



# 1-1 Student Support Policy

## **Scope**

All taught programmes leading to an award of City St George's, University of London. Specific arrangements for validated provision are set out in the Validation and Institutional Partnerships Handbook.

## **Date approved/re-approved**

June 2025

## **Date for review**

To be reviewed every three years, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee as required

## **To be read in conjunction with:**

Student Handbook, [Student Charter](#), [Terms and Conditions for Study at City St George's](#), [Personal Tutoring Policy](#), [Taught Student Attendance and Engagement Policy](#), [Student Communication with Teaching Staff Policy](#)

## **Equality and Diversity statement**

City St George's, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

## **1-1 Student Support Policy**

City St George's is committed to supporting you to thrive and succeed during your time with us. We recognise student life can at times be challenging and want to ensure you are clear on where you can find the support you may need.

Our commitment also relies on your commitment to keep in touch, let us know how you are doing and for you to understand where to access support if you need it.

We want you to be confident to ask us for help, whether it is about your academic studies or anything else. We have staff and specialist teams who are here to advise and help you.

Student support at City St George's is broadly made up of the following two elements:

- Familiar staff faces on your programme who are available to support your day-to-day academic progress and general well-being.
- Dedicated staff in student services who are available to support all City St George's students with broader aspects of university life, including health and wellbeing.

### **Who's who and their role in helping you**

#### **Familiar faces on your programme**

Your programme is delivered and supported by a wide range of academic and professional staff who are there to support you in your academic studies.

#### **Teaching staff**

Most frequently, you will be seeing the academic staff who teach the modules you are studying which may be delivered in large classes or smaller groups, in-person or on-line. If there is a specific academic matter you want to follow-up on with a member of staff who teaches you (for example, to gain clarity on a topic that has been discussed in class or to ask a question 1-1), you can make contact by signing up to their office hours or email them. Office Hours\* are times during the working week when teaching staff can meet students for academic support on a 1-1 basis.

\*See appendix for further information about Office Hours.

## Personal Tutor

Your Personal Tutor is an academic member of staff who is there for you to talk to about how you are getting on during your studies and provide you with general academic support. For most students, the Personal Tutor is the first person to contact to share your achievements or to help you when things are not going quite as you would hope. Your Personal Tutor will ensure that they invite you to meet with them at least once per term. However, they are also available to you on a more regular basis so please make contact if there is something on your mind.

Your Personal Tutor will contact you at the start of your programme to say hello. On some programmes you will keep the same Personal Tutor throughout your studies and for other programmes they may change you will be notified if your Personal Tutor changes. You can also make a request to change your Personal Tutor if you feel that you need a different type of support. Your Personal Tutor will also usually be able to provide a reference for you in support of your plans beyond your studies at City St George's.

## Programmes with Placements (School of Health and Medical Sciences only)

For students in the School of Health and Medical Sciences only, your link lecturer or equivalent will be your first point of contact for any issues related to your placement. Please liaise with them directly for concerns or updates regarding your placement. You can of course continue to liaise with your Personal Tutor during this time.

## Course Officer/Course Administration Team

You will have regular contact with your Course Officer and for students based at Tooting campus, your Course Administration Team, as they look after the day-to-day administration of your programme. They will be able to help if you have any questions about your programme such as attendance, module selection, timetabling and the assessment period. You can also contact them if you are seeking information on support that is available to you at City St George's.

## Programme Director

Your Programme Director\* is the member of academic staff who has responsibility for overseeing the content and delivery of your degree. You can speak to your Programme Director to provide feedback or ask questions about the overall experience of your academic programme.

\*For Bayes Business School and students based at Tooting campus, this is your Course Director.

## Student Welfare Officer

For most programmes, Student Welfare Officers work alongside Personal Tutors to advise on how to manage situations that may not be academic but are having an impact on your studies. A Student Welfare Officer may get in touch with you if your Personal Tutor refers you, or you can contact them yourself directly if you have any concerns.

## How to contact staff

The easiest way to arrange a meeting with a member of academic staff is to either:

- Sign-up to their 'office hours' which will be published by your programme via the Virtual Learning Environment, a departmental webpage, or an additional line in the signature of a staff email.
- Where office hours are not published, email the member of staff you'd like to speak to or contact them via your course pages on the Virtual Learning Environment.

The Programme Handbook\* will provide contact details for your Programme Director, Course Officer and Student Welfare Officer. In addition, information about how to arrange a meeting with your Personal Tutor will be provided to you at your programme induction as well as via a welcome email when you begin your course. During the working week, (Monday to Friday), the member of staff should normally reply to your query within two working days. It is important to remember that some staff work part-time or follow flexible working patterns so may not always be able to respond within this time frame.

\* This information may be provided via the Virtual Learning Environment. Information about how to access this will be provided at your programme induction.

## **Student Support Services**

Our Student Support Services provide a variety of specialist advice teams to ensure you get the right help you need to succeed at City St George's. You can access further information on the [Student Hub](#)

A full range of teams with staff expertise are here for you at City St George's, including: academic skills and writing, careers, student counselling & mental health, neurodiversity & disability advisors, the student nurse, student finance and funding, accommodation, international student advice and visa advice.

You can find more information about some of these teams below and about all teams on the [Student Hub](#).

- Our Student Hub or Student Life Centre for students based at Tooting campus, can be the first point of contact for information and guidance on anything related to student life. If you are not sure who you need to contact about your query, always start here and they can help direct you to the correct person.
- Students' Union (SU): [City St George's Students' Union](#) provides free, confidential, and impartial academic advice on matters such as academic appeals, academic misconduct, complaints, and extenuating circumstances.
- Academic Skills: You can book 50-minute study skills tutorials to discuss your specific study needs such as time-management, revision techniques and improving writing, referencing and critical thinking. There are also a range of workshops and webinars available.
- Student Counselling, Mental Health and Accessibility: There are a range of services to meet diverse, individual needs and support you to manage your wellbeing and fulfil your potential whilst studying.
  - Counselling is available to all students and can help you gain a better understanding of the psychological difficulties you may be experiencing and learn how to manage your emotional health.
  - The specialist Mental Health team offers a range of support for students with long-term, diagnosed mental health conditions. This may include help with transition to City St George's, advice about University processes and mentoring to manage your mental health alongside your studies.
  - Disability team: The dedicated team of disability advisors offer support and advice to students with a long-term health condition, physical disability or autism spectrum disorder (ASD). They provide practical and emotional support to help minimise the barriers to learning and ensure you get the most from your studies.
  - Neurodiversity team: expert study skills tutors offer personalised, individual support and advice to students with specific learning differences (SpLDs) including dyslexia, dyspraxia, dyscalculia and ADHD to help you overcome the challenges of studying, enhance your learning and have a positive experience at City St George's.

- **City Cares:** City Cares is City St George's' dedicated programme of support for care-experienced, young-estranged students, young adult carers and asylum seekers. Students have access to a designated member of staff and financial, pastoral and educational support for the duration of their studies.
- **Careers and Employability:** You can access a range of services that will provide the tools to support and enhance your employability. This service is for students and recent graduates of City St George's' and works with employers and other university academic and service departments.

### **Your commitment to staying connected**

We want you to succeed in your aspirations at City St George's' and beyond. Our [Student Charter](#) sets an expectation that students will commit to engaging in all learning opportunities so as to achieve their potential, including participation in lectures, seminars, tutorials, assessments, research and similar activities and a commitment to independent study.

Evidence shows that to achieve academic success, most students need to engage fully with timetabled teaching sessions both on campus and online and also with the course-related learning resources and support materials that are held within the Virtual Learning Environment.

- You are responsible for your participation with the learning and teaching on your programme. [The Taught Student Attendance and Engagement Policy](#) sets out in more detail what we expect from you, and what you can expect from us when it comes to your attendance both on campus and online
- Attend all individual and group personal tutor meetings and contribute fully to these sessions. In any instance that you are unable to attend you should let your tutor know in advance
- Engagement with your programme team is important. They can advise you on queries and issues and help to direct you to the appropriate support.
- Ensure that you know who your Personal Tutor is and how to contact them.
- Keep in touch with your Personal Tutor so they are aware of your progress through the programme. This might be face to face, by phone or email as agreed with your Tutor.

## **What we will need you to do**

- Discuss any difficulties you may be experiencing with your studies or wider student life so we can help you to find the most appropriate support.
- Provide staff with relevant information when you are asking for support.
- Act on agreed actions arising from any advice and guidance provided to you, including accessing other support recommended that may be of benefit to you.
- Communicate with staff who are supporting you, this may be face to face, video call or via telephone or email. If you are feeling overwhelmed, you can let us know how best to communicate with you.
- Attend all individual and group meetings and contribute fully to these sessions. In any instance that you are unable to attend you should let your tutor know in advance.

## **Appendix**

Please note that Office Hours are offered by academic staff except where contractual arrangements remain unresolved. If this applies to a staff member you are in contact with you will be notified of the alternative support available.

<b>Policy Title</b>	
1-1 Student Support Policy	
<b>Policy Enabling Owner and Department</b>	<b>Responsible for Implementation and Department</b>
Sian Thurgood, Director Student Experience, Student Experience Directorate	Student Experience Directorate
<b>Approving Body</b>	<b>Date of Approval</b>
Senate	July 2021
<b>Last Reviewed &amp; Version</b>	<b>Review Due Date</b>
June 2025 Version 2	June 2028
<b>Publication of Policy</b> ( <i>tick as appropriate</i> )	
For public access online (internet)? <input checked="" type="checkbox"/>	For staff access only (intranet)? <input type="checkbox"/>
<b>Website Link:</b>	<b>Intranet Link:</b>
<b>Storage of Policy</b> ( <i>Previous versions of the policy must be stored in the drive by the author</i> )	
<b>Drive Address:</b>	
<b>Queries about this policy should be referred to</b>	
Emily Thornton (Emily.Thornton.2@citystgeorges.ac.uk)	