



Student Support Policy

Last approved: September 2025

Approved by: Quality Committee

Next review due: September 2026

The primary aim of the policy is to ensure that students can, with appropriate adjustments and support, participate safely, appropriately, and successfully in all aspects of teaching, learning and assessment.

BN1 Arts is committed to supporting students to thrive and succeed during their time with us. We recognise college life can at times be challenging and want to ensure students are clear on where they can find the support they may need.

Our commitment also relies on our students' commitment to let us know how they are doing and for them to understand where to access support if they need it. We want all students to be confident to ask us for help, whether it is about academic studies or anything else. We have staff and specialist teams who are here to advise and help.

Pastoral Support

Students can receive advice, support and guidance from the Student Support Team on a range of issues such as mental health and wellbeing concerns, relationship and friendship issues, additional learning needs, financial hardship, complaints or anything else relating to wider college life.

The Student Support team operates an open door policy and endeavours to be available for students during college hours to offer advice, support, guidance and respond to students in crisis. They can also be contacted by emailing studentsupport@bn1.co.uk

Where appropriate, the Student Support team may refer students to our counselling team to access short-term counselling. The counselling service is confidential and available to all students.

Students may also be referred to external specialist agencies, depending on the support they need.

Monitoring

Student progress is closely monitored by the Student Services team, who keep records of each student's achievement and of their uptake of pastoral support and counselling. Attendance is also monitored and there is a system of communication

between the tutor team and the Student Support team, to ensure that any persistent lateness or non-attendance is closely tracked and followed up. Information on how these records are stored can be found in the [Data Protection Policy](#).

Learning Support

Students with additional learning needs should inform the Student Support team as soon as possible if they feel they require learning support to aid them in their course. If additional learning needs are stated prior to enrolment, the Student Support team will contact each student to discuss their requirements and any support that needs to be put in place.

Disability Strategy

BN1 Arts aims to have an inclusive approach and students with learning difficulties and disabilities may apply for any course in the College if they meet the specified entry requirements. BN1 Arts is committed to ensuring that disabled people, including those with learning difficulties, are treated fairly. All reasonable adjustments to provision will be made to ensure that disabled students and other disabled people are not substantially disadvantaged.

Suggestions or Concerns

Students can, at any time, raise individual concerns or suggestions by sending an email or a written communication to the Student Support team.