

# IBCM STUDENT SUPPORT FRAMEWORK



## **Context**

IBCM currently delivers a range of BTEC and SQA Higher Nationals to a student population which is recruited internationally. These programmes are complemented by a range of ILM Leadership & Management programmes and the NCC International Foundation Year programmes.

Within this context, and in line with our OFS registration, IBCM is now eligible to admit UK students; in addition to international students. As such, the provision of services has been expanded to cover areas relevant to UK students; these include areas such as DSA, Student Loan Finance and Careers & Employability. We have, also, taken the opportunity to enhance ,and expand, our current offering to provide a much richer experience for ALL students.

Whereas IBCM provides a strong academic student support with tutorials, personal mentoring and feedback, non -academic support covers primarily day2 day practical support in areas such as:

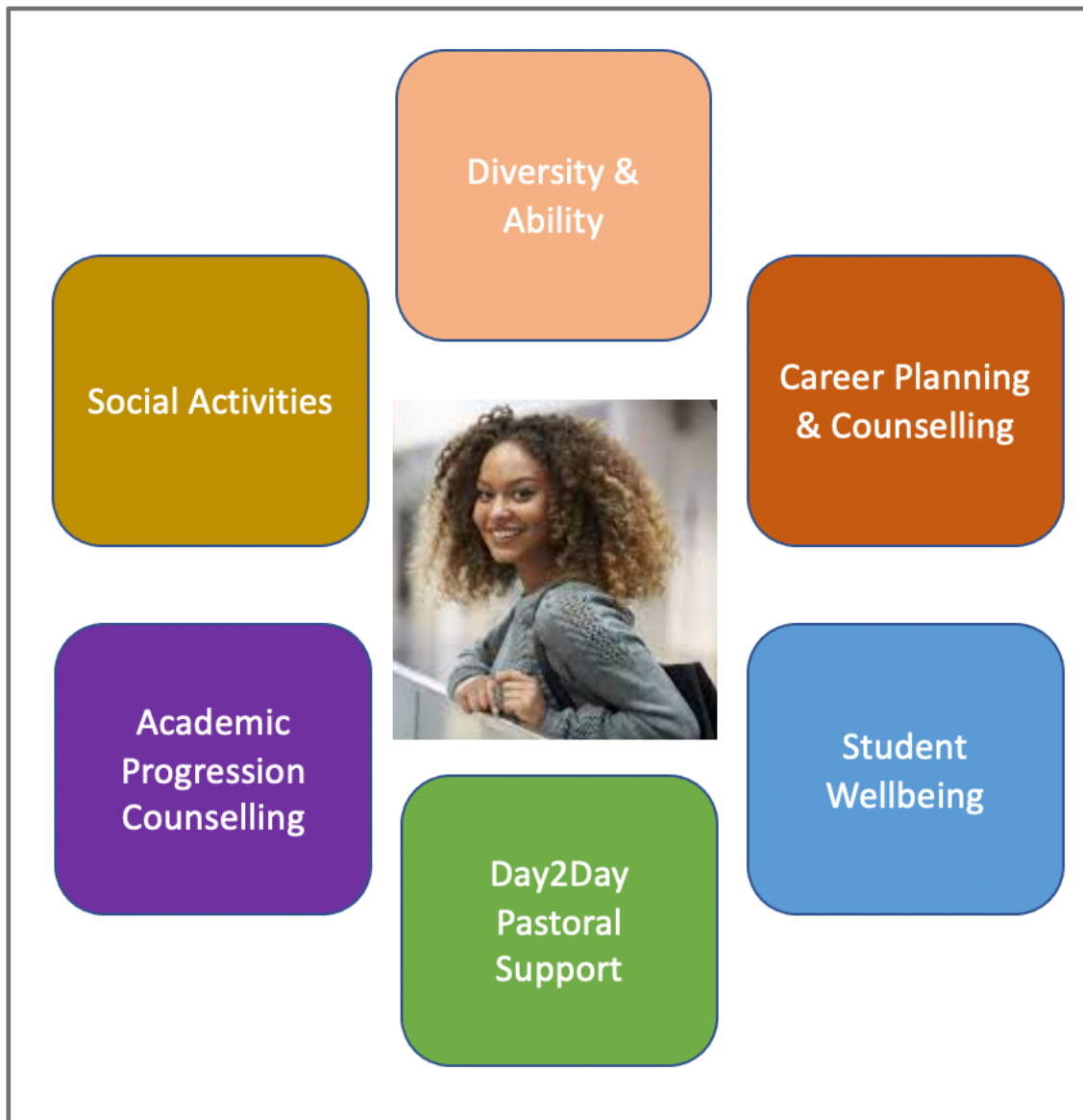
- Academic support
- Wellbeing Support
- Careers and employability
- Social activities
- Diversity and ability
- Day2 day administrative support/personal and academic admin

The Student Support Framework aims to provide an overview of current and planned student support provision; within a support structure covering key areas of academic support, wellbeing, careers and employability, social activities, diversity and ability and day2 day administrative support.

## **STUDENT SUPPORT FRAMEWORK – CURRENT PROVISION AND DEVELOPMENT**

As referenced in our Scalability Plan, IBCM has expanded the range of services to support both a UK , and international student population. The framework is outlined overleaf and will be outlined in each section.

## STUDENT SUPPORT FRAMEWORK



### **DIVERSITY & ABILITY**

Currently, individual learning difficulties or disabilities are identified via initial application and plans made according to requirements. We have put in place a DSA Liaison person to help support and sign post students to appropriate support. We have partnered with Diversity and Ability, who provide a variety of specialist support services; including assisting with DSA applications.

For more information, check :

<https://www.internationalbusinesscollege.co.uk/disability-support/>

## KEY ACTIONS

ACTION	TIME-FRAME
Nominate an internal IBCM DSA Liaison Co-ordinator	Progress : Completed

An internal IBCM DSA Co-ordinator has been nominated. The role is to act as the IBCM liaison person for students who require support and to liaise with external partner (Diversity & Ability.com)

Contact email : [DSA@ibc-manchester.com](mailto:DSA@ibc-manchester.com)

ACTION	TIME-FRAME
Nominate an external DSA Advisor	Progress : Completed

In line with our Scalability Planning, we have appointed Diversity & Ability to provide external DSA Advisor service. The advisor will help with completion of a Personal Learning Plan (PLP) to allow recommendations to ensure students with a learning difficulty or disability receive fair and equal access to education.

The Advisor will support students before enrolment, and then work with them throughout their studies. Our team will make sure you have the assistance you need in classes and exams, help discuss any required adjustments with your tutors, and help apply for Disabled Students Allowance (DSA) funding.

ACTION	TIME-FRAME
Implement Web-page for DSA advise	Completed

We have prepared a draft web-page to act as a key resource for students needing support.

## CAREER PLANNING & COUNSELLING

Our current provision is being enhanced in anticipation of delivery of degree level qualifications to UK students and who plan to move into careers upon completion of their programmes.

In line with our Scalability Planning, a Career Counselling Advisor has been nominated with a brief to enhance our support model to incorporate the following elements;

- **EXPLORE CAREER OPTIONS**  
This will aim to help students identify which occupations or sectors interest you, and the experience, skills and attributes employers look for.
- **EXPLORE FURTHER STUDY OPTIONS**  
This will aim to help students identify opportunities for further study and skills development.

- **BUILD SKILLS AND EXPERIENCE**  
Assist students to build work experience and activities on their CV. Develop skills that make them more employable, such as collaboration, creativity, professionalism, self-motivation, and self-awareness and support students with placements/ internships.
- **PREPARE FOR APPLICATIONS AND INTERVIEWS**  
Assist graduate roles and get ready to apply. Make sure you can articulate your skills and experience to potential employers, so you can stand out from other candidates.

For more information, check:

<https://www.internationalbusinesscollege.co.uk/careers-employability/>

### KEY ACTIONS & TIMEFRAMES

ACTION	TIME-FRAME
Nominate Career Counsellor	Interim appointed.
Implement webpage	Completed.
Annual Career support Schedule agreed	By 30 <sup>th</sup> August 23
Development of Career Hub & Links with Employers enhanced/	Initial Launch: January 24
Staffing and resources will be reviewed annually to ensure that they are appropriate to requirements.	Review : Dec 23

### DAY-TO- DAY PASTORAL SUPPORT

The current arrangement is sufficient for our small volume of UK and International students. Staffing and resources will be reviewed annually to ensure that they are appropriate to requirements.

ACTION	TIME-FRAME
Review staffing subject to student numbers/ Capabilities Planning	Next Review : Dec 23

## ACADEMIC SUPPORT

IBCM is committed to helping you through providing the opportunity for academic support when you need it, through one-to-ones, assessment feedback and workshops. These have been enhanced to include:

### Induction week

During induction week, you will be introduced to the academic skills and procedures that you will need to follow during your studies; alongside resources you have at your disposal.

### Academic Progress Reviews & Tutorials

Every student receives a Progress Review on a termly-basis to check on progress and feedback on any issues and further support needed.

Subject Tutorials are also provided on a termly basis to support you; In relation to your specific modules.

### One2One Support

Throughout your course, you can book one-2-one academic support sessions. Whether you're struggling with your studies or simply wish to improve, our academic team are here to help you succeed as a student.

## KEY ACTIONS & TIMEFRAMES

ACTION	TIME-FRAME
Nominate Academic Support Officer	Completed
Implement webpage	Completed
Review staffing subject to student numbers/ Capabilities Planning	Review : Dec 23

## STUDENT WELL-BEING

The Student Welfare Officer is here to help and support you throughout your studies, by providing all aspects of pastoral care. Contact Reception to setup an appointment or email reception

We know that at times it can be difficult settling onto a new course, not knowing where to go or who to ask. Our tailored and flexible support services can help make your transition into higher education easier, such as matching you with a Peer Mentor.

### **Wellbeing**

IBCM is committed to ensuring that all our students are healthy and happy in their life and studies. As such, we would like to introduce **Togetherall**. A safe community to support your mental health, 24/7.

- Connect with others experiencing similar feelings

- Feel safe, trained professionals are on hand, 24/7
- Stay anonymous, we protect everyone’s identity within the community
- Get results, research shows that our tools, courses and resources help

In line with our Scalability Planning, additional staff training will provided and student - information will be enhanced to support greater wellbeing support for students.

Staffing and resources will be reviewed periodically to ensure that they are appropriate to requirements.

For more information, check:

<https://www.internationalbusinesscollege.co.uk/wellbeing/>

### KEY ACTIONS & TIMEFRAMES

ACTION	TIME-FRAME
Nominate Wellbeing officer	Completed.
Wellbeing Training Wellbeing meeting booking function	By 30 <sup>th</sup> August 23
Implement webpage	Completed.
Review staffing subject to student numbers/ Capabilities Planning	Initial: Dec 24 Review : Annual

### SOCIAL ACTIVITIES

The current arrangement is sufficient for current small volume of UK and International students. These arrangements are outlined at:

<https://www.internationalbusinesscollege.co.uk/sports-recreation/>

Staffing and resources will be reviewed annually to ensure that they are appropriate to requirements. As numbers increase, we plan to institute a Student Guild to co-ordinate and develop student social and group-interests.

ACTION	TIME-FRAME
Plan to be prepared for Board Review	Review : Dec 23