



**LONDON GRADUATE SCHOOL**

**Student Support Policy**

## **STUDENT SUPPORT POLICY**

At London Graduate School we want you to make the most of your studies.

We will support you from the very beginning with a clear induction to your programme. This will inform you of what you need to know about studying with us, module tutors and personal tutors as well as how to access materials and of course the all-important myunihub.

As you progress, you will have a team of support staff giving you any guidance or help you might all of whom are experienced in supporting students all over the world to achieve their ambitions.

Your London Graduate School tutors will help you through your modules and they are the first person to approach, via email, if you have any questions about your course or assignment and they would normally be your first point of contact for your study queries. They will of course support you to navigate through the programme materials in addition to hosting webinars and discussions.

In addition, you will be allocated a personal tutor who will help you to keep track of your progress through your studies and provide any additional academic guidance you may need during your time with us.

The Programme manager is responsible for the day to day administration of your course and provides details such as timetables, assignment information and deadlines among other things.

### **Other Support**

In addition to academic services, London Graduate School student support team is available to provide any additional support you may need. We know that whilst studying for your degree is rewarding, it can also add pressure which may on occasion be stressful. We also know that juggling life and studies needs clear planning and can be complex at times. Our student support team are there to provide additional help.

Student support services provide additional guidance where needed in relation to online resources and study guides, and much more. Areas we can help you with include:

- writing and presenting
- developing thinking
- using literature critically
- managing projects
- articulating knowledge
- communicating your ideas
- preparing for exams and assessment.

For our international students, we have regional Non-Academic Support Partners (NASPs) who can offer physical premises if you need access to web services or to provide facilities to participate in webinar tutorials, if this is needed. Access to this is through our student support team.

They can be contacted any time at [student-support@lgs.ac.uk](mailto:student-support@lgs.ac.uk)

Disability Services is also part of our Student Support Services and is available to help with your study support requirements if you have a disability.

Whether you're a prospective student, applicant, current student or member of staff supporting students, we are here to assist.

Disability can mean different things to different people. It may include you if you have study support requirements related to a disability, for example:

- dyslexia
- specific learning difficulties/differences
- mental health difficulties
- autism
- a long-term health condition.

Further information can be found by contacting our student support team [student-support@lgs.ac.uk](mailto:student-support@lgs.ac.uk)

### **Complaints and Appeals**

London Graduate School is committed to providing you with a high-quality educational experience. When an issue arises, we undertake to achieve an effective and efficient resolution. However, where this is not possible, there are a number of procedures that you can use to raise your concern and, if necessary, make a formal complaint or academic appeal.

As we follow the awarding institution's academic regulations in this event, more details can be found in the academic regulations and in your student handbook.

In the first instance a complaint or appeal should be directed to [appeals@lgs.ac.uk](mailto:appeals@lgs.ac.uk)