Cambridge Ruskin International College
CPR QS7: Student Support
Version 2.15

1.   Introduction

1.1   This document sets out the Navitas UK policy and procedure for the academic support of students who need enhanced monitoring through the Students in Jeopardy Programme.

1.2   This document should be read in conjunction with CPR M3 - Attendance and Student Monitoring.

2   Criteria

2.1   To ensure a high level of student support is provided at all times, every College continually monitors each student's academic performance and overall experience during his/her time with the College.

The Students in Jeopardy programme is divided into the long-term section and the short-term section. Students on the long-term programme will remain on the programme for as long as is deemed necessary by the Academic and Student Support team, whereas students placed on the short-term programme usually stay on for one semester and are removed at the start of the next new semester.

Students will be placed on the long-term Students in Jeopardy programme for any of the following reasons:

   a) If they are under 18 and are therefore legally considered a minor (*as per NPR M1*)
   b) If they have declared a physical/learning disability or medical problem either prior to or during enrolment
   c) If they defer for a semester

   Students will be placed on the short-term Students in Jeopardy programme for any of the following reasons:

   a) Attendance: If their attendance level falls below 85% at any point in the semester
   b) Previous academic/attendance concern: If the Progression Board declare concern about the student's academic performance or attendance level in the previous semester
   c) Staff member's concern: If a member of CRIC staff is concerned about the student's performance or wellbeing
   d) Lecturer's concern: If a lecturer flags their concern about the student using the *CRIC Student in Jeopardy Flagging System*
   e) ARU admissions request: If ARU have specifically requested this upon admission to CRIC.

2.2   In summary, a student can be placed on the Students in Jeopardy programme in one (or more) categories:

a)   Attendance
b)   Academic Performance
c)   Minors
d)   Disability/ Medical issues
e)   Welfare concerns

2.3   A student can present issues in multiple categories but will always only be listed once with any overlapping issues noted in the Comments area.

3 Students in Jeopardy Programme

3.1 The aim of the Students in Jeopardy Programme is to ensure the wellbeing of all students from both an academic and pastoral viewpoint. Any issue that could lead to a student not being able to fulfil his/her potential is required to be assessed and supported by the Academic & Student Services team. The SIJ programme closely tracks and monitors students who have been highlighted to the College as requiring extra support. This also ensures that the College keeps an updated and detailed record of all students that could potentially pose a risk to both the College and Partner University and the visa regulations stipulated by the UK Border Agency.

3.2 The Academic and Student Support team meets on a weekly basis in order to discuss whether any students are required either to be placed on, or removed from the programme. It is at this point that the student would be placed on, or removed from the programme with follow-up actions being assigned to members of the Academic and Student Support team.

3.3 Attendance

3.3.1 If a student meets the criteria on attendance (see 2.1), he/she will receive the 'First Attendance Warning Email' which will indicate to the student that their attendance has fallen under the established requirement and that he/she must contact a member of the student support team. Should the student's attendance continue to drop, he/she will receive a phone call from a member of the Academic and Student Support team and a meeting is scheduled.

3.3.2 The student is initially placed on the programme for 3 weeks with a review date set for 3 weeks after the initial start date of the programme. Should the student maintain 85% attendance or higher for those 3 weeks, he/she is automatically removed from the programme until such time that their attendance drops below 85%.

3.3.3 Should the student miss any further contact points within the initial 3 weeks, he/she is kept on the programme and required to attend a further meeting with either the Manager of Academic Services or Manager of Support Services.

3.3.4 The student's attendance will continue to be monitored closely. Where a Tier 4 student does not have an appropriate attendance record and subsequently misses ten contact points without supporting extenuating circumstance, the student must be reported to the UKVI/Partner University within ten working days. Poor attendance for non-Tier 4 students is linked to the likely impact on academic performance (see 3.4 below) and is dealt with as such, with the consequences of poor academic progress outlined in CPR QS9 Section 9.9.

3.4 Academic Performance

3.4.1 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, he/she will be requested to attend a meeting with a member of Student and Academic Services. Students may refer themselves to such a meeting if they have concerns about their academic progress.

3.4.2 Academic staff may raise concerns about a student's academic progress or welfare directly to the Academic & Support Services team.

3.4.3 Before the meeting takes place, further feedback/discussion may be required with the relevant academic staff in order to ascertain the next steps to take on a case by case basis.

3.4.4 The outcome of the meeting will be a two- week action plan discussed and agreed with the student designed to address the shortcomings in his/her academic performance or their welfare and well-being.

3.4.5 Over the following two weeks, Academic and Support Services team will monitor the student in consultation with his/her module tutors to gain further feedback. At the conclusion of the two-week 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 or other difficulties, he/she will remain on the programme and further help/guidance will be sought in order to assist the student further.

3.5   The Welfare of Minors

All students enrolled at the College are automatically placed on the Students in Jeopardy programme until their 18ᵗʰ birthday.

3.5.1   If a potential welfare issue concerning a student who is a minor is raised with a member of the Academic and Support Services team, the student concerned will be asked to attend a meeting with a member of the team in order to discuss the matter, its likely impact, and any possible steps for its resolution.

3.5.2   The student will then receive enhanced support from the College, primarily via the Academic & Student Support team who will maintain frequent contact with the student. After two weeks (or other period depending on the circumstances) the Academic & Student Support team will review the student's status to see if the matter requires further action or if the issue has been managed. A meeting may or may not be required depending on the circumstances.

3.5.3   All students enrolling under the age of 18 years old are subject to CPR M1 which stipulates that 'Any student under the age of 18, once he/she is admitted, will be flagged for enhanced monitoring by either the Manager of Academic or Support Services or appropriate nominee'. All such students will be placed immediately on the SIJ programme and their welfare and progress will be closely monitored on a weekly basis by the Academic and Student Support team.

3.5.4   As per CPR M1, under 18's remain on the SIJ programme until their 18th birthday.

4   Recording Information

4.1   All contacts made with students placed on the SIJ programme must be recorded. The SiJ programme spreadsheet will be updated to include details of all actions taken. Notes will also be placed on each individual student's MAZE record.

4.2   All students who meet the criteria (see 2.1) are initially placed on the programme for 3 weeks. If they meet the criteria for removal at the end of the initial 3 weeks, they will be removed. Their MAZE record and SIJ records will be updated accordingly.

4.3   The SIJ tracker gives the Academic and Student Support team an overview of all aspects of the Students in Jeopardy programme. This is a quick-access tool utilised and updated in order to track the progress of students who are on the programme.