



1.5 STUDENT SUPPORT POLICY

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V4.1	V4.2	April 11, 2026	Added details in the pastoral support section.

Policy Framework

IVY Academic Network is committed to providing students with accessible, appropriate and supportive academic and pastoral services throughout their student journey. The Network recognises that effective student support contributes to student engagement, academic achievement, progression, wellbeing and successful completion of studies. This Policy establishes the arrangements through which students can access academic, pastoral, personal and employability support within the Pakistani higher-education context.

Policy and Scope

This Policy sets out the student support arrangements provided by IVY Academic Network to applicants, current students and, where appropriate, graduates. Support is available across the Network's campuses and, where applicable, through online learning



arrangements. It covers academic, pastoral, administrative, personal and career-related support and applies to students according to their programme requirements and individual circumstances.

Aims and Objectives

IVY Academic Network aims to provide a supportive learning environment that enables students to overcome barriers to learning, participate effectively in their studies and achieve their academic and personal goals.

The objectives of student support services are to:

- Provide clear and impartial information, advice and guidance from admission through completion of studies.
- Provide appropriate referral to specialist or external services where support is not available directly through IVY Academic Network.
- Support students in their academic achievement, progression and career development.
- Ensure that students are treated fairly, respectfully and according to their individual needs.
- Maintain appropriate staffing and resources to provide academic and pastoral support.
- Make reasonable and practicable arrangements for students with disabilities or specific learning needs.
- Promote student wellbeing and a safe, inclusive and respectful learning environment.

Constraints

IVY Academic Network aims to provide appropriate support to students; however, the nature and extent of support may depend on the student's circumstances, available resources and whether specialist assistance is required.

Support may be subject to the following:



- Student information provided for support purposes will be handled confidentially and securely in accordance with applicable Pakistani legal and institutional requirements.
- Students may choose not to disclose a disability, learning difficulty or personal circumstance that may affect their studies.
- Students must meet the admission and eligibility requirements applicable to their chosen programme.
- Where specialist services are not available through IVY Academic Network, students may be referred to an appropriate external or professional service.
- Where significant concerns arise regarding a student's health, wellbeing or ability to study safely, the Fitness to Study Policy may be applied.
- Student Support Officers and Personal Tutors will receive appropriate training to provide effective Information, Advice and Guidance (IAG).

How to Access Support

Students can access support by contacting their Student Support Officer in person at their campus, or by emailing studentsupport@rootsivy.edu.pk.

Support is normally available during the Institution's standard working hours during term time. Where a student requires urgent assistance outside these hours, the emergency provisions set out in the Fitness to Study Policy will apply.

Admissions and Enrolment Support

IVY Academic Network provides students with appropriate guidance throughout the admission and enrolment process. Students are provided with relevant information about their programme and assistance with completing the requirements for enrolment.

This includes:

- Information about programme content, units, schedules, assessment arrangements and progression opportunities.
- Guidance on admission and enrolment requirements.
- Referral to other suitable study options where an applicant does not meet the requirements of their chosen programme.



- Confidential handling of information relating to disabilities or specific learning needs.
- Guidance on applicable tuition fees and available financial arrangements.
- Assistance with completing enrolment documentation.

Pastoral Support

IVY Academic Network provides pastoral support to assist students with matters that may affect their wellbeing, engagement or ability to participate successfully in their studies. Student Support Officers provide initial guidance and make appropriate referrals where specialist assistance is required.

Pastoral support may include:

- Information about available support services during induction and throughout the academic year.
- Monitoring attendance and engagement and providing appropriate follow-up where concerns arise.
- Initial guidance on personal or wellbeing concerns.
- Referral to medical, counselling or other appropriate professional services where required.
- Supporting student representation through the Student Council, surveys and other feedback mechanisms.
- Organising appropriate educational, social and student engagement activities.
- Assisting students with complaints and directing them to the relevant institutional procedures.

Disability and Accessibility Support

IVY Academic Network is committed to ensuring that students with disabilities, long-term health conditions or specific learning needs are able to participate fully in their studies. Students are encouraged to disclose such circumstances at the earliest opportunity, either during admission or at any point during their studies, by contacting their Student Support Officer.

Where a disability or specific learning need is disclosed, the Institution will, where reasonably practicable, work with the student to identify and implement appropriate adjustments. This may include, where appropriate:



- extra time or alternative arrangements for assessments;
- adjustments to the format of learning materials;
- adjustments to teaching or assessment delivery; or
- referral to an appropriate specialist or external service.

Students may be asked to provide appropriate supporting documentation to assist the Institution in identifying suitable adjustments. Any information disclosed will be handled confidentially and shared only with those who have a legitimate need to know, in order to implement the agreed adjustments effectively.

Academic Support

Academic support is provided in addition to the teaching and guidance students receive through their scheduled classes. Faculty and support staff assist students in developing the academic and study skills required for successful progression.

Students are supported to:

- Develop confidence in using relevant digital learning tools and technologies.
- Access and use available library and learning resources.
- Understand assignment requirements and assessment expectations.
- Develop effective study, research, academic writing and referencing skills.
- Access additional academic workshops or support where required.

Extenuating and Mitigating Circumstances

IVY Academic Network recognises that a student's ability to meet academic deadlines or attend assessments may, at times, be affected by circumstances beyond their control, such as illness, bereavement or other significant personal difficulties.

Students who believe that extenuating or mitigating circumstances have affected their ability to complete an assignment, sit an assessment or meet another academic requirement may submit a request for consideration, together with appropriate supporting evidence, through their Student Support Officer or Personal Tutor.

Requests will be considered in accordance with the academic regulations of the relevant programme and, where applicable, the requirements of the relevant Partner University or



Awarding Body. Possible outcomes may include an extension of time, a deferred assessment or other reasonable arrangement, where permitted by the relevant academic regulations.

Students are encouraged to submit requests for extenuating or mitigating circumstances as early as possible, and ideally before the relevant deadline, to allow sufficient time for consideration.

Personal Tutoring

IVY Academic Network provides students with access to a named Personal Tutor for academic guidance and appropriate pastoral support. Personal Tutors also help students monitor their progress and identify areas where additional support may be required.

Personal Tutors will:

- Provide guidance on academic progress, assessment feedback and study planning.
- Meet students regularly, normally at least three times during the academic year.
- Provide individual tutoring support according to student and programme needs.
- Support students in developing academic, personal and professional goals.
- Refer students to relevant academic, student support or specialist services where required.

Employability and Employer Engagement

IVY Academic Network recognises the importance of preparing students for employment, professional development, entrepreneurship and further study. Employability development is therefore incorporated, where appropriate, into academic activities and student support.

Support may include:

- Developing employability and transferable skills through teaching and learning.
- Guidance on CV preparation and job applications.
- Workshops and activities focused on professional and career development.
- Support in identifying internships, placements or work-experience opportunities where available.



- Engagement with employers and professionals through career events, seminars, conferences and other networking opportunities.
- Guidance and opportunities for students interested in entrepreneurship and self-employment.

Confidentiality and Data Handling

Information provided by students for the purposes of accessing support will be handled confidentially and securely, in accordance with applicable Pakistani legal and institutional requirements.

Access to student support records will be limited to staff who have a legitimate need to view them in order to provide or coordinate support. Information will not be shared with other parties without the student's consent, except where disclosure is necessary to address a serious and immediate risk to the student or another person, or where disclosure is otherwise required or permitted by applicable law.

Student support records will be retained only for as long as reasonably necessary for the purposes set out in this Policy, and will be stored securely in line with the Institution's data retention requirements.

Complaints and Escalation

Where a student is not satisfied with the support they have received, they should, in the first instance, raise the matter directly with the relevant Student Support Officer or Personal Tutor.

Where the matter is not resolved, the student may escalate their concern to the Student Support Manager, who will review the matter and respond to the student within a reasonable period.

Where a student remains dissatisfied following this process, they may make use of the Institution's formal complaints procedure.

Quality Assurance of Student Support

The quality and effectiveness of student support services are monitored through IVY Academic Network's quality assurance arrangements. The Student Support Manager



reports to the Academic Board on the effectiveness and development of student support at least once each academic year, or more frequently where required.

Monitoring includes:

- Student engagement with available support services.
- Outcomes and effectiveness of support provided.
- The quality and consistency of support records maintained by relevant staff.
- Student feedback on the accessibility and effectiveness of support services.

Findings from monitoring and student feedback are used to identify areas for improvement and inform the Network's continuous improvement processes.

The Student Council

IVY Academic Network has established a Student Council to provide a formal mechanism for student representation and to ensure that student views are considered in the development of academic and support arrangements.

The Student Council normally meets at least three times during the academic year and raises relevant matters through the appropriate academic and management structures. Student representatives work with Tutors, Student Support Officers and relevant staff to communicate student concerns, provide feedback and contribute to improvements in the student experience.