



LANDED

Global Education Services Ltd.

Student Support Policy



Table of Contents

1.1 Introduction	3
1.2 Aim and Objectives.....	3
1.3 Equality and Diversity Statement.....	3
1.4 Student Support Policy	4
2.1 Confidentiality.....	4
2.2 Expected Standards – Landed Team.....	4
2.3 Landed’s Expectations of Students.....	5
Contact Us	5

1.1 Introduction

Landed prides itself on its global outlook, welcoming students from diverse social and ethnic backgrounds. Our programs host candidates hailing from multiple countries, fostering a rich cultural tapestry within our community. This policy delineates the range of support systems within the organisation, all geared towards facilitating students' achievement in their academic pursuits.

1.2 Aim and Objectives

The aim of this policy is to establish a comprehensive support mechanism for students encountering challenges during their time with Landed, whilst creating a conducive environment for student learning, support, and experience; and providing lifetime opportunities for career and academic progression of our students. It seeks to achieve the following objectives, including to:

- Help students succeed in all their educational and training needs.
- Encourage, motivate, and support all individuals and groups within local communities who wish to take advantage of the higher education provided at the international pathway level.
- Demonstrate the benefits that education brings.
- Provide crucially important lifetime educational opportunities and progression to enable everyone to realise their full potential.
- Work towards being a major provider of opportunities for people with educational disadvantages by removing barriers to their education and training needs.

1.3 Inclusivity Statement

Landed wants to meet the aims and commitments set out in its Student Inclusivity Policy. This includes not discriminating against applicants of different backgrounds and building an accurate picture of the make-up of student cohorts and the organisation's workforce in encouraging inclusivity. Therefore, we are committed to achieving a working environment which provides equality of opportunity and

freedom from unlawful discrimination on the grounds of race, sex, pregnancy, and maternity, marital status, gender reassignment, disability, religion or beliefs, age, or sexual orientation.

1.4 Student Support Policy

Landed is committed to providing the necessary support you need to help you thrive and succeed during your academic journey. It is evident that being a mature student is challenging, as you must juggle between your personal life and your study, and as a result, we want to ensure that you know where to find or obtain the right kind of support or information you may need to succeed on your course. Moreover, we count on your engagement and commitment to help us know not only the kind of support you need but how you are progressing with your study. Therefore, we expect you to be confident in asking our team about your academic study needs or anything hindering or affecting your ability to study. Landed has an open communication policy with our staff to provide the necessary advice and support you may need.

2.1 Confidentiality

In all matters regarding personal information and details of students, Landed will strictly uphold standards of confidentiality and the Privacy Policy.

2.2 Expected standards – Landed Team

Landed staff must maintain the following standards:

- o Deal with requests and enquiries accurately, promptly, and efficiently.
- o Ensure that all staff delivering the service are appropriately qualified, trained and supported in their roles.
- o Seek regular feedback from service users and clarify who students should contact for complaints, compliments, or suggestions.

- o Regularly train, monitor and review the performances of support staff, taking on board and acting upon feedback from students and other relevant sources.
- o Participate in a quality improvement/assurance process
- o Provide data for the annual quality monitoring report.

2.3 Landed's expectations of students:

- I. Openly discuss any challenges you are facing in your studies or student life so we can offer tailored support.
- II. When seeking assistance, provide staff with relevant information to facilitate effective support.
- III. Act on any agreed-upon steps resulting from advice or guidance given, including accessing recommended additional support.
- IV. Maintain communication with the supporting staff member(s), whether through face-to-face meetings, Zoom / Google Meet / MS Teams video/audio calls, telephone calls, or emails. If you prefer a specific mode of communication, please inform us.
- V. Attend all individual and cohort group meetings you are invited to and actively participate in the discussions. If unable to attend, kindly notify our team in advance.

Contact Us

If you have any questions about this Student Support Policy, please contact us at info@landed.zone

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