

# **KEEPING IN TOUCH PROTOCOL**

## **Introduction**

1. The University of Law is committed to providing all students with effective and excellent academic and pastoral support while studying as detailed in the Academic and Pastoral Support Policy. This is applicable to students, including those who are current students but not currently in receipt of teaching i.e. students who are intermitting, students who have not met the progression rule for their programme, and students who have finished their teaching but have outstanding assessments.
2. This protocol sets out how the University will keep in touch with these particular groups of students to ensure that they have access to a framework of support that meets their needs.
3. This protocol applies to The University of Law's undergraduate and postgraduate programmes where students have been assigned a Student Journey Advisor.

## **Responsibility for this protocol**

4. The ultimate responsibility for developing clear and effective processes and procedures associated with the quality assurance and maintenance of standards of academic provision and overseeing their application lies with the Academic Board.

## **Key aims and principles**

5. The University has in place an academic and pastoral support system to support students when studying. This system is also applicable to current students who are currently not in receipt of teaching. These are defined as students who have the following student statuses:
  - a) Intermitting students (with student status B-Intermitting). These are students who have been allowed to take a break from study. Applicable to both undergraduate and postgraduate students.
  - b) Undergraduate Students who have not met the progression rule for their programme (with student status B-Dormant). These are students who have not met the academic requirements to commence the next stage of their programme. Applicable to undergraduate students only.
  - c) Students who have not yet finished their assessments (with student

6. This protocol is intended to help the University to support students who are not currently in receipt of teaching to engage with the academic and pastoral support available to them.

## **Procedural approach**

7. Student Journey Advisors.
  - 7.1 The University employs Student Journey Advisors to be the dedicated contact for students for advice, support, and guidance to ensure student retention and success.
  - 7.2 Student Journey Advisors remain assigned to intermitting students and students who have not met the progression rule for their programme. Student Journey Advisors are no longer assigned to students who have completed their teaching but have not yet completed their assessments, but may contact them in accordance with this protocol.
  - 7.3 Student Journey Advisors will proactively contact students who are currently not in receipt of teaching in accordance with this protocol with relevant information to support them with their studies.
    - 7.3.1 Student Journey Advisors may contact intermitting students during the academic year with information about the support available during intermission and advice on returning to study.
    - 7.3.2 Student Journey Advisors may contact students who have not met the progression rule for their programme during the academic year with information about upcoming reassessment periods, and the academic and pastoral support available to them.
    - 7.3.3 Student Journey Advisors may contact students who have finished their teaching but are yet to complete all their assessments during the academic year with information about upcoming reassessment periods and the academic and pastoral support available to them.
  - 7.4 Student Journey Advisors will review the engagement with university resources of intermitting students and undergraduate students who have not met the progression rule for their programme in University systems when appropriate.
  - 7.5 Student Journey Advisors will also contact students who are currently not in receipt of teaching once they have returned to study to provide appropriate information and guidance.
8. Programme and Student Leads (PSLs)
  - 8.1 PSLs will be available to all students who are currently not in receipt of teaching to provide programme specific guidance and refer to subject tutors where appropriate.
9. Academic Coaches
  - 9.1 Academic Coaches remain assigned to intermitting students and students who have not met the progression rule for their programme. Academic Coaches are not assigned to students who have completed their teaching but have not yet completed their assessments.
  - 9.2 Intermitting students and students who have not met the progression rule for their programme will be encouraged by their Student Journey Advisor

to engage with their Academic Coach on academic issues, as well as to access any academic support available on their programme such as revision sessions, or revision study skills support from the Study Skills service.

9.3 PSLs may refer students who have finished their teaching but have outstanding assessments to an Academic Coach where appropriate.

## 10. Elite Access

10.1 Students who are currently not in receipt of teaching will have access to their original course on Elite.

10.2 Students who are currently not in receipt of teaching will be provided with any relevant updates to content that is applicable to their assessments by their programme either through a resit course or updated content in their original course.

10.3 Students who are currently not in receipt of teaching on undergraduate Law programmes will have access to revision recordings for modules that they have outstanding.

## 11. Library

11.1 Intermitting students and students who have not met the progression rule for their programme have borrowing rights, access to all on-line library databases, and access to physical library spaces to allow for continued study.

11.2 Students who have finished their teaching but have outstanding assessments have: access to on-line library databases for 60 days after their course end date<sup>1</sup>; borrowing rights until their course end date; and access to physical library spaces until their course end date. After their course end date,

12.1.12 Assessments

12.2 Students who have finished.32 0 2dd.ir t(e)-3(n)-3(vec-3(e)i2(h)-3(tsg TJET@.00000