

## Summary Sheet

<b>Policy Title:</b>	
Integrated Learner Support	
<b>Purpose of Policy and to whom it applies:</b>	
<p>The purpose of this policy is threefold:</p> <p>To inform students of the expectations and processes around Integrated Learner Support (ILS) at the University of Northampton.</p> <p>To support academic and professional services staff in delivering and facilitating Integrated Learner Support across the University of Northampton.</p> <p>To outline the Integrated Learner Support responsibilities and processes at the University for other relevant staff and stakeholders.</p> <p>This policy applies to all undergraduate students studying at University of Northampton campuses.</p>	
<b>Owner and Department:</b>	
Learning and Teaching Enhancement, Library and Learning Services	
<b>Principal contact:</b>	
<a href="mailto:LTE@northampton.ac.uk">LTE@northampton.ac.uk</a>	
<b>Dissemination and implementation plan:</b>	
SEC approval for Senate consideration Senate approval:	
<b>Date of initial committee approval (state committee name):</b>	AQSC: 23 June 2023
<b>Date of Senate approval:</b>	19 July 2023
<b>Date for implementation and cohorts to which it applies:</b>	All programmes Level 3 to Level 7 for the 2023-24 academic year.
<b>Proposed date of annual update:</b>	May 2024
<b>Date of last annual update:</b>	May 2022
<b>Proposed date of full review:</b>	2023-24
<b>Date of last full review:</b>	2019-20
<b>Version number and date:</b>	V4.0 May 2023

## Policy Document

### 1 Introduction and background

- 1.1 The University of Northampton recognises that all students need academic guidance and pastoral support to promote student progression and help students achieve their academic goals. The University's Integrated Learner Support model is designed specifically to help the University offer all students an excellent student experience.
- 1.2 As part of Integrated Learner Support model, responsibility for an additional layer of academic guidance and pastoral support is shared across different academic and professional services teams so students can be directed and supported appropriately.
- 1.3 Each team or staff member with responsibilities under the model recognises that they are part of a larger support team and that effective liaison between those teams (within legal parameters for sharing information) is essential to delivering a high-quality student experience.

### 2 Purpose and Scope

- 2.1 The purpose of the Integrated Learner Support Policy is threefold:
  - 2.1.1 To inform students of the expectations and processes around Integrated Learner Support at the University of Northampton.
  - 2.1.2 To enable academic and professional services staff in delivering and facilitating Integrated Learner Support across the University of Northampton.
  - 2.1.3 To outline the Integrated Learner Support responsibilities and processes at the University for other relevant staff and stakeholders.

This policy establishes an acceptable level of provision of and institutional support for the ILS model.

### 3 Key Responsibilities

- 3.1 Integrated Learner Support comprises 4 key aspects as shown in Figure 1:

#### Centralised Professional Support

- 3.2 The role of the central **Student Support and Advice Team** is to:
  - 3.2.1 Work with vulnerable students to support retention and achievement.
  - 3.2.2 Triage and undertake case work for students presenting with issues.
  - 3.2.3 Liaise with academic and professional services staff to provide a joined-up set of support for students.
  - 3.2.4 Ensure appropriate referrals of students to specialist support services where required.
  - 3.2.5 Participate in case conferences for students under the Health, Wellbeing and Fitness to Study Policy.



**Figure 1: Integrated Learner Support at the University of Northampton**

- 3.2.6 Review student engagement data to identify students at risk of withdrawal and seek to facilitate early interventions.
- 3.2.7 Track outcomes arising from interventions and monitor effectiveness.

### **Specialist Support Teams**

- 3.3 Mental Health, Counselling, ASSIST, Academic Advice, Finance and Residential Life support all students through self-referral and via their Personal Academic Tutor.

### **Programme Focussed Professional & Academic**

- 3.4 The **Academic Librarian** and **Learning Development** teams in Library and Learning Services (LLS) and the **Changemaker Hub** team provide interventions on academic skills and employability for all students across their academic programme. These sessions will be delivered within core modules planned from a programme perspective to all students. The nature of these interventions will be negotiated between Programme Leaders and Professional Services.
  - 3.4.1 In addition, the **Learning Technology** team will work with the Programme Leader and Personal Tutors to build on the academic and employability skills entitlement to ensure that digital skills are developed in line with the principle of an entitlement to a digital skills curriculum that is

subject/programme specific.

## Programme Focussed Academic Support

3.5 **Personal Academic Tutors** (PAT) provide an integrated layer of academic support to an assigned number of students. Please see the PAT policy for more information.

3.5.1 The **Module Team** will also provide additional support focussed on assignment coaching.

## Learner Analytics

3.6 **MyEngagement**, the University of Northampton learner analytics system will further support student engagement by recording interactions between students and all areas outlined in the diagram above. Student Support and Advice, Specialist Support Teams, and PATs will have appropriate access to MyEngagement to monitor interventions.