

Last reviewed	January 2023
Next Review Date	January 2024
Comments	Reviewed 24.2.23 by WF JT reviewed 3/3/23

STUDENT ENGAGEMENT (PARTNERSHIP) POLICY

1. INTRODUCTION

- 1.1 BARBRI Global Limited, (the "Company", "they") deliver higher education courses internationally, with a particular focus on the Solicitors Qualifying Examination ("SQE") in the UK and the State Bar Exam in the US. The Company partners with law students, attorneys, and other professionals with the objective of providing high quality exam materials and teaching to meet their legal education and specialised training needs.
- 1.2 This policy should be read in conjunction with the student conduct and student misconduct policies. The bullying and harassment policy and procedure documents set out the expectations on each student to treat each person they encounter through the Company with respect, while also setting out resources available to students if they need to report behaviour prohibited in our policies. The Company sets out its responsibilities to the students in this document.

2. The COMPANY'S COMMITMENT TO STUDENTS

- 2.1 The Company is dedicated to meeting the legal education and specialised training needs of law students, attorneys, and other professionals throughout their studies by:
- 2.1.1 ensuring all higher education courses are continuously kept up to date – the Company's review process is three-fold. It consists of an annual review, an interim review and student feedback throughout the courses;
 - 2.1.2 ensuring all materials provided are coherent and effectively taught by the tutors and learning coaches where relevant;
 - 2.1.3 ensuring that all tutors and learning coaches are subject matter experts and are trained and equipped with the skills to provide students with the tools to thrive in their studies and later in the workplace;
 - 2.1.4 ensuring all policies are made available to students so they understand how they can communicate any issues they are having throughout the course, whether it is with the course itself, another student, or a Company employee;
 - 2.1.5 providing opportunities for the Company students to network with professionals in the legal industry through Company led events;
 - 2.1.6 providing access to resources that provide career, CV, networking, and interview advice;
 - 2.1.7 ensuring students are involved in decision making processes through the student feedback surveys that are sent to students at intervals throughout the course. These surveys give the students a platform to provide anonymous feedback on the courses they are undertaking while simultaneously providing the Company with valuable data that can be analysed to improve the learning experience for students in the future. Students are also involved in the decision making through the Company's Advisory Board. The Company are creating a new advisory board comprising seasoned professionals in the industry to help them shape the thinking on SQE and what the future of the legal profession looks like. This initiative will allow an SQE student to have a seat at the table to represent the views of the student body, to champion and to feed into the Company thinking;

- 2.1.8 ensuring a supportive online study environment, where students can raise concerns with their tutors or learning coaches if they are having issues with the course;
- 2.1.9 ensuring students have processes they can avail of if they experience bullying, harassment, sexual harassment or safeguarding issues linked to any Company event, individual, online platform etc.; and
- 2.1.10 ensuring students are provided with the timetables, course objectives, course materials in a timely manner and the students receive clear communication via a viable medium of any last-minute changes to the timetable or course e.g., email.

3. COURSE DELIVERY

- 3.1 In advance of registering as a student at the Company, a student can avail of information pertaining to course length, course hours, course fees, expected study hours, materials provided etc. This information can be found on the website or provided directly by the Company employees on request. Company employees can be contacted by filling out forms on the website.
- 3.2 Students will be provided with an induction to the course that will direct them to the location of all relevant policies and study materials on the personal study planner.
- 3.3 One of the key aspects of the Company courses is that they are flexible and can be completed online at the students own pace. All tasks are available for the duration of the course. Students can move ahead or catch up if other commitments / responsibilities do not allow them to complete study at the recommended pace. Students can set their own plan for study that can account for weeks off, days off, etc.
- 3.4 Students will be introduced to either their tutors or learning coaches at the outset of the course.
- 3.5 The courses provide ongoing assessment practices that support and enhance student learning. Student results are benchmarked where relevant with appropriate institutions engaged in similar activities and who provide similar courses to ensure the Company can identify areas where students are falling down / excelling. The Company does this by reviewing the statistics released by the SRA after each exam.
- 3.6 The Company collects student feedback after each course ends and this feedback is analysed and incorporated into course updates. This process is predominantly led by the operations team with input from learning teams and course designers. For SQE2, feedback is collected throughout the duration of the course so students can give specific feedback on each topic / section of the course. Students can give a star rating of a maximum of 5 stars and give written feedback which can be completed anonymously. The feedback questionnaire requests information from students on course structure, content, and preparedness for assessments.
- 3.7 Students will be directed to our policies and procedures at the beginning of the courses to ensure they have the resources and knowledge to report an incident or make a complaint against another student or member of the Company if required. Our informal and formal procedures are set out in our bullying and harassment policy and procedure documents.

4. STUDENT FEEDBACK MECHANISMS

- 4.1 As mentioned above, the Company collects student feedback after each course ends and this feedback is analysed and incorporated into course updates. This process is predominantly led by the operations team with input from learning teams and course designers. For SQE2, feedback is collected throughout the duration of the course so students can give specific

feedback on each topic / section of the course. Students can give a star rating of a maximum of 5 stars and give written feedback which can be done anonymously.

- 4.2 The feedback questionnaire requests information from students on course structure, content, and preparedness for assessments.
- 4.3 The learning team collate the feedback and identify areas where content is performing less favourably. These areas are reviewed by the learning team and updates are implemented accordingly into the next iteration of the course. If any significant issues are identified with course content at any stage of a new course, then changes may be made to content within that course iteration.
- 4.4 The analysis of the feedback is reviewed to determine if there are any groups of students that are identifying issues with the course content or delivery. For example, if students on shorter courses are rating the course or delivery less favourable than those on a longer course.
- 4.5 Comparison of feedback with previous cohorts is compiled and reviewed to determine if student satisfaction levels are changing / improving and to determine if any actions which have been implemented from previous rounds of feedback have improved feedback scores.
- 4.6 The Company is in the process of creating a dashboard where feedback will accumulate and be stored.
- 4.7 As part of the review process, the Company analyse the results from each sitting of exams to determine if any changes to content need to be implemented. Analysis will include reviewing results against several key measures, for example, pass rates compared to the national average, performance by various course lengths, and performance by previous qualification. If anomalies are identified in any of these key measures, then a plan will be formulated to adjust content to address the issues identified for any outlying groups.

5. COURSE ANNUAL MONITORING

- 5.1 The Company reviews and updates the course content every year.
- 5.2 The course materials are reviewed for accuracy and currency by the Company's course designers. The course designers are subject matter experts in their field. They have access to Lexis Nexis and other learning resources that deliver notifications to the user when there are updates made to relevant legislation, statute, law, etc.
- 5.3 The subject matter experts are a mix of employees and contractors and are all qualified solicitors or barristers in the UK.
- 5.4 The learning directors and operations team keep track of the changes made and / or suggested by the course designers and ensure the practical implementation of updates identified during the review process.
- 5.5 The review incorporates changes in substantive law, legal practice guidelines and changes to external assessment regulations or requirements.