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Comment:	

## STUDENT SUPPORT 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.
- 1.2 The Company is committed to supporting students through their learning both academically and with any issues that may occur throughout their studies. This policy briefly sets out the support provided by the Company while directing students to other relevant policies.
- 1.3 This document should be read in conjunction with the bullying and harassment policy and procedure documents, the safeguarding policy and the student conduct and misconduct policy. These policies set out our processes surrounding reporting of any adverse situations a student might encounter.
- 1.4 The Student Transfer Policy sets out options available to students if they can no longer pursue their current course of study.

### 2. ACADEMIC SUPPORT

- 2.1 At the beginning of each course, students are provided with a variety of softcopy and hardcopy materials and communications. These materials include a form where each student can request additional support if they require it.
- 2.2 The courses deliver practical and professionally relevant content, which is implemented and updated on an ongoing basis. The courses provide ongoing assessment practices that support and enhance student learning.
- 2.3 The course is provided online and provides the support needed to underpin successful digital learning and teaching. Students can attend live workshops, 1:1 sessions, feedback sessions, etc. The students receive physical materials that they can use throughout the course. The course is underpinned by successful digital learning and teaching methodologies, and this can be identified through the pass rates over the previous cohorts for both SQE1 and SQE2 Prep courses. The online nature of the course makes it more convenient for students to participate as the course is more accessible. It also means the course is more manageable if last minute changes are required. E.g., if a person cannot attend a timeslot last minute it is easier to reallocate a time than if meetings and lectures were in person.
- 2.4 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.
- 2.5 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.

- 2.6 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 their studies at the recommended pace. Students can set their own plan for study that can account for weeks off, days off etc.
- 2.7 Students will be introduced to either their tutors or learning coaches at the outset of the course.
- 2.8 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.
- 2.9 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. The feedback questionnaire requests information from students on course structure, content, and preparedness for assessments
- 2.10 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 learning team if required. Our informal and formal procedures are set out in our bullying and harassment policy and procedure documents.

### **3. SUPPORT AGAINST BULLYING AND HARRASSMENT**

- 3.1 The Company's student support mechanisms are set out in the bullying and harassment policy and procedure documents and the safeguarding policy.
- 3.2 The Company supports and promotes the understanding, avoidance and reporting of academic misconduct as set out in our student policies, listed above. These policies are in place to maintain the integrity of the courses and course delivery and ensure learning is delivered in an open, collaborative environment.

### **4. CHANGE TO COURSE PERSONNEL**

- 4.1 If someone leaves, mid-course, as happens on occasion, this is communicated to students and a new learning coach is introduced to the students as their new point of contact. This ensures students are supported and know who they should be contacting throughout the duration of their studies. The Company has dedicated learning coaches / tutors to support students throughout the course. Students can book 1:1 sessions with their learning coaches and have designated calls with their tutors. Students can submit substantive law questions if they are struggling with a point of law in the course. There are also workshops and feedback sessions that are put in place to ensure there is academic support relating to the content of the preparation courses.

### **5. MENTAL HEALTH SUPPORT**

- 5.1 Each cohort of students receives skills and stress management resources and support which is sufficient for the purpose of ensuring a high-quality academic experience for the students and in turn that those students succeed in and beyond higher education.
- 5.2 Maintaining a healthy body and mind is vital to study success but the Company recognise that students may have concerns about their psychological or emotional wellbeing at any given point during their studies. To support students experiencing these difficulties the Company has identified several support services, detailed below, which students can access free of charge

and confidentially. These services offer a range of online and telephone services including discussion groups, access to self-help materials and support helplines. We recommend that any student with concerns relating to their mental health and wellbeing access these services to gain initial advice and support. Students can also discuss any concerns, academic or non-academic, with their mentor.

5.3 Contact details to various mental health organisations can be found in the student handbook.

## **6. PAYMENT PLAN**

6.1 The Company recognises that students may not have the money to participate in the course, particularly in one amount. To make the course more accessible, the Company offers a payment plan whereby the student can pay their fees over the duration of their course subject to the Company's terms and conditions.

6.2 The student will be required to make initial payment towards their course before qualifying for the instalment plan. The remainder of the tuition balance will then be divided into instalments that will be paid monthly following the initial payment.

6.3 All instalment plans run throughout the duration of the course and must be paid in full by the time the course comes to an end. This means that the instalment options will differ depending on the duration of the course selected, i.e., SQE1 10-week, 20-week, 40-week.

6.4 If a student enrolls after the chosen course start date, this will reduce the number of instalments available.

6.5 All payment plans are subject to a £99 financing fee which is added on top of the course fee and spread equally as part of the instalment plan. The Company payment plan options are available at the following [link](#).

## **7. STUDENT LOAN**

7.1 The Company appreciates that some students may require more time to pay their course fees. For this reason, the Company have partnered with Knoma Ltd to give students a platform to more flexible financing solutions.

7.2 Students can make direct loan applications with Knoma Ltd to fund their SQE studies. Any approved and funded loans are subject to the loan agreement created between Knoma and the student. The Company do not advise on any of the Knoma loans and have no influence over any of the applications. All applications are reviewed solely by the Knoma team.

7.3 The Company follows FCE regulations and does not provide any financial advice. Students should contact Knoma for advice. The Company does not receive any commission on these loans. The partnership is for the benefit of the students and to increase accessibility to the courses.

7.4 Students looking to explore the option of getting a loan to finance their studies should visit the following links:

7.4.1 [BARBRI student loans site](#); and

7.4.2 [Knoma loans site for BARBRI's course offering](#).

7.5 If students are unable to find the appropriate loan for their intended course loans, they should contact the Student Services Team at [UKstudentservices@barbri.com](mailto:UKstudentservices@barbri.com).

## **8. BURSARY / SCHOLARSHIP DETAILS**

8.1 BARBRI Bridges is a social mobility fund developed to help increase diversity, inclusion, and accessibility in the legal sector. The Company works with law firms, charities, and universities to achieve this goal and have so far committed over £120,000 across the industry.

8.2 The BARBRI Scholarship Programme is part of this initiative aiming to offer students a chance at SQE success, whatever their personal circumstances.

8.3 The Company have created four different types of SQE scholarships to target students of all social backgrounds. The four different types of SQE Scholarships are:

8.3.1 Public Sector;

8.3.2 Essay Competition;

8.3.3 First Class Honours; and

8.3.4 Humanitarian Scholarship.

8.4 Each of the scholarships are designed to provide the legal industry professionals of the future with a route to successfully passing the SQE. The scholarships are only applicable for the BARBRI SQE1 course.

## **9. DISABILITY SUPPORT**

9.1 The Company will provide support to students with a disability, health or mental health condition, or specific learning difficulty once the correct notice is provided to the Company.

9.2 Students should note, the Company provides support for the SQE course. If they require additional support or reasonable adjustments for their SQE assessment, they will need to apply separately to the exam provider. We recommend the student contacts the exam provider as soon as possible to ensure that they can accommodate the student's needs during the assessment. For more information on reasonable adjustments for the assessment, students should visit the SRA website [here](#).

9.3 When completing an application or acceptance form students should indicate that they will require additional support. The Company will reach out to the student directly, requesting documentation to support their request. It may be difficult to provide accommodations in a timely manner if we do not receive the request 30 days before the course starts. Disclosing a disability will not affect the chances of enrolling onto an SQE Prep course.

9.4 If a disability arises after a student has enrolled onto an SQE course, they should inform the Company by emailing [UKstudentservices@barbri.com](mailto:UKstudentservices@barbri.com).

9.5 If we cannot provide the support a student needs, or if there are overriding concerns about health and safety or professional fitness to practise requirements, we will explore the available support options with the student so that they can make an informed choice about enrolling onto an SQE Prep course.

9.6 After a student has informed the Company that they have a support need, they will be required to complete a Student Support Form (Appendix 1 of the Student Handbook). On submission of this form, they will be required to provide supporting documentation of their condition. The student is given a set of options and is required to indicate to the Company what sort of assistance they need and off the back of that the Company will try to accommodate the request made by the student. Further details can be found in the student handbook.

## **10. SAFEGUARDING**

10.1 The Company is committed to ensuring that it fulfils its responsibilities in safeguarding any vulnerable adults who may be at risk of harm or exploitation, including abuse or concerns over students being drawn into terrorism (the Prevent Duty).

10.2 Any student who is concerned about themselves, or another vulnerable adult should directly contact their learning coach for advice on how the Company can assist with any

safeguarding issues or refer to mechanisms set out in our safeguarding policy and our bullying and harassment policy and procedure documents.

## **11. ENGLISH & NUMERACY SUPPORT**

11.1 There are no formal English language requirements for the SQE, however, a 7.5 IELTS score is recommended. The SQE course has been developed on the assumption that all students have this requisite level of English. The SQE assessments also require students to have a high level of speaking, reading, and writing ability in the English language and they will be required to demonstrate all these skills during the assessments. The Company signposts resources in the Student Handbook to assist students who are looking for additional support in these areas.

## **12 LINKS AND OTHER RESOURCES**

12.1 Students should refer to the student handbook for details on the support mentioned above.

12.2 Other links that may be useful are included below:

12.2.1 [Scholarships](#)

12.2.2 [Knoma \(student loans\)](#)

12.2.3 [Payment plans with BARBRI](#)

12.2.4 [BARBRI Bridges](#)

12.2.5 [Careers and employability](#)

12.2.6 [Event & webinars](#)

12.2.7 [BARBRI student support web page](#)