



Student Support (Including B6) Policy

Policy Title	Student Support (Including B6) Policy		
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Author	Venus Training Ltd	Approved By	Director / Governing Body
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Applicable Legislation	OfS B6 Condition and UK Higher Education Expectations		
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1. Policy Statement

1.1 Venus Training Ltd is committed to providing effective, inclusive, accessible, and student-centred support arrangements which promote student wellbeing, safeguarding, academic success, retention, progression, achievement, and positive graduate outcomes.

1.2 The institution recognises that effective student support plays an essential role in supporting continuation, completion, progression, student satisfaction, safeguarding, and overall educational experience in accordance with institutional and regulatory expectations including OfS B6 requirements.

1.3 Venus Training Ltd is committed to creating a supportive learning environment in which students are encouraged to seek guidance, raise concerns, access support services, and engage positively with academic and institutional activities.



1.4 The institution recognises that students may experience academic, personal, financial, wellbeing, safeguarding, mental health, cultural, social, or educational challenges which may affect participation, engagement, attendance, progression, or achievement.

1.5 Venus Training Ltd is committed to identifying support needs appropriately and providing reasonable academic, pastoral, safeguarding, wellbeing, and progression support arrangements where reasonably practicable and appropriate.

1.6 The institution is committed to promoting equality of opportunity, widening participation, accessibility, inclusion, and supportive educational practice for students from diverse and underrepresented backgrounds including mature learners, women learners, and individuals facing educational, social, economic, cultural, physical, or personal barriers to Higher Education participation.

1.7 Venus Training Ltd is committed to supporting student continuation, completion, progression, employability, safeguarding, wellbeing, and positive educational outcomes through structured student support, early intervention, academic monitoring, and continuous enhancement activities.

2. Purpose of the Policy

2.1 This policy establishes a structured and institutionally embedded framework for student support, safeguarding, wellbeing, retention, progression, and student success activities across Venus Training Ltd.

2.2 The policy aims to ensure that students are provided with appropriate academic, pastoral, safeguarding, wellbeing, and progression support throughout the student journey.

2.3 The framework supports institutional commitments relating to:

- student continuation and retention;
- student completion and achievement;



- progression into employment or further study;
- safeguarding and wellbeing;
- equality, diversity, and inclusion;
- widening participation and accessibility;
- student engagement and academic success.

2.4 The policy supports compliance with institutional, university partnership, safeguarding, quality assurance, and OfS B6 expectations relating to student outcomes, student support, retention, progression, and student success.

2.5 Venus Training Ltd recognises that effective student support contributes positively to academic achievement, safeguarding, wellbeing, engagement, student satisfaction, graduate outcomes, and continuous institutional improvement.

2.6 The institution is committed to maintaining a supportive, inclusive, respectful, and student-centred educational environment in which students are encouraged to seek assistance, engage positively with support services, and participate fully in academic and institutional activities.

3. Scope

3.1 This policy applies to all students enrolled on programmes delivered by Venus Training Ltd including classroom-based, blended, online, and partnership-related provision.

3.2 The policy applies across all areas of student support including academic support, safeguarding, wellbeing, attendance monitoring, student engagement, retention, progression, employability, accessibility, pastoral support, and student guidance arrangements.

3.3 The policy applies to all staff involved in academic delivery, safeguarding, student support, administration, quality assurance, operational management, attendance monitoring, and student engagement activities.



3.4 The policy applies throughout the student lifecycle including admissions, enrolment, induction, teaching and learning, assessment, progression, completion, employability support, and exit arrangements.

3.5 All members of the institutional community are expected to contribute positively to maintaining supportive, inclusive, respectful, safe, and student-centred learning environments.

4. Definitions

4.1 Student support refers to the academic, pastoral, safeguarding, wellbeing, guidance, accessibility, and progression support arrangements provided by Venus Training Ltd to assist students throughout their educational journey.

4.2 Retention refers to the continuation of students on their programme of study and their ongoing engagement with academic and institutional activities until successful completion.

4.3 Continuation refers to students remaining actively engaged and progressing appropriately within their programme of study from one stage or academic period to the next.

4.4 Completion refers to successful achievement of programme requirements, academic outcomes, and qualification completion by students.

4.5 Progression refers to advancement into employment, further study, professional development, or higher-level educational opportunities following programme completion.

4.6 OfS B6 refers to regulatory expectations relating to student continuation, completion, progression, and positive student outcomes within Higher Education provision.

4.7 Early intervention refers to institutional actions taken to identify and support students experiencing difficulties relating to attendance, engagement, wellbeing, safeguarding, academic performance, or progression at an early stage.



4.8 Safeguarding refers to the institution's responsibility to protect students from harm, abuse, neglect, harassment, exploitation, radicalisation, discrimination, or other risks affecting wellbeing and safety.

4.9 Wellbeing refers to the emotional, mental, physical, social, and general welfare of students throughout their educational experience.

4.10 Inclusive support refers to support arrangements designed to ensure fair, accessible, respectful, and equitable participation for students from diverse backgrounds and circumstances.

5. Institutional Commitment to Student Support

5.1 Venus Training Ltd is committed to providing accessible, inclusive, responsive, and student-centred support arrangements which promote student wellbeing, safeguarding, academic success, retention, progression, completion, and positive graduate outcomes.

5.2 The institution recognises that effective student support is essential for maintaining high standards of academic engagement, student satisfaction, safeguarding, continuation, achievement, and progression.

5.3 Venus Training Ltd is committed to creating a supportive educational environment in which students are encouraged to seek guidance, access support services, raise concerns, and engage positively with academic and institutional activities.

5.4 The institution recognises that students may experience academic, financial, personal, cultural, safeguarding, wellbeing, mental health, social, or educational challenges affecting participation, engagement, attendance, or progression and is committed to providing appropriate support where reasonably practicable.

5.5 Venus Training Ltd is also committed to promoting equality, diversity, inclusion, accessibility, widening participation, and supportive educational practice for students from



diverse and underrepresented backgrounds including mature learners, women learners, and students requiring additional educational support.

6. Student Success, Retention and B6 Commitments

6.1 Venus Training Ltd is committed to supporting student continuation, retention, completion, progression, employability, and positive educational outcomes in accordance with institutional and OfS B6 expectations.

6.2 The institution aims to support students throughout the student lifecycle through effective academic support, attendance monitoring, safeguarding arrangements, wellbeing support, early intervention processes, and student engagement activities.

6.3 Venus Training Ltd recognises the importance of identifying students who may be at risk of disengagement, withdrawal, poor attendance, safeguarding concerns, or academic difficulty and implementing appropriate support interventions at an early stage.

6.4 The institution is committed to promoting positive student outcomes through:

- effective academic monitoring;
- attendance and engagement oversight;
- safeguarding and wellbeing support;
- accessible student guidance arrangements;
- progression and employability support;
- inclusive educational practice;
- student-centred support services.

6.5 Student support, safeguarding, retention, progression, and continuation activities may be reviewed through quality assurance, academic monitoring, student feedback, attendance data, progression outcomes, and institutional enhancement processes.



7. Academic Support Arrangements

7.1 Venus Training Ltd is committed to providing appropriate academic support arrangements to assist students in achieving academic success and maintaining effective engagement throughout their programme of study.

7.2 Academic support may include:

- academic guidance and tutorials;
- assessment support and feedback;
- study skills support;
- learning resources and academic materials;
- academic progress monitoring;
- induction and orientation activities;
- online and blended learning support;
- academic communication and guidance.

7.3 The institution aims to support students in developing academic confidence, independent learning skills, academic engagement, progression, and achievement throughout their educational experience.

7.4 Academic support arrangements may also include additional guidance or referral where students are identified as experiencing academic difficulties, poor attendance, disengagement, or other concerns affecting progression or achievement.

7.5 Venus Training Ltd is committed to ensuring that academic support arrangements are delivered fairly, respectfully, inclusively, and appropriately across all modes of delivery.



8. Personal Tutoring and Student Guidance

8.1 Venus Training Ltd recognises the importance of personal guidance, tutorial support, and regular communication in supporting student wellbeing, safeguarding, engagement, progression, and academic success.

8.2 Students may be provided with access to academic staff, tutors, student support staff, or designated institutional contacts for guidance and support relating to academic, wellbeing, safeguarding, attendance, or progression matters.

8.3 Personal tutoring and guidance arrangements may support:

- academic progress monitoring;
- attendance and engagement discussions;
- safeguarding and wellbeing support;
- progression planning;
- student feedback and communication;
- referral to additional support services where appropriate.

8.4 The institution aims to encourage open, respectful, supportive, and constructive communication between students and staff throughout the student journey.

8.5 Venus Training Ltd recognises the importance of maintaining accessible and supportive guidance arrangements for students from diverse backgrounds and circumstances.

9. Attendance, Engagement and Early Intervention

9.1 Venus Training Ltd is committed to monitoring attendance, engagement, participation, and academic activity in order to support student retention, safeguarding, progression, continuation, and achievement.

9.2 The institution expects students to attend scheduled academic activities, engage appropriately with teaching and learning activities, and maintain regular communication with the institution.



9.3 Attendance and engagement may be monitored through attendance registers, tutorials, assessment participation, online engagement records, academic monitoring activities, and student support processes.

9.4 Where concerns relating to attendance, engagement, safeguarding, wellbeing, progression, or academic performance are identified, the institution may implement early intervention and support arrangements.

9.5 Early intervention activities may include:

- student meetings or tutorials;
- attendance follow-up communications;
- safeguarding or wellbeing referrals;
- academic support discussions;
- progression guidance;
- referral to student support services where appropriate.

9.6 Venus Training Ltd recognises the importance of identifying concerns at an early stage in order to support student wellbeing, retention, safeguarding, progression, and positive educational outcomes.

10. Safeguarding, Wellbeing and Mental Health Support

10.1 Venus Training Ltd recognises the importance of safeguarding, wellbeing, mental health, and pastoral support in maintaining a safe, respectful, inclusive, and supportive educational environment.

10.2 The institution is committed to protecting students from harm, abuse, neglect, harassment, discrimination, exploitation, radicalisation, bullying, victimisation, or other risks affecting wellbeing and safety.



10.3 Venus Training Ltd recognises that students may experience emotional, mental health, financial, cultural, social, safeguarding, or personal difficulties affecting attendance, engagement, progression, or academic achievement.

10.4 The institution aims to identify safeguarding, wellbeing, or mental health concerns appropriately and provide supportive interventions, guidance, referrals, signposting, or student support arrangements where reasonably practicable.

10.5 Safeguarding, wellbeing, and mental health support arrangements may include:

- wellbeing discussions and pastoral support;
- safeguarding referrals and intervention;
- student support meetings;
- attendance and engagement monitoring;
- referral or signposting to external support services where appropriate;
- supportive communication and welfare checks.

10.6 Venus Training Ltd is committed to maintaining a respectful and supportive environment in which students feel safe, valued, supported, and encouraged to seek assistance where required.

11. Equality, Diversity, Inclusion and Reasonable Adjustments

11.1 Venus Training Ltd is committed to promoting equality, diversity, inclusion, accessibility, and widening participation across all student support activities and institutional operations.

11.2 The institution recognises that students from diverse backgrounds and circumstances may require different forms of support in order to participate fully and successfully in educational activities.

11.3 Venus Training Ltd is committed to ensuring that students are treated fairly, respectfully, and without discrimination regardless of age, disability, gender, race, religion or belief, sexual orientation, social background, personal circumstances, or other protected characteristics.



11.4 The institution is committed to considering reasonable adjustments and accessible support arrangements for students with disabilities, medical conditions, learning difficulties, mental health conditions, or additional support needs where reasonably practicable and appropriate.

11.5 Venus Training Ltd also recognises the importance of supporting mature learners, women learners, underrepresented groups, and students who may face educational, social, economic, cultural, physical, or personal barriers to Higher Education participation.

12. Careers, Progression and Employability Support

12.1 Venus Training Ltd is committed to supporting student progression, employability, professional development, and positive graduate outcomes.

12.2 The institution aims to provide students with appropriate guidance, information, and support relating to progression opportunities, employment pathways, further study, and professional development.

12.3 Careers, progression, and employability support may include:

- academic and progression guidance;
- employability discussions and advice;
- progression planning;
- CV and interview guidance;
- information relating to further study opportunities;
- professional skills development;
- referral or signposting to external employability support where appropriate.

12.4 Venus Training Ltd recognises the importance of supporting students in developing the knowledge, confidence, skills, professionalism, and employability awareness necessary for progression into employment or further study.



12.5 The institution is committed to promoting positive student outcomes and supporting progression opportunities in accordance with institutional and OfS B6 expectations.

13. Financial Guidance and Student Advice

13.1 Venus Training Ltd recognises that financial difficulties or personal circumstances may affect student wellbeing, attendance, engagement, progression, or academic achievement.

13.2 The institution aims to provide appropriate information, guidance, support, or signposting relating to financial matters and student support arrangements where reasonably practicable.

13.3 Financial guidance and student advice may include:

- information relating to fees and payment arrangements;
- guidance regarding attendance and engagement expectations;
- referral or signposting to external financial advice services;
- student support discussions relating to personal circumstances;
- wellbeing and support referrals where appropriate.

13.4 Venus Training Ltd recognises the importance of maintaining supportive, respectful, and confidential communication with students experiencing financial, personal, safeguarding, or wellbeing-related difficulties.

13.5 The institution aims to encourage students to seek support at an early stage where financial or personal circumstances may affect their educational experience, engagement, safeguarding, or progression.

14. Student Communication and Accessibility

14.1 Venus Training Ltd is committed to maintaining effective, respectful, accessible, and transparent communication with students throughout the student journey.



14.2 The institution aims to ensure that students receive appropriate information, guidance, updates, and support relating to academic activities, safeguarding, wellbeing, attendance, progression, assessments, institutional services, and student support arrangements.

14.3 Communication with students may take place through tutorials, meetings, emails, online learning platforms, institutional notices, student forums, surveys, support discussions, or other appropriate communication channels.

14.4 Venus Training Ltd recognises the importance of accessibility and inclusive communication and aims to ensure that students are able to access information, guidance, and support services appropriately and fairly.

14.5 The institution is committed to promoting accessible and supportive communication arrangements for students with disabilities, additional support needs, language barriers, wellbeing concerns, or other circumstances affecting participation or engagement.

15. Student Feedback and Continuous Improvement

15.1 Venus Training Ltd recognises the importance of student feedback in supporting academic quality, safeguarding, student wellbeing, institutional effectiveness, and continuous improvement.

15.2 The institution is committed to encouraging students to provide feedback regarding teaching and learning, safeguarding, support services, wellbeing arrangements, facilities, academic engagement, and overall student experience.

15.3 Student feedback may be collected through surveys, tutorials, student forums, meetings, representative structures, quality assurance activities, complaints procedures, support discussions, and other institutional engagement activities.



15.4 The institution is committed to reviewing and considering student feedback appropriately and using feedback outcomes constructively to support institutional enhancement, operational improvement, safeguarding arrangements, and student satisfaction.

15.5 Venus Training Ltd is committed to maintaining a culture of continuous improvement in which student views and experiences contribute positively to institutional development and enhancement activities.

16. Roles and Responsibilities

16.1 Senior Management of Venus Training Ltd is responsible for ensuring appropriate oversight, implementation, monitoring, and review of student support, safeguarding, wellbeing, retention, progression, and student success arrangements across the institution.

16.2 Academic, safeguarding, administrative, and student support staff are responsible for supporting implementation of institutional student support procedures and contributing positively to student wellbeing, safeguarding, attendance, engagement, progression, and academic success.

16.3 Staff are expected to identify and respond appropriately to concerns relating to attendance, safeguarding, wellbeing, engagement, progression, academic performance, or student support needs and to refer concerns where necessary and appropriate.

16.4 Students are encouraged to engage positively with academic and support activities, seek assistance where required, communicate concerns appropriately, and contribute constructively to maintaining a supportive and respectful educational environment.

16.5 All members of the institutional community are expected to contribute positively to maintaining safe, inclusive, respectful, supportive, and student-centred learning environments.



17. Monitoring and Review

17.1 Venus Training Ltd will monitor implementation of this policy and review its effectiveness periodically to ensure continued compliance with institutional, safeguarding, operational, partnership, and OfS B6 expectations.

17.2 The institution may review or update this policy in response to:

- legislative or regulatory changes;
- safeguarding or wellbeing concerns;
- student feedback and engagement outcomes;
- progression, retention, or continuation data;
- operational developments;
- identified areas for improvement.

17.3 Student support activities, safeguarding arrangements, attendance monitoring, progression data, student feedback, quality assurance activities, and student outcome measures may contribute to policy review and institutional enhancement processes.

17.4 Venus Training Ltd is committed to continuous improvement of student support, safeguarding, wellbeing, retention, progression, accessibility, and student success arrangements across all institutional activities and educational provision.