**International Student Communications Sent 8th Dec 2021**

**Supporting guidance for staff responding to International Student enquiries**

**General points/principles:**

**Communication and managing expectations:** Open communication with students will be important.  If students are told that they will receive a particular type or level of support or L&T provision it will be necessary to meet the expectations that are established.  With this in mind, and taking account of local pressures and resources, it will be better to be upfront about levels and type of provision/support that can actually be delivered, rather than try to allay any concerns by over-committing. However, see below on link to attainment of ILOs.

**Link to ILOs and student development:** Whatever alternative provision is offered should be meaningfully linked to the achievement of course and programme ILOs. Combined with existing resources available to students, such as recordings of larger lectures, any materials should aim to support students to develop the knowledge, understanding and skills required for their programme of study (and/or the individual course).  However, it should be acknowledged that the type and level of support/L&T provided remotely cannot, by its nature, replicate exactly the experience of attending campus in-person. Inevitably, this will impact on different programmes in different ways. Staff are considering how students can meaningfully engage with academic content and learning opportunities from a distance. It may require a different approach and ongoing flexibility to both delivery on the part of staff, but *also* the approach to self-directed learning and study by students. Staff should highlight any opportunities or platforms for peer learning and any opportunities for online interaction with academic staff. This is in addition to induction, course or programme materials that may be relevant and useful at a distance.

**Emphasising partnership between staff and students:** Given that some students will be on campus and others will be unable to attend in-person the Programme/School/College will be making all reasonable efforts to ensure students can continue to undertake their programme and attain the associated learning outcomes. This inevitably adds additional pressure on staff and on University systems and processes. For example, supporting students in multiple locations (on-campus and at a distance) can make it more challenging for staff to identify when a student is in need of guidance or support and whether they are able to engage effectively with academic material. Therefore, we would encourage all students (particularly those unable to attend campus) to reach out for any support or guidance that they require [insert support contacts/arrangements].  This will allow us to direct efforts efficiently and ensure that we can support all of our students in their study and development in the most effective way. Staff are highly committed to their students but in the current circumstances they need students to play their part in making the most of the opportunities available and working with staff to identify any gaps or difficulties.