



## Student Support Strategy

Matrix College aims to provide a personalised teaching and supportive learning environment in which students receive an excellent educational experience. This occurs within a partnership framework in which students are responsible for their own learning while being actively supported by the Matrix College to achieve their full potential.

Matrix College aims to achieve their side of the partnership in the following ways:

- Ensuring all students are in weekly counselling relationships.
- Employing therapeutically trained staff who provide a range of ongoing complementary support services to enhance the student experience, including academic staff with knowledge of student needs, such as the specific Learning Support Tutor.
- Making available information about support services to staff and students, which can be readily accessed, such as in the Handbook and the student info sheets.
- Discussing particular and individual needs with applicants at interview.
- Encouraging students with academic or personal support needs to access support from relevant internal and external support services; including Disabled Student Allowance (DSA).
- Identifying and implementing reasonable adjustments to the services we provide, which may include providing Handbooks, slides and handouts in different formats, the provision of extra tutorials, extended essay deadlines and library book loans.
- Creating and adhering to Individual Learning Plans if the need occurs.
- Ensuring that staff are equipped and ready to identify and respond to students who require additional support to achieve their academic potential.
- Improving staff understanding to assist in the development of informed views, behaviours and attitudes towards students requiring additional academic or personal support.
- Having in place effective and confidential procedures for dealing with the disclosure of information about students with academic or personal support requirements.
- Finding external support for the Operational team monitoring and advising on issues such as recruitment and progression rates for students with support needs if required.
- Having a robust complaints and grievance policy that students can use if they feel that we have not provided the support that we endeavour to provide.

Document name	Student Support Strategy		
Owner	Principal	Review Lead	Quality Manager
Approving Committee	Ops Team		
Last review	January 2026	Next review	April 2026
Amendments since last review	Detail of Revision	Date of Revision	Revision approved by

Updated to Version contro

January 2026

Ops Team