deemed to be "at risk" and also advise such students of the possibility that conditions may be placed on their enrolment.

### Intervention strategies

During the academic counselling session the counsellor and the student will determine what additional support will be provided to the student. This may include, but is not limited to, the student:

- attending academic skills programmes;
- attending tutorial or study groups;
- attending at least 80% of scheduled classes in specified units of study;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- a combination of the above and a reduction in course load.


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Candidate Guidance and Support Policy and Procedure Version 3.