

STUDENT SUPPORT POLICY

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POLICY HISTORY

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I. PURPOSE

British University Vietnam (BUV) is committed to providing an excellent learning experience for all students. BUV is also committed to supporting its students' academic abilities as well as their wellbeing, recognising a positive approach to the management of physical and mental health issues that may affect student learning, academic achievement and the wider student experience. We offer a wide range of support, from easily accessed online resources to peer support and one-to-one appointments with specialists from our support services - all designed to help you make the most out of your university experience.

II. SCOPE

The policy applies for all students who study at British University Vietnam (BUV).

III. STUDENT SUPPORT PRINCIPLES

3.1. BUV's responsibilities

BUV is aware of its responsibility to maintain a safe and positive environment for all students and staff, but also expects students to study and work co-operatively and in close proximity with each other, as well as conduct themselves in a manner which does not impact negatively on those around them. However, BUV also has to balance the needs and rights of an individual student against the need to protect the wellbeing of fellow students and staff.

In order to assist students to meet their academic obligations and maintain the quality of its degrees, whilst at the same time supporting the students' welfare needs, BUV provides a wide range of support to students. These support services may be formal or informal, and includes, but is not limited to, the following:

- i. 1-1 support sessions with appropriate faculty members.
- ii. Supporting workshops for re-work and re-sit papers.
- iii. 1-1 sessions to discuss why students might be failing and offering support.
- iv. Supporting the student's individual and independent learning needs.

- v. Providing any special support, assistance or adjustments to processes that may be required by students in response to the declaration of a disability.
- vi. Encouraging students to engage with all the opportunities that BUV has to offer to develop their academic development and social and emotional well-being.
- vii. Induction sessions for the Canvas Learning Management System (LMS); The LMS also holds all information relating to their academic studies, University services, regulations accessing their schedule and other important information.
- viii. Signposting services that students might access to support their further development or to obtain appropriate professional guidance on academic or pastoral matters and providing appropriate assistance where required to support students in accessing such services.
- ix. Ensuring that support meetings are arranged at appropriate intervals if necessary.
- x. Respecting confidentiality and protection of information shared by the student.
- xi. Anti-Plagiarism workshops.
- xii. Academic Misconduct Meeting with Personal Tutor.
- xiii. Attendance Management procedure.
- xiv. Student Disciplinary procedure.
- xv. Academic Conduct procedure.
- xvi. Appeal procedure.
- xvii. Academic Recovery Panel.
- xviii. Extenuating Circumstances procedure.
- xix. Student At Risk procedure.

3.2. Proactive student support approaches

Where a student has been unable to maintain the levels of academic engagement required and/or where BUV considers that the needs, rights,

safety and security of the BUV community outweigh those of an individual student, BUV may take action in a number of ways:

- i. For straightforward cases of misconduct: Student Disciplinary procedure applies for non-academic misconduct and Academic Conduct procedure applies for academic misconduct.
- ii. For cases of serious mental ill-health, Students' Well-being and Psychological Counsellor will be involved to take early intervention.
- iii. In cases where a student's health, wellbeing or behaviour is having a detrimental effect on the ability of an individual student to meet the academic requirements of study or impacts the wellbeing of other students and staff, the Student at Risk (SAR) procedure applies. The SAR committee will intervene and provide timely, appropriate, customised and coordinated support designed to assist the student in completing their degree (see Student at Risk procedure for further details).
- iv. For cases of non-attendance, non-engagement and/or academic insufficiency, the Attendance Management Procedure applies. In which, the Academic Recovery Panel (ARP) will meet to consider cases where the student's engagement with their study falls below acceptable standards. The decision process will consider all mitigating circumstances and conclusions are oriented towards determining what is in the student's best academic interest to optimise their success on the programme (see Academic Recovery Panel procedure for further details).

IV. SUPPORTIVE LEARNING ENVIRONMENT

At BUV, we are committed to providing a safe, secure and supportive environment for all staff, students and visitors who access our services, grounds and facilities. Safeguarding is everyone's responsibility. Staff and students alike have a role to play in keeping each other and themselves safe. We all have a duty to take action if we have a cause for concern about the safety and

wellbeing of others. The student-centric and supportive learning environment of BUV is developed based on the following pillars:

4.1. Student guidance

Our team of knowledgeable, friendly Student Information Office staff (SIO) can help students with any problems or questions they may have during their time with BUV.

Students can talk to members of the SIO about any issues they may have about not only their studies, but any issues they may be experiencing outside of their academic life such as financial hardships, careers, and personal development. SIO will signpost students to the most appropriate University resource, which may include Student Life, Student Wellbeing and Development Office, Careers, Industrial Relations and Alumni Office staff, or the Psychological Counsellor for counselling and other mental health services.

4.2. Student Association Committee (SAC)

BUV actively seeks to create and maintain a culture of equality, diversity and inclusion. We believe in providing everyone with an opportunity to fulfil their potential. BUV has a total of 30 student-run clubs and societies, covering a wide range of business, sports, fashion, culture, recreation, and social interests. Regardless of student personal circumstances or personal characteristics, they will be part of an inclusive and supported community.

The BUV Student Association Committee (SAC) embarks on the mission to connect the University and our undergraduate students. The SAC consists of 7 students who are voted by all BUV undergraduate students to become their representatives on the student council.

The SAC is the official representative body of the undergraduate students’ interests and concerns. Said interests and concerns are exchanged in dialogues with University administration to enforce transparency, inclusivity, and co-efficiency for the sake of the student community. The Student Association Committee is thus formed by, and works for, the undergraduate students at British University Vietnam under the oversight of the Student Experience Department.

4.3. Diversity and inclusiveness

Our campuses are alive with different cultures and languages. We have students from many different races and ethnicities studying with us on our campus, including an international student community.

Everyone at BUV has the right to explore or practice their faith in a safe, welcoming environment.

BUV are proud of our diverse campus and are committed to the wellbeing of students from the LGBT+ community.

The Student Information Office and Course Office will ensure that disabled students’ individual needs are met before starting a course, during a course of study and after graduation. A range of services are on offer including Students’ Well-being and Psychological Counsellor, assistive technology, financial advice and help with career orientation and development.

V. RELATED POLICIES, PROCEDURES AND DOCUMENTS

1	Student Centred Learning and Teaching Policy
2	Academic Conduct Procedure
3	Exceptional Circumstances Procedure
4	Attendance Management Procedure
5	Student At Risk Procedure
6	Student Association Committee constitution