



Policy Document Information

| Version Number | Next Review Date | Responsible Person | Approved By |
|----------------|------------------|----------------------|---------------|
| 1.0 | 20-01-2026 | Academic Coordinator | Academic Dean |

1. Purpose

The London Academy for Applied Technology (LAAT) is committed to providing a supportive learning environment that enables students to succeed in their studies. This policy outlines the academic, pastoral, and technical support available to students throughout their educational journey.

2. Scope

This policy applies to all students enrolled at LAAT, including those in hybrid, self-paced, and online programs. It covers:

- Academic Support
- Pastoral and Wellbeing Support
- IT and Digital Learning Support
- Career and Employability Support

3. Academic Support

To ensure students receive the necessary guidance to achieve their academic goals, LAAT provides:

- Study Skills Workshops – Covering research, referencing, critical thinking, and academic writing.
- Assignment Feedback & Resubmission Support – Tutors provide constructive feedback and allow students to improve their work.

- Learning Resources – Access to e-books, journals, and recorded lectures via the Learning Management System (LMS).
- Plagiarism & AI Usage Guidance – Support in maintaining academic integrity while using digital tools ethically.

4. Pastoral and Wellbeing Support

LAAT recognises that students may face challenges beyond academics.

Support services include:

- Mental Health and Wellbeing Support – Confidential counselling and mental health resources.
- Disability and Learning Support – Adjustments for students with disabilities, including extra time in assessments and assistive technology.
- Financial Advice – Guidance on tuition fees, payment plans, and scholarships.
- Diversity and Inclusion Support – A safe, inclusive environment that respects all backgrounds and identities.

5. IT and Digital Learning Support

As a technology-focused institution, LAAT ensures students can effectively engage with digital learning by providing:

- Technical Assistance – Helpdesk support for LMS access, email setup, and software issues.
- Training on Digital Tools – Workshops on using AI ethically, referencing software, and online collaboration tools.
- Cybersecurity Awareness – Best practices for protecting personal data and academic work online.

6. Career and Employability Support

To enhance students' career prospects, LAAT offers:

- CV and Cover Letter Workshops – Helping students craft professional applications.
- Career Coaching – One-on-one sessions to discuss career aspirations and job market trends.

7. Contact & Support Channels

Students can access support services through:

- Student Portal – Online access to academic, wellbeing, and technical resources.
- Live Chat & Virtual Drop-In Sessions – Available weekly for real-time assistance.
- Emergency Support – Urgent wellbeing concerns can be reported via the designated helpline.

8. Policy Review & Monitoring

- This policy will be reviewed annually to ensure continuous improvement in student support services.
- Feedback from students will be considered in shaping future support initiatives.

