

<Creative Academy>

<Student Support Strategy>

Overview

A student support strategy integrates academic guidance, mental health services, and community building through a "whole university" approach, fostering belonging and resilience. Key elements include proactive mentoring, personalised support, inclusive, accessible digital tools, and clear, empathetic communication from staff to empower student success and engagement.

Key elements of the Student Support Strategy

- **Integrated Support Teams:** Coordinated efforts between academics and professional staff to ensure consistent, timely, and empathetic support.
- **Proactive Wellbeing Services:** Embedding mental health support across all levels, focusing on preventative care rather than only crisis response.
- **Inclusive Academic Design:** Implementing universal design in teaching, such as diverse assessment formats, and accessible resources.
- **Peer Mentoring & Community:** Creating opportunities for students to connect with peers, which increases engagement and provides a sense of belonging.
- **Data-Driven Personalization:** Using data analytics to identify at-risk students early and provide personalised "buddy" systems or tailored interventions.
- **Inclusive & Diverse Environment:** Culturally competent staff, diverse curriculums, and inclusive campus environments to support underrepresented students.

Actionable Strategies for Implementation

- **Supportive Onboarding:** A comprehensive induction programme for both new and returning students to build initial engagement.
- **Clear Communication Channels:** Using platforms for students to easily access resources and connect with staff.
- **Continuous Monitoring:** Regular evaluation of student feedback and staff training to ensure support strategies remain effective.
- **Specialist Casework:** Dedicated services to address complex or long-term challenges, such as mental health issues or financial hardship

Creative Academy's Student Support Strategy

Creative Academy is committed to fostering an environment where every student has the resources, guidance, and encouragement needed to succeed academically, personally, and professionally. This strategy outlines the systems, services, and principles we follow to support our students throughout their university journey.

1. Principles of Support

- **Accessibility:** All students have equal access to support services and these services aim to be anticipatory – not reactionary.
- **Proactivity:** We aim to identify and address challenges early, before they become barriers to success.
- **Inclusivity:** Support is culturally responsive, respectful of diverse needs, and tailored to individual circumstances.
- **Collaboration:** We work in partnership with students, staff, and the wider community to provide holistic support.

2. Academic Support

- **Advising & Guidance:**
 - Our Student Support Manager or Personal Tutors are available for course planning, degree progress checks, and study pathway advice.
 - Students are encouraged to meet with their Personal Tutor at least once per semester.
- **Tutoring & Workshops:**
 - Free subject-specific tutoring and skills workshops (e.g., research, writing, time management).
- **Learning Resources:**
 - Access to digital libraries, course recordings, and study guides via Creative Academy's and UWL's online learning platforms.

3. Wellbeing & Personal Support

- **Counselling & Mental Health Services:**
 - Listening Service delivered by the Student Support Manager.
 - Confidential, free counselling sessions for individuals via referral.
 - Crisis support available at Safe Haven.
- **Peer Support Programmes:**
 - Student-led networks offering mentorship and community connections.

4. Financial Support

- **Scholarships & Grants:**
 - Information and application support for merit-based and needs-based awards.
- **Emergency Aid:**
 - Short-term financial assistance for unexpected hardships.
- **Budgeting Advice:**
 - One-on-one sessions with financial counsellors.

5. Accessibility & Inclusion

- **Disability Support:**
 - Reasonable Adjustment Plans, assistive technologies, and classroom accommodations.

6. Career Development

- **Career Counselling:**
 - Guidance on career planning, CV preparation, and audition techniques.
- **Work-Integrated Learning:**
 - Opportunities to gain professional experience during studies.
- **Employer Networking:**
 - Industry talks, and alumni mentoring.

7. Early Intervention & Progress Monitoring

- **Progress Checks:**
 - Regular academic performance reviews to identify students needing additional support.
- **Referral System:**
 - Staff may refer students to appropriate services if concerns arise regarding attendance, performance, or wellbeing.

8. How to Access Support

- **Email / in person:** Appointments can be booked with the Student Support Manager via an open calendar
- **Drop-in times:** Specific curriculum Wellbeing lectures include drop in sessions.
- **Personal Tutor/Lecturer/Management:** Any staff member can refer a student for Wellbeing Support.

9. Student Responsibilities

- **Engage with Support:** Seek help early and follow up on referrals.
- **Communicate Openly:** Share relevant information so support can be tailored effectively.
- **Participate Actively:** Take responsibility for using resources provided and acting on advice received.

10. Continuous Improvement

We welcome feedback on our support services. Students can submit suggestions via email channels or using the suggestion box onsite.

Reviewing this statement or policy

This policy or statement will be annually reviewed to ensure it is fit for purpose, up to date and effective. Student representation will be part of the process to ensure that it is fair and clear.

Any changes will be uploaded to the website, ensuring that it is accessible to prospective and current students. For general enquiries and/or complaints regarding this statement, please contact the Creative Academy using the information below:

- By phone - 01753 875400
- By email - info@creativeacademy.org
- By post - Creative Academy, 73a Stoke Poges Lane, Slough, Berkshire, SL1 3NY
- By website - using the contact us page on www.creativeacademy.ac.uk
- For complaints - please see the complaints process on the website