



# Student Support Services

## Helping you to achieve your potential

Student Support Services at London Metropolitan College (LMC) serves students throughout their studies by offering advice and guidance in any area in which they may be having problems or where they need support.

We are here to offer information, advice and guidance to help you enjoy learning, stay on track with your studies, and reach your potential as a student and in the future.

At LMC, we treat all of our students with respect, dignity, fairness and equality, irrespective of race, creed, disability, health matters, personal issues, sexual orientation or religious belief.

## What support services are available?

1. Support for Remote Working during COVID-19 Lockdown
2. Support for Current Students
3. Guide for Prospective Students/Employers

### 1. Support for Remote Working during COVID-19 Lockdown

Our students' health and wellbeing remains our top priority. LMC staff and management will continue to work hard to support to your academic and personal needs for the duration of the COVID-19 pandemic in line with the latest government advice. If you need help or have a query, please contact the Student Services and/or Administration team via phone or email.

Telephone: +44(0) 203 883 1305

E-mail: [admin@londonmetropolitan.college](mailto:admin@londonmetropolitan.college)

### Useful Links

<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public>

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

### 2. Support for Current Students

LMC is committed to fostering a supportive learning environment for all of our students. We aim to provide you with an appropriate level of academic and practical support that will enable you to adapt to further education study, develop key skills, and reach your full potential:

- Academic Support
- Disability and Additional Learning Support
- Pastoral Care and Counselling Support
- Professional Development and Career Planning Support
- Welfare Support



➤ Library Support

For further information, please contact the Student Services and Administration Team.

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## Academic Support

LMC offers a range of academic support services aimed at helping you get the most out of your studies.

▪ **Personal Tutors**

Your personal tutor will take an active interest in your academic progress and general welfare and can give you one-to-one guidance on studying, career progression or dealing with any issues you experience during your course of study.

▪ **Aptem Portfolio Management System**

APTEM your online tool for keeping track of your learning progress and skills development. You can also use it to communicate with and view feedback from your tutor and to track your 20% 'Off the Job' (OTJ) learning activities.

▪ **Professional Journals and Case Studies**

To support your learning needs you will have access to a wide range of case studies and publications on topics, such as, academic writing, note-taking, time management, critical thinking, presentation skills, referencing standards, working in teams, exam techniques and support, etc.

▪ **Virtual Learning Environment (VLE) / Online On-demand Support**

The VLE is used is a key learning resources you and your tutor will use to access and support your coursework.

▪ **English and Maths Support**

We offer specialised functional skills support to to give your skills an extra boost.

▪ **Assessment Support**

In addition to the feedback you will receive for learning activities during classes, LMC has a protocol for providing formative feedback on drafted assignments. This means you can chose to submit and receive the lecturer's formative feedback on an assignment before the final submission.

▪ **Academic Skills Development Classes**

LMC offers a wide range of academic skills development classes covering topics, such as:

- How to use the Virtual Learning Environment (VLE)
- Time management
- Planning assignments
- Exam preparation
- Giving presentations
- Harvard Referencing
- Report writing
- Analytical and critical writing



- Reflective writing
- Introduction to research
- Copyright and plagiarism

For more information about our Academic Support services, please contact our Student Services and Administration Team.

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## Disability and Additional Learning Support

Our Additional Learning Support (ALS) team of dedicated and highly-qualified staff are on hand to coordinate support arrangements and resources to enable any student with a disability, specific learning difference or long-term health condition to benefit fully from their time at LMC.

Support available include:

- **Additional Need and Modified Assessment Plan**  
Based on a student's specific needs, our ALS team can recommend reasonable adjustments for the teaching, learning and assessments of courses, exam arrangements, time extension for assignments, campus mobility support, access to books and journals in alternative formats, rest breaks, exam invigilation, etc.
- **Advice and information Support**  
Our ALS team can provide advice and information on what support is available on arranging diagnostic assessments for specific learning needs, additional funding, such as Disabled Students' Allowances (DSAs), and assistance in applying for such funds.
- **Non-medical Disability Support**  
Our ALS team can provide assistance in arranging non-medical helpers for any student with additional needs, such as assistive technology training, specialist study skills, personal tutors and specialist mentors.
- **Weekly Clinic**  
For all programmes, we offer a weekly clinic aimed at providing extra support to students with additional needs, and includes catch-up for absenteeism, blended learning and Aptem/VLE support, and specialist 1:1 support.
- **Communication Support Workers (CSW)**  
Our ALS team can work with CSWs to coordinate adaptations to written materials needed to enable the student to understand more clearly and suggest ways the environment can be improved for the student they are supporting.

## Pastoral Care and Counselling Support

LMC specialist staff and course support teams provide a range of pastoral care support for students, including:

- Specialist Learning Support Tutors



- Communication Support Workers
- ICT Issues and Computer Maintenance Support
- Student Counselling Service

If you are dealing with emotional or mental health issues, our Counselling Services Team is here to help and support you. A specialist student counsellor is also available to listen to you and provide professional and confidential advice.

For more information please contact our Student Services and Administration team.

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E-mail: [admin@londonmetropolitan.college](mailto:admin@londonmetropolitan.college)

## Professional Development and Career Planning Support

LMC specialist staff and course support teams provide a variety of professional development and career planning support services to our students, including:

- APM PMQ application and exam support
- Software and technology training
- Lectures on career planning
- CV writing support
- Job application and interview tips
- Industry visits
- Guest lectures from Industry Practitioners

For more information or to arrange support services, please contact the Student Support Services and Administration Team.

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E-mail: [admin@londonmetropolitan.college](mailto:admin@londonmetropolitan.college)

## Welfare Support

At LMC, students' welfare and wellbeing are a top priority. We offer a range of welfare support services, and our Student Services and Administration Team are on hand to help find the right service to help you deal with a variety of issues:

- Your studies
- Stress at school, work or in your personal life
- Work-life balance
- Relationship issues
- Sexual violence
- Abuse
- Disputes and conflicts
- Financial worries
- Homelessness

If you are struggling with an issue that is affecting your mental, emotional or physical wellbeing please get in touch with us. We are here to help and support you.



If you need more information and/or confidential advice, please contact the Health and Safety Officer.

Name: Trupti Wadekar  
Telephone: +44(0) 203 883 1305  
E-mail: [trupti@londonmetropolitan.college](mailto:trupti@londonmetropolitan.college)

## Library Support

LMC provides online library support to students via OpenAthens. Access is also available to a variety of e-journals through EBSCO, eBooks, and subject-specific databases.

As an LMC student you can arrange to borrow a laptop for research and study purposes during LMC normal operating hours. Access to high speed internet is also available on college premises.

## 3. Guidance for Prospective Students and Sponsoring Employers

LMC provides a range of support to prospective students and employers looking to enrol employees onto an apprenticeship course. For more information, please contact our Employers and Learners Support team.

Telephone: +44(0) 203 883 1305  
E-mail: [support@londonmetropolitan.college](mailto:support@londonmetropolitan.college)

### Useful Links:

1. LMC Equality, Diversity and Inclusion Policy
2. Health and Safety Policy
3. Complain Policy and procedure