

EDA COLLEGE



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Student Support Policy

Version Control/History

Policy Title	Student Support Policy
Policy Reference	EDA-SS-ASF-01
Version	1.0
Approved by	Academic Board
Date of Approval	August 2025
Review Date	August 2026
Version	1.1
Approval Date	11 September 2026
Approved by	Board of Governors
Next Review Date	September 2027
Policy Owner	Student Support Team
Applies To	All academic and professional services staff, students, and partners contributing to student support at EDA College.

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1. Introduction and Purpose

1.1 Purpose of this Policy

EDA College is committed to providing every student with the support they need to fulfil their academic potential and thrive during their time at college. This Student Support Policy sets out the full range of academic and non-academic support services available to all students, the standards to which those services are delivered, and the responsibilities of students, staff, and the college in maintaining an inclusive and supportive learning environment.

This policy is aligned with:

- The EDA College General Academic Regulations 2025–26.
- The Birmingham Newman University Collaborative Provision Operations Manual.
- The EDA College Student Handbook 2026–27.
- The UK Quality Code for Higher Education (QAA, 2024).
- The Office for Students (OfS) Conditions of Registration, 2025.
- The Equality Act 2010.

1.2 Scope

This policy applies to:

- All students enrolled on any programme at EDA College, including the Foundation Year and Levels 4, 5 and 6 of the BSc (Hons) Business Management degree.
- Full-time and part-time students.
- Students at any stage of their studies, including those who have interrupted (suspended) their studies within the permitted window.

1.3 Guiding Principles

All student support at EDA College is delivered in accordance with the following principles:

Support Area	Responsible Party	Action / Outcome
Accessibility	EDA College	Support is available to all students regardless of background, disability, or personal circumstance.
Confidentiality	All Support Staff	Personal information is handled sensitively and shared only on a need-to-know basis, in line with the Data Protection Policy.
Early Intervention	Academic & Support Teams	The college proactively identifies students at risk and offers support before difficulties escalate.
Empowerment	Student & College Together	Students are supported to develop independence, resilience and self-management skills.
Non-judgement	All Staff	All support interactions are free from bias, stigma and discrimination.
Partnership	EDA College & Birmingham Newman	Support is co-ordinated across both institutions to ensure a seamless student experience.

2. Roles and Responsibilities

2.1 EDA College Responsibilities

EDA College will:

- Provide a comprehensive and accessible range of academic and non-academic support services.
- Ensure that all support staff are appropriately qualified, trained and subject to annual professional development.
- Proactively monitor student attendance, engagement and academic performance, and intervene early when concerns are identified.
- Maintain confidentiality of student information in line with the Data Protection Policy and GDPR.
- Ensure support provision is inclusive, accessible and meets the requirements of the Equality Act 2010.
- Communicate clearly to all students the support available, how to access it, and what to expect.
- Liaise with Birmingham Newman University on student support matters as required.

2.2 Birmingham Newman University Responsibilities

As the awarding body, Birmingham Newman University:

- Appoints and oversees Link Tutors who act as the academic quality assurance bridge between the university and EDA College.
- Provides access to OurNewman, the student portal, for results, transcripts and decision letters.
- Issues Birmingham Newman student ID cards, IT accounts, and access to the Birmingham Newman VLE and library resources.
- Oversees the Collaborative Partnership Programme Boards and approves student progression and awards.
- Audits EDA College's application of Mitigating Circumstances and Academic Misconduct procedures.

2.3 Student Responsibilities

Students are expected to:

- Engage actively with their studies and attend all timetabled sessions.
- Seek support at the earliest opportunity when experiencing difficulties, rather than waiting until a crisis arises.
- Keep the college informed of any change in circumstances that may affect their studies, via the Registry and EDAN.
- Engage honestly and openly with support staff, providing accurate information to enable appropriate support to be arranged.
- Follow through on agreed support plans, appointments and action plans.
- Treat all support staff and fellow students with respect and professionalism.

PART A ACADEMIC SUPPORT

3. Academic Support Services

3.1 Overview

Academic support encompasses all services that directly support students in meeting the learning outcomes of their programme, developing academic skills, and achieving their full potential. EDA College's academic support offer is structured across three tiers: universal support available to all, targeted support for students facing specific challenges, and specialist support for students with complex needs.

3.2 Personal Tutor System

What it provides

Every student enrolled at EDA College is allocated a Personal Tutor (PT). The Personal Tutor is the student's first point of pastoral and academic contact. Personal Tutors provide individualised guidance on academic progress, study skills and professional development planning.

Key functions

- Regular one-to-one tutorial meetings (minimum once per semester, more frequently for students identified as at risk).
- Reviewing academic progress and discussing assessment results.
- Supporting students in completing Personal Development Plans and career action plans (particularly relevant to the Personal Development for Managers and Entrepreneurs module at Level 4).
- Referring students to specialist support services where needed.
- Raising early alerts when engagement or performance gives cause for concern.

Students should contact their Personal Tutor at the first sign of difficulty. Do not wait until an assessment deadline has passed.

3.3 Programme Leaders and Academic Staff

Programme Leader

The Programme Leader is responsible for the academic management and day-to-day running of the programme. Students may approach their Programme Leader for:

- Clarification on programme structure, requirements and academic regulations.
- Guidance on module choices and progression planning.
- Support in navigating the mitigating circumstances or extension process.
- Signing off on Interruption of Study or Withdrawal forms where required.

Module Tutors

Each module is taught by an approved module tutor. Students should approach their module tutor for:

- Clarification on assignment briefs and assessment criteria.
- Feedback on formative work and improving academic performance.
- Questions about module content and timetabled sessions.

Module tutors are not permitted to proof-read or approve students' work before submission. However, they can provide guidance on what to focus on in formative feedback sessions.

3.4 Academic Support Team (AST)

The Academic Support Team is a dedicated service supporting students across the degree programme with a range of academic needs. The AST can assist with:

- Extensions — reviewing and authorising extension requests (normally up to three weeks from the original deadline).
- Additional Considerations — guiding students through the application process and reviewing evidence.
- Individual Learning Plans (ILPs) — drafting and formalising negotiated deadline plans for students with complex ongoing needs.
- Study skills development — academic writing, referencing, time management and exam preparation workshops.
- Turnitin and VLE support — helping students navigate electronic submission.

Foundation Year students may make extension requests directly to their Foundation Year tutor during Semester 1. During Semester 2, requests should be made via the VLE or by meeting with an Academic Support Advisor.

3.5 Foundation Year Academic Support

The Foundation Year team provides a particularly intensive level of academic support reflecting the transition needs of students new to higher education. This includes:

Assessment by Engagement Checkpoints

Students in Foundation Year modules EBY011, EBY012, EBY016 and EBY017 are assessed through a continuous engagement framework. Three checkpoints are built into each semester:

- Checkpoint 1 (Week 4 of Semester 1): First engagement review. Failure triggers early intervention — referral to mentors and tutors, and initiation of early withdrawal processes where appropriate.
- Checkpoint 2 (Week 8 of Semester 1): Mid-semester review. Failure of two or more themes triggers targeted intervention including signposting to learning support, student support, and a meeting with the Programme Leader.
- Checkpoint 3 (End of Semester): Final engagement sign-off. Students who do not meet the pass threshold are offered resit opportunities in the failed component.

Engagement Monitoring Spreadsheet

Each student's engagement is monitored and recorded on a spreadsheet updated before each checkpoint. Students can view their own record through the assignment feedback link on the EBY011 and EBY012 Moodle pages, promoting transparency and self-awareness.

3.6 Learning Support and Reasonable Adjustments

Where a student has a disability, specific learning difficulty (such as dyslexia), or long-term health condition, EDA College will arrange appropriate reasonable adjustments in accordance with the Equality Act 2010. These are formalised through a Reasonable Adjustment Plan (RAP) and may include:

- Additional time in examinations or assessments.
- Use of a reader, scribe, or other assistive technology.
- Adjusted assessment submission deadlines.
- Alternative assessment formats (where these do not compromise learning outcomes).
- Accessible learning materials (e.g., audio formats, large print, Braille on request).
- Subtitles for audiovisual resources where possible.
- In-person support during sessions from the college support team.

Memory Aids

For students diagnosed with dyslexia or other specific learning difficulties, the use of memory aids in examinations may be permitted where recommended in a formal diagnostic or Needs Assessment report and where they do not compromise learning outcomes. The nature and content of any proposed aid will be reviewed to ensure no unfair advantage is conferred.

Process for Arranging Reasonable Adjustments

1	Student discloses disability or health condition to the Inclusion Coordinator or Welfare Officer, or is referred by their Personal Tutor.
2	Student completes a disclosure agreement to enable information to be shared with relevant academic departments.
3	Inclusion Coordinator liaises with the Programme Leader and agrees necessary adjustments.
4	A Reasonable Adjustment Plan (RAP) is produced and submitted to the Mitigating Circumstances Board for information.
5	The Assessments Team is notified. Deadline extensions and exam adjustments are implemented in the VLE.
6	RAP is reviewed annually. Students with a RAP in a prior year of the same programme can have it renewed without reapplying to Mitigating Circumstances.

Students who choose not to disclose a condition may not receive the adjustments they need. Disclosure is always voluntary but strongly encouraged. All disclosures are treated in strict confidence.

3.7 Mitigating Circumstances, Extensions and ILPs

Detailed procedures for extensions, Mitigating Circumstances, Individual Learning Plans and Reasonable Adjustment Plans are set out in the EDA College General Academic Regulations and the Student Handbook 2026–27. This policy summarises the support dimension of those processes.

Who can authorise support

Support Area	Responsible Party	Action / Outcome
Extension (up to 3 weeks)	Academic Support Officer or Programme Leader	Student submits extension request before deadline with supporting evidence.
Extension (health-related)	Mental Health Advisor	May approve extensions and amendments to RAP deadlines.
Mitigating Circumstances	Mitigating Circumstances Board	Student submits MC form within 28 days with evidence. Board meets and recommends to PAB.
Individual Learning Plan	Programme Leader + MC Board	Agreed for students with multiple deadlines or defined-end-date circumstances.
Reasonable Adjustment Plan	Inclusion Coordinator + MC Board	For students with ongoing disabilities or chronic health conditions.

3.8 Assessment and Feedback

All students have the right to:

- Receive detailed feedback on all assessed work within three weeks of the submission deadline.
- Access marking criteria and assessment briefs for all modules via the VLE prior to submission.
- Request clarification on feedback from their module tutor.
- Appeal against an assessment decision through the Academic Appeals procedure within one month of receiving their official results letter.

Marks are provisional until confirmed by the Programme Assessment Board. Students are advised to check their marks via OurNewman after each Programme Assessment Board and to report any anomalies promptly to the Assessments and Graduation Team.

3.9 Study Skills and Academic Development

EDA College provides a range of study skills support to help students succeed across all levels of their programme:

Study Skills Area	What is Offered
Academic Writing	Guidance on essay structure, argumentation, academic tone and use of sources; available through the AST and Foundation Year tutors.
Referencing	Training on correct referencing in line with the college's required referencing scheme; accessible via VLE module pages.
Digital Literacy	Workshops and online activities covering VLE navigation, Turnitin submission, Microsoft Office tools, and research databases.
Critical Thinking	Embedded throughout the Foundation Year (EBY011/EBY012) and reinforced across Levels 4–6 through module design.
Time Management	One-to-one guidance from Personal Tutors and the AST; addressed within the Personal Development for Managers and Entrepreneurs module (Level 4).
Exam Preparation	Tutor-led revision sessions (where applicable); feedback on practice questions; past paper review.

3.10 Library and Learning Resources

EDA College students registered with Birmingham Newman University have access to:

- Birmingham Newman University's e-book collection and electronic journal databases through Library Search.
- Subject-specific library guides at <https://libguides.newman.ac.uk/eda>, covering Business Management, financial analysis and statistics.
- EDA College's own library provision to support students in completing their studies.

Students can recommend library resources by emailing Birmingham Newman Library at library-enquiries@newman.ac.uk.

PART B NON-ACADEMIC SUPPORT

4. Health and Wellbeing Support

4.1 Overview and Commitment

EDA College recognises that students' health and wellbeing directly affects their ability to learn, engage and achieve. The college is committed to maintaining a safe, inclusive and nurturing environment, and to providing proactive wellbeing support throughout each student's time at college.

4.2 Mental Health and Emotional Wellbeing

Access to support

EDA College provides access to a Mental Health Advisor who can:

- Offer confidential conversations with students experiencing anxiety, stress, low mood, or other mental health difficulties.
- Advise students on and, where appropriate, authorise extensions or amendments to Reasonable Adjustment Plans related to mental or physical health conditions.
- Refer students to appropriate external services where the college's support is insufficient to meet a student's needs.
- Support students in accessing NHS or community mental health services.

Recognising and responding to mental health concerns

EDA College staff are trained to recognise signs of mental health difficulty, including changes in attendance, engagement, or behaviour. Where a concern is identified:

1	A member of staff (tutor, Personal Tutor, or AST) raises a concern with the Student Support team.
2	The Student Support Officer makes contact with the student in a sensitive, non-stigmatising way.
3	The student is offered a confidential meeting with the Mental Health Advisor.
4	An agreed plan is put in place — this may include a RAP, ILP, referral to external services, or a recommendation to consider interruption of study.
5	The student's progress is monitored, with regular check-ins as agreed.

EDA College does not conduct mental health risk assessments. Where a student appears to be in crisis, staff will connect them promptly with appropriate professional support. Students in immediate crisis should contact NHS 111, Samaritans (116 123), or attend their local A&E.

4.3 Physical Health

Students are responsible for their own physical health and wellbeing. The college supports this through:

- Encouraging students with long-term health conditions to register with a local GP practice.
- Requiring students absent due to illness to notify the college before 9.30am each day of absence.
- For absences of more than five working days, students should provide a copy sick note or GP certificate.
- Where illness is likely to last three weeks or more, students must contact the college to discuss their situation and agree a plan.
- Students returning from extended illness may be required to provide evidence of fitness to return to study.

Accidents on college premises must be reported to a member of staff and an Accident Report Form completed promptly.

4.4 Pregnancy, Maternity and Parenthood

EDA College is committed to supporting pregnant students and new parents throughout their studies. The college follows nationally agreed guidelines and the Equality Act 2010, which requires that students are not penalised for absences related to pregnancy or maternity (including up to 26 weeks after birth).

Students who are pregnant or become a parent during their studies may:

- Apply for a Reasonable Adjustment Plan to accommodate health-related needs during pregnancy.
- Apply for Interruption of Study (suspension) for up to one or two years.
- Apply for Mitigating Circumstances where pregnancy or maternity has affected assessment performance.
- Seek guidance from Student Support Services at any time.

The college has a full Student Pregnancy and Parenthood Policy; students should contact Student Support Services for details.

4.5 Bereavement and Personal Loss

EDA College recognises that bereavement and personal loss can have a profound impact on a student's ability to engage with their studies. The college defines 'family' broadly, recognising those who play or have played an important role in a student's life, not only those to whom the student is directly related.

On experiencing bereavement, a student should:

- Notify their Personal Tutor or Programme Leader as soon as they are able.
- Apply for an extension or Mitigating Circumstances as appropriate, with supporting documentation where possible.
- If the impact is significant and ongoing, discuss with the AST whether a RAP or Interruption of Study may be appropriate.

Where a student is on a professional placement, the placement provider's regulations on absence (which may define 'close family' differently) will take precedence over college policy.

5. Financial Support and Student Finance

5.1 Student Finance Guidance

EDA College provides guidance and support to students completing their Student Finance applications. Students should contact EDA College in the first instance for advice on Student Finance. The college will escalate unresolved queries to the Birmingham Newman Finance team.

Key points regarding Student Finance:

- Birmingham Newman University confirms student registration with the Student Loans Company (SLC) two weeks after the start of teaching for new students, and after re-enrolment for returning students. Maintenance loans are paid into student bank accounts following confirmation.
- Tuition fee payments are made by the SLC directly to Birmingham Newman, who then passes funds to EDA College. Students will receive notification from the college of any queries relating to their tuition fee payment.
- Students who interrupt or withdraw from their programme may have their Student Finance payments adjusted. EDA College will inform students of the financial implications before any formal change to their registration is made.

5.2 Tuition Fees and Debt

Students who withdraw from their programme are liable to pay all or part of their tuition fees, calculated from the date of withdrawal in line with the college's Debt Management Policy. Key provisions:

- No fee is payable for students who withdraw within the first two weeks of Semester 1.
- After two weeks, a proportion of the annual fee is payable, scaled to the date of withdrawal.
- Students in debt to the college may not be permitted to attend graduation ceremonies or receive their award certificate until the debt is resolved.
- Students experiencing financial difficulties are encouraged to engage with the college's Finance Office. Action to enforce debt will not be taken against students who are actively engaging with the college to find a resolution.

Any student who owes public funds after withdrawing from their programme is personally responsible for repaying those funds. The college will advise students on their obligations.

5.3 Financial Hardship

Where a student is experiencing exceptional financial hardship that is affecting their ability to study, they should contact the Student Support Centre. The college will explore available options including:

- Advice on accessing bursaries, hardship funds, or charitable grants.
- Referral to relevant external financial support agencies.
- Consideration of financial hardship as a factor in Mitigating Circumstances applications where appropriate.

6. Disability Support and Inclusion

6.1 Policy Commitment

EDA College is committed to eliminating discrimination, advancing equality of opportunity, and fostering good relations between all members of the college community. Consistent with the Equality Act 2010, the college places a positive duty on all staff to promote equality of opportunity for disabled students and to ensure that policies and practices do not disadvantage them.

The aim of the college's disability provision is not to create lower standards, but to enable students to participate on an equal basis and to demonstrate their ability and potential.

6.2 Disclosure

Students are strongly encouraged to disclose a disability, learning difficulty, or long-term health condition to the Inclusion Coordinator or Welfare Officer as early as possible — ideally before the start of their first semester. Early disclosure enables the college to put adjustments in place before they are needed, rather than reactively.

Disclosure is always voluntary. However:

- Students who do not disclose may not receive the adjustments they need.
- Information shared is held confidentially and shared only with those responsible for implementing agreed adjustments.
- The level of disclosure to any individual will be determined, where possible, by agreement with the student.

6.3 Types of Adjustments

Reasonable adjustments may be made across three areas:

Assessment Adjustments

- Extended deadlines for coursework.
- Additional time or rest breaks in examinations.
- Use of a reader, scribe, computer, or other assistive aid in examinations.
- Alternative assessment formats where these do not compromise learning outcomes.

Teaching and Learning Adjustments

- Provision of accessible lecture materials (e.g., lecture slides in advance, accessible digital formats).
- Subtitles on audiovisual learning materials where possible.
- Flexible seating arrangements or specialist equipment.

Campus and Environment Adjustments

- Accessible physical facilities and signage.
- Breastfeeding and nappy-changing facilities on campus.
- Adjustments to timetabling where significant mobility or other barriers exist.

6.4 Students with Degenerative or Fluctuating Conditions

For students with degenerative, unstable, or fluctuating conditions, adjustments may need to be modified at short notice. Such changes will be processed as amendments to the student's RAP by the Inclusion Coordinator, in agreement with the Programme Leader and with the Mitigating Circumstances Board informed.

7. Careers and Employability Support

7.1 Employability Strategy

EDA College embeds employability throughout the BSc (Hons) Business Management programme. The programme is designed to develop not only academic knowledge but also the practical skills and professional confidence that employers across all sectors seek.

Key employability competencies developed across the programme include:

- Professional confidence — built through presentations, role-play scenarios, group work and networking opportunities.
- Problem solving and critical thinking — developed through case study analysis, simulations and group projects.
- Strategic and business thinking — cultivated across all three years of the degree, particularly at Level 6.
- Reflective practice — embedded through journaling, self-assessments and Personal Development modules.

7.2 Careers Service

EDA College provides a dedicated careers service to all students. The careers service offers:

- One-to-one careers guidance appointments.
- CV writing and interview preparation support.
- Access to job vacancy information and employer engagement events.
- Guidance on further study options, including Birmingham Newman University's MSc International Business or early career MBA.
- Support with LinkedIn profile development and professional online presence.

EDA College students do not have access to Birmingham Newman University's physical or digital careers provision. All careers support is provided directly by EDA College.

7.3 Work Experience and Placements

The BSc (SHons) Business Management programme includes practical, applied assessment elements. Where modules include work-based or placement components:

- Placement support and guidance is provided by the relevant Programme Leader and module tutor.
- Students must comply with the regulations of the placement provider as well as EDA College's own conduct requirements.
- Any concerns arising during a placement should be reported immediately to the Programme Leader.

8. Equality, Diversity and Inclusion

8.1 Commitment

EDA College is committed to providing equal opportunities to all students, irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. The college actively promotes an inclusive learning environment where every student feels valued, respected, and supported.

8.2 Anti-Harassment and Anti-Bullying

EDA College has a zero-tolerance approach to harassment, bullying, and discrimination. This includes:

- Physical, verbal, or online harassment of any student or member of staff.
- Racial, sexual, or other forms of discriminatory harassment.
- Cyberbullying or misuse of social media directed at members of the college community.

Students who believe they have been subject to harassment or unacceptable behaviour should report this to the Registrar or Principal. The college will consider whether the Student Disciplinary Procedures have been breached and may take action accordingly. Complaints between students are handled under the Student Disciplinary Procedures, not the complaints procedure.

8.3 Prevent Duty

EDA College has a statutory duty under the Counter-Terrorism and Security Act 2015 (the Prevent Duty) to have due regard to the need to prevent people from being drawn into terrorism or extremism. This does not restrict legitimate debate and discussion; rather, it commits the college to supporting students in critical thinking, developing resilience, and reporting concerns appropriately.

Any student who has concerns about another student's wellbeing or who has encountered material promoting extremist or terrorist views should report this confidentially to the Principal or Registrar.

8.4 Name Change and Gender Identity

EDA College is committed to respecting and affirming the identity of all students. Students who wish to update their name on college records should contact the Registry with appropriate evidence (e.g., deed poll, marriage certificate, court order). Students who have undergone or are undergoing gender reassignment are entitled to have their certificates reissued in their confirmed name without a standard fee being charged.

9. Safety, Campus Welfare and Conduct

9.1 Health and Safety

EDA College owes a duty of care to all students and staff and seeks, as far as is reasonably practicable, to ensure the campus is a safe place to work and study. Students must:

- Comply with all reasonable safety instructions from any member of staff.
- Report all personal accidents to their tutor and complete an Accident Report Form.
- Not undertake actions likely to cause injury or impair safety on college premises.

Fire drills are conducted regularly. The fire alarm is tested every Thursday at midday. If the alarm sounds at any other time, or for longer than a few seconds at midday, all students must evacuate to the nearest evacuation point.

9.2 Alcohol and Substance Use

The college operates a strict policy on alcohol and substance use on campus:

- Students must not attend sessions under the adverse influence of alcohol or any other intoxicating substance.
- Alcohol may not be consumed during timetabled sessions where this would adversely affect study.
- Possession of illegal drugs on college premises is a criminal offence. The college will report any such incidents to the police.
- The college operates a total no-smoking ban on all premises, including the front entrance, with the exception of designated external smoke shelters.

9.3 CCTV and Security

The college operates a CCTV system for the prevention and detection of crime and for use in disciplinary proceedings. CCTV footage may be shared with the police or other authorities where legally required.

9.4 Lost Property and Theft

The college cannot accept responsibility for the loss of private property on college premises. Any lost property is retained at the Security Lodge for a reasonable period. Students who believe they have been the victim of theft on campus should report this to the Security Lodge and, if appropriate, the police.

9.5 Student Conduct

All students are expected to conduct themselves appropriately at all times, including in online environments and on placement. The college's Student Disciplinary Procedures apply to any conduct that:

- Interferes with the functioning of the college or the rights of others to study and work.
- Constitutes a criminal offence.
- Amounts to dishonesty, fraud, or deliberate deception.
- Involves harassment, abuse, or threatening behaviour towards any person.
- Brings the college into disrepute.

Disciplinary action can be taken for conduct on or off college premises, including on placement or in online spaces, where it impacts the college community or its reputation.

10. Student Voice and Engagement

10.1 Student Representation

EDA College values student feedback as a critical component of quality improvement. At least one student per cohort is nominated as a Student Representative at the start of each intake. Student Representatives:

- Represent the views of all students in their cohort at the Staff Student Consultative Committee (SSCC).
- Act as a communication channel between students and the programme team.
- Contribute to the Annual Evaluation Review (AER) process.

Students may not sit on Subject Boards or Collaborative Partnership Programme Boards. All SSCC minutes are shared with the Birmingham Newman Collaborative Partnership Unit and the Link Tutor.

10.2 Staff Student Consultative Committees (SSCCs)

One SSCC is held each semester. The SSCC is chaired by the Programme Leader and attended by the Birmingham Newman Link Tutor. The SSCC provides a structured forum for students to raise matters relating to:

- Teaching quality and programme delivery.
- Assessment and feedback practices.
- Support services and resources.
- Campus environment and facilities.

10.3 Module Evaluation Questionnaires (MEQs)

At the end of each semester, students are invited to complete a Module Evaluation Questionnaire (MEQ) for each module studied. MEQ feedback is reviewed by the Programme Team, the Birmingham Newman Link Tutor, and the Academic Partnerships Lead, and forms part of the Annual Evaluation Review. EDA College is committed to sharing the outcomes of MEQ reviews with students and reporting on actions taken in response to feedback.

10.4 Making a Complaint

If a student is dissatisfied with any aspect of their experience at EDA College, they are encouraged first to seek informal resolution with the relevant member of staff. If the matter cannot be resolved informally, a formal complaint may be submitted in accordance with the college's Student Complaints Policy.

Formal complaints must be submitted within three months of the incident occurring. The complaints process is also available to students for three months after leaving the college. Students remain dissatisfied after exhausting the college's process may refer their complaint to the Office of the Independent Adjudicator (OIA).

Complaints brought with frivolous, vexatious or malicious intent may themselves be grounds for disciplinary action.

11. Monitoring, Early Intervention and At-Risk Students

11.1 Attendance and Engagement Monitoring

EDA College monitors student attendance and engagement through a comprehensive and proactive framework:

- Electronic registers are completed by staff using EDAN at each timetabled session.
- Moodle (VLE) activity logs are reviewed regularly to identify students who are not engaging with online learning.
- Assessment submission patterns are monitored by the Assessments Team.
- Personal Tutors conduct regular tutorial meetings and raise concerns via the early alert system.

Birmingham Newman University's Head of Academic Partnerships monitors overall attendance and retention data through the collaborative partnership reporting process. The college will also report attendance data as required for Student Finance and statutory purposes.

11.2 Early Intervention Protocol

Where monitoring identifies a student who may be at risk, the following protocol applies:

1	Concern identified — via missed register, VLE inactivity, non-submission of assessment, or report from a member of staff.
2	Personal Tutor or AST contacts the student within five working days to check wellbeing and discuss barriers to engagement.
3	Where the student engages — an agreed plan is put in place (e.g., additional tutorial support, extension, MC application, RAP).
4	Where the student does not respond — a formal at-risk notification is issued. Registry, Programme Leader, and Student Support are informed.
5	If non-engagement continues beyond 14 days of classes with no contact — the college may initiate the formal Withdrawal process in line with the Attendance and Engagement Policy.
6	All interventions and outcomes are recorded and monitored. Progress is reviewed at the next Programme Assessment Board.

The college will always attempt to contact and support a student before initiating withdrawal. Withdrawal will only be confirmed at the end of an academic year after all resit Programme Assessment Boards have taken place, and only with the formal approval of the Principal.

11.3 Students Returning from Interruption of Study

Students returning from a period of interruption (suspension) will receive a structured re-induction. Before returning:

- The Registry team will contact the student to confirm their return date and any changes to their programme.
- The student must provide a formal written response confirming their intention to return.
- Approval must be received from the Programme Leader following a meeting with the student.
- Any outstanding assessments are agreed as part of the return plan.
- Re-enrolment is processed by EDA College Registry, who will notify Birmingham Newman Registry.

Students who fail to return after two years of interrupted study, and who do not respond to contact from the Registry, will be automatically withdrawn from the college.

12. Related Policies and Documents

12.1 EDA College Policies

This policy should be read alongside the following EDA College policies, all available on the college website (www.edacollege.co.uk) and the VLE:

Support Area	Responsible Party	Action / Outcome
General Academic Regulations 2025–26	Registrar	Core regulatory framework for all academic matters.
Student Handbook 2026–27	Principal	Key information for students on programme, regulations and support.
Attendance and Engagement Policy	Head of Student Support	Minimum attendance requirements and monitoring processes.
Student Academic Integrity Policy	Registrar	Plagiarism, collusion, AI use and academic misconduct.
Student Disciplinary Procedures	Principal	Conduct expectations and disciplinary process.
Data Protection Policy	Principal	How personal data is collected, stored and used.
Debt Management Policy	Head of Finance	Tuition fee liability, debt recovery and hardship processes.
Student Pregnancy and Parenthood Policy	Head of Student Support	Support for pregnant students and new parents.
Fitness to Study Policy	Principal	Process for managing students whose health impacts their ability to study safely.
RPcL/RPeL Policy	Registrar	Recognition of Prior Learning procedures and eligibility.
Student Complaints Policy	Registrar	Formal complaints procedure for students and applicants.
Academic Appeals Procedure	Registrar	Process for appealing Programme Assessment Board decisions.

12.2 External Frameworks and Standards

- UK Quality Code for Higher Education (QAA, 2024).
- OfS Conditions of Registration, 2025.
- Equality Act 2010.
- Counter-Terrorism and Security Act 2015 (Prevent Duty).
- UK GDPR and Data Protection Act 2018.

13. Quick Reference: Who to Contact

13.1 EDA College Support Contacts

If you need help with...	Contact	How
Academic progress / personal development	Your Personal Tutor	Contact via college email or EDAN
Additional Consideration / LSPs	Academic Support Team (AST)	Apply via EDAN or meet with AST in person
Disability / RAP / learning support	Inclusion Coordinator / Welfare Officer	Contact via college email or drop-in
Mental health and emotional wellbeing	Mental Health Advisor	Confidential referral via AST or Personal Tutor
Module content / assessment queries	Your Module Tutor	Contact via college email or VLE message
Programme structure / regulations	Programme Leader	Contact via college email or EDAN
Withdrawal / interruption / registration changes	Registry Team	Complete forms on EDAN; attend Registry in person
Student Finance queries	EDA College Finance / Admissions	0330 088 0332 or college email
Careers guidance	EDA College Careers Service	Book appointment via college website
Harassment / bullying complaint	Registrar / Principal	Contact in writing via official college email
General complaints	Registry / Student Complaints Officer	Submit via college website complaints procedure
Admissions queries	EDA College Admissions Team	0330 088 0332

13.2 Birmingham Newman University Contacts

Academic Partnerships Lead	Rana Ali — rana.ali@staff.newman.ac.uk
Link Tutor (Business Management)	Swati Chattopadhyay — s.chattopadhyay@staff.newman.ac.uk
Link Tutor (Foundation Programme)	Janelle Kolas — j.kolas@staff.newman.ac.uk
Registry	registry@newman.ac.uk
Library (EDA Students)	https://libguides.newman.ac.uk/eda
Student IT Service Desk	itservicedesk@newman.ac.uk

13.3 External Support

Samaritans (24hr crisis line)	116 123 (free, any time)
NHS 111	111 — urgent medical or mental health advice
Student Loans Company	www.gov.uk/student-finance
Office of the Independent Adjudicator	www.oiahe.org.uk — complaints beyond college process
Citizens Advice	www.citizensadvice.org.uk — financial or legal advice