

Student Support Policy

Aim:

The student support policy aims to:

- Provide a supportive learning environment responsive to individual learner's academic and pastoral needs
- Identify those who need additional learning support
- Inform learners of the resources and facilities available for their successful Completion of the programme.

Learner support

Prospective students will be given a clear and realistic explanation of the expectations placed upon them for study of the programme or elements of study, and for the nature and extent of autonomous, collaborative and supported aspects of learning.

ECC academic team will be responsible to:

- Make available to learners sufficient general and specialist resources.
- Publish clearly resources available for successful completion of the programmes
- Regularly monitor all resources to ensure they are sufficient, fit for purpose and safe to use.
- Carry out comprehensive learner induction/orientation
- Ensure that all external partners are checked for suitability in terms of resources
- Regularly Monitor learner academic and pastoral needs by tutors and centre staff
- Identify learners who may need additional support and put in place the required support.

Students will have access to: a schedule for any learner support available to them through timetabled activities, for example tutorial sessions or web-based conferences; clear and up-to-date information about the learning support available to them locally and remotely for their programme or elements of study; documents that set out their own responsibilities as learners, and the commitments of ECC for the support of a programme or element of study.

Students will have from the outset of their study, an identified contact, either local or remote through

email, who can give them constructive feedback on academic performance and authoritative guidance on their academic progression; where appropriate, regular opportunities for inter-learner discussions about the programme, both to facilitate collaborative learning and to provide a basis for facilitating their participation in the quality assurance of the programme; appropriate opportunities to give formal feedback on their experience of the programme.

ECC will ensure that staff who provide support to learners on these programmes have appropriate skills, and receive appropriate training and development; support for learners, whether delivered through staff of a support provider or through web-based or other distribution channels, meets the expectations of ECC for the quality of learner support for a programme of study leading to one of its awards.

Assessment of students

Students should have access to:

information on the ways in which their achievements will be judged, and the relative weighting of units, modules or elements of the programme in respect of assessment overall; timely formative assessment on their academic performance to provide a basis for individual constructive feedback and guidance, and to illustrate the awarding institution's expectations for summative assessment.

ECC will ensure that those with responsibility for assessment are capable of confirming that a student's assessed work is the original work of that student only, particularly in cases where the assessment is conducted through remote methods.

The Virtual Learning Environment Delivery System

Information Services has responsibility for the meeting the guidelines below for the VLE systems which they maintain, namely Moodle.

Delivery - students should be confident that any programme or element offered for study has had the reliability of its delivery system tested, and that contingency plans would come into operation in the event of the failure of the designed modes of delivery; the delivery system of the programme or element of study delivered through e-learning methods is fit for its purpose, and has an appropriate

availability and life expectancy; the delivery of any study materials direct to students remotely through, for example, e-learning methods or correspondence, is secure and reliable, and that there is a means of confirming its safe receipt.

Assessment of students - students should be confident that their assessed work is properly attributed to them, particularly in cases where the assessment is conducted through remote methods that might be vulnerable to interception or other interference; any mechanisms, such as web-based methods or correspondence, for the transfer of their work directly to assessors, are secure and reliable, and that there is a means of proving or confirming the safe receipt of their work.

Technical Support

ECC is responsible for the technological delivery of distance learning courses offered by our programs. This support is considered part of the usual and customary equipment and resources available to support all faculty teaching. This includes ensuring, as part of the course change or new course approval process before the course is listed to be offered, that:

Basic and necessary technology and equipment are identified and in place to develop and teach distance learning courses, from instructor's assigned workspace.

Resources for distance learning represent the current state-of-the-art technology available, contingent upon available funding.

ECC provides appropriate and timely training and technical support for faculty members.

Continued technical and curricular training courses for potential users will be available as new technologies become available.

ECC will provide appropriate forms of assistance and support personnel to faculty members to develop distance learning courses.

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