

Student support — discussion draft

DEMONSTRATION / DRAFT — not an approved institutional publication.

Status

This is a planning document. Support services, response times, contacts and escalation routes need institutional approval.

Finding help

Current demo students can sign in and open a support ticket. Prospective students can use the contact directory to prepare an enquiry about learning support, access arrangements or pastoral care.

A clear enquiry

Describe the issue, what you have already tried and the outcome you need. Include only necessary information. Avoid sensitive documents in an initial general enquiry.

A future complaints process

The institution should confirm named contacts, acknowledgement targets, review responsibilities, privacy handling and independent appeal arrangements before adopting this policy.

Accessibility

Discuss study adjustments and accessible facilities before selecting a programme or location. No particular adjustment or facility is promised in this draft.