Supporting and Engaging Students Learning Support Policy

1.0 Purpose

The purpose of this policy is to ensure that all students, regardless of background, are provided with the necessary academic, digital, and personal support throughout their learning journey. The policy supports inclusive education, aiming to maximize student potential and ensure academic success.

2.0 Objectives

- To engage and support our diverse learner population during their academic journey and into employment or further study.

- To foster an inclusive learning environment that accommodates students' individual needs through blended and technology-enhanced learning (TEL) .

- To provide continuous assessment and feedback mechanisms to identify and meet student support needs at the earliest opportunity.

3.0 Supporting and Engaging Students

3.1 Induction Programmes:

- **Student i**nduction will be tailored to reflect students' mode of study (blended, online or face-to-face), providing guidance on navigating both physical and digital learning environments. The programme will ensure students are familiar with key online platforms and support resources .

3.2 Academic Skills Integration:

- The development of academic skills such as literacy, numeracy, and digital literacy will be integrated across all stages of the learner's programme, with increased focus on early intervention to diagnose and support individual learning needs.

4.0 Using TEL

4.1 Strategic Aim:

We aim to fully utilise digital technologies and infrastructure to enhance learning within and beyond the classroom, while also supporting sustainability goals through reduced reliance on physical resources.

4.2 Technology Infrastructure and Support:

- This policy will ensure continuous upgrading of IT infrastructure to support high-quality learning experiences. Both staff and students will receive adequate training to make effective use of digital resources, including virtual learning environments (VLEs), collaborative tools, and online assessments.

- **Assistive Technology**: MIE will explore the use of assistive technologies to enhance the accessibility of learning materials and online content for students with disabilities .

4.3 Blended Learning:

- MIE is committed to developing a blended learning model where students engage in both online and face-to-face learning. Digital resources will complement face-to-face sessions, and time spent in the physical classroom will focus on active learning and interaction .

4.4 Online Tutorials and Support:

- Students will have access to both online and face-to-face tutorial support. This will include academic support, digital literacy training, and numeracy, with an emphasis on providing accessible resources .

5.0 Student Feedback and Monitoring

5.1 Data and Learning Analytics:

- The use of data analytics from learning management systems will be incorporated to track student engagement and identify at-risk students early. This data will be used to provide timely support to those who may need additional help .

5.2 Continuous Review:

- A cyclical review process will be established to assess the effectiveness of all support strategies, ensuring that feedback from both staff and students is integrated into improvements. This includes reviewing the use of digital tools and assessing the student experience in both online and blended environments .

6.0 Personalised Learning Experience

6.1 Flexibility:

- MIE will increase the flexibility of learning by allowing students to personalise aspects of their learning journey, whether through self-paced online modules, digital resources, or personalised feedback mechanisms .

- Students will have access to collaboration tools to enhance social learning. These will enable interaction with fellow students, staff, and external experts, both within and beyond the classroom environment .

7.0 Professional Development for Staff

- The policy will ensure continuous professional development for all academic staff, focusing on the use of technology in teaching, online pedagogy, and the ethical use of digital platforms. Training will be mandatory to ensure that staff are fully equipped to support students in both blended and online learning .

8.0 Review and Improvement

- The Learning Support Policy will be subject to regular reviews, with data-driven insights into student performance and engagement. These reviews will involve input from all stakeholders, including students, staff, and external partners .

9.0 Conclusion

This policy underpins our commitment to providing a robust, flexible, and supportive learning environment that leverages technology to meet diverse student needs. By embedding continuous improvement processes and maintaining alignment with MFHEA quality assurance standards, MIE ensures a high-quality, student-centred learning experience.