



## WC 31 – STUDENTS’ SUPPORT POLICY

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## Introduction:

At Westerfield College, we recognise that our students' success and well-being are paramount to their academic journey. We are committed to providing a supportive and inclusive learning environment that fosters academic excellence, personal growth, and social development. This Students Support Policy outlines the comprehensive range of services, resources, and support mechanisms available to our students, ensuring they receive the guidance and assistance needed to overcome challenges, achieve their goals, and reach their full potential.

A well-implemented student support policy is essential for the holistic development of students, the success of the institution, and the promotion of equity and inclusivity in higher education. The Student Support Policy of Westerfield College stands as a cornerstone in the institution's commitment to providing a level playing field for all its students. This policy extends beyond academic support and also encompasses broader facets of student development, encompassing the cultivation of soft skills, personal growth, and character building. It promotes inclusivity by addressing the diverse needs and backgrounds of students. It strictly adheres to creating an environment where all students, regardless of their circumstances, have an equal opportunity to excel in their academic life in the college.

Westerfield College provides a diverse range of academic and non-academic support services to empower students in achieving their academic pursuance. It always aims to enrich their knowledge, skills, experiences, and personal qualities and believes that every student should have the chance to pursue their academic goals, and other provisions, such as mentoring, support programmes, and resource accessibility serve as a testament to this commitment.

## Purpose

The Student Support Policy is founded on the following attributes:

1. To help students overcome academic, social, and personal challenges, ultimately leading to improved academic performance and personality development.
2. To enhance students' performance and retention through the provisions of academic counselling, and other support services.
3. To focus on personal, professional and leadership quality development of students.
4. To implement strategies for Students' mental health and well-being.
5. To ensure that all students, regardless of their backgrounds, caste, creed and religion, receive fair and equitable treatment.
6. To provide career development counselling, internship opportunities, and placement assistance.

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## Procedure

### A. Teaching and learning

1. To conduct workshops and seminars on effective study techniques, time management, and test-taking strategies.
2. To offer language support services for students who are non-native speakers of the language of instruction.
3. To provide ICT classroom teaching facility.
4. To encourage and support research initiatives and connect students with research opportunities.
5. To facilitate mentorship programmes that connect students with faculty mentors or experienced professionals in their field of study.
6. To gather student feedback on teaching and learning experiences to improve instructional methods and curriculum design.
7. To promote cultural competency and diversity awareness to create an inclusive and equitable learning environment.
8. To encourage active participation in class discussions, group projects, and extracurricular activities to enhance the learning experience.

### B. Library resources and support services

1. To ensure internet access to facilitate the students' needs for information and assignments.
2. To conduct library orientation sessions to familiarize students with the library's layout, services, and available resources.
3. To offer research assistance and guidance to help students navigate the library catalogue, databases, and academic journals to find relevant sources for their coursework.
4. To provide reference services, including reference desk support and virtual reference assistance, to answer students' inquiries and help with research questions.
5. To offer access to digital resources, e-books, online databases, and electronic journals to support research and study.
6. To offer Book Bank facilities for students.

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7. To recognize and reward the best library users.
8. To create a conducive study environment, including group study rooms and spaces for both individual and group work.
9. To maintain a comprehensive collection of books, journals, magazines, multimedia materials, and other educational resources that align with academic programmes.
10. To ensure that library facilities and resources are accessible to students with disabilities, with accommodations such as assistive technology and accessible study space.
11. To maintain special collections, archives, and rare materials that support research in specific fields or areas of interest.
12. To host workshops on various library-related topics.
13. To solicit feedback from students to continuously improve library services and resources based on their needs and preferences.

#### C. Career support and Guidance

1. To help the students in redefining their passion in their career, and develop essential employability skills, strategies and competency through the compulsory students' internship.
2. To organise seminars and workshops to acquaint the students with the knowledge and information on emerging professional trends, job prospects, leadership roles, entrepreneurship, market needs etc.
3. To conduct programmes/workshops on topics such as etiquette, communication, personality development etc.
4. To integrate career development courses into the curriculum to provide students with essential career-related skills and knowledge.

#### D. Financial support

1. To provide the students with information and guidance on merit-based and need-based scholarships and other student-related grants.
2. To render financial aid to meritorious students in order to meet their

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expenses towards admission fees.

3. To felicitate and give financial aid to students for outstanding performance in academic field, sports, Cultural Activities, etc.

#### E. Co-curricular activities

1. To offer a diverse range of co-curricular programmes and activities that cater to students' interests and passions.

2. To offer workshops and training sessions related to specific co-curricular activities, helping students develop relevant skills.

3. To recognize outstanding contributions and achievements in co-curricular activities through awards and honours.

4. To offer support and resources for organizing events, performances, and competitions within co-curricular groups.

5. To provide faculty or staff advisors to offer guidance, mentorship, and support to cocurricular events and activities.

#### F. Holistic Development

1. To provide academic resources such as tutoring, study skills workshops, and time management guidance to help students excel in their studies.

2. To assist the students with career exploration, internships etc. to prepare them for the university.

3. To foster an inclusive environment that celebrates diversity and encourages intercultural understanding and engagement.

4. To encourage students to participate in community service, volunteer opportunities, and civic engagement to develop a sense of social responsibility.

5. To provide leadership training, workshops, and opportunities for students to develop leadership skills and assume leadership roles.

6. To promote values such as ethics, integrity, and responsible citizenship to shape students' character and moral development.

7. To provide training in conflict resolution, effective communication, and interpersonal skills to enhance students' relationships and decision-making abilities.
8. To provide extracurricular activities, clubs, and student organizations that promote holistic development and a sense of belonging.
9. To ensure that students know and learn the Student Code of Conduct of the institute.
10. To commemorate various significant national and international days.

#### G. Support in grievances

1. To provide clear procedures for students to submit complaints or grievances related to academics, administrative matters, or interpersonal conflicts.
2. To handle academic disputes, including grading disputes, course-related issues, and academic misconduct allegations.
3. To ensure that students have access to information and resources to help them navigate the grievance process effectively.
4. To assure the students that their grievances will be handled with confidentiality and sensitivity.
5. To designate staff members or offices responsible for assisting students in navigating the grievance process and providing guidance on available options.
6. To ensure that grievances are addressed promptly, with established timelines for each stage of the process.
7. To encourage students to provide feedback on the grievance process to continually improve its effectiveness.
8. To provide training to students and staff about the grievance process, their rights, and the available support.
9. To make the grievance process accessible to all students, including those with disabilities, through reasonable accommodations.
10. To navigate students' grievances through the establishment of Grievance and Redressal Unit, Anti-Harassment Unit, Internal Complaint Committee etc.

## H. Health and safety

1. To provide guidance and training on how to respond to emergencies, including natural disasters, medical emergencies, and campus incidents.
2. To offer access to medical care, counselling services, and mental health support to address students' physical and emotional well-being.
3. To educate students on healthy lifestyle choices, including nutrition, exercise, and substance abuse prevention.
4. To implement safety measures such as fire drills, security protocols, and campus-wide safety initiatives.
5. To ensure a secure campus environment through security personnel, CCTV surveillance, and safety management systems.
6. To ensure that campus facilities are accessible to students with disabilities and that support is available for their specific needs.
7. To monitor and maintain the safety of food provision on campus.
8. To ensure that student dormitories and housing facilities are safe and well-maintained.

## Conclusion

The student support policy of Westerfield College is instrumental in ensuring that every student, regardless of their educational and social background, is granted equal opportunities for a seamless transition and a successful academic journey. It also ensures fostering inclusivity and ensuring that every student has the tools and resources to thrive academically, to bring holistic development, and to prepare them for a bright and fulfilling future.

## Policy Review

This policy will be reviewed every two years by the Academic Board unless there are changes that necessitate an earlier review.

## Version History

No	Revised on	Version	Changes	Approved by	Date of Approval	Revised by
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