

London School of Theology

Student Support Strategy

Process of ratification:	Executive Team
Executive Team Member Responsible:	Academic Secretary, Director of Academic Services
Individual Responsible:	Academic Secretary, Director of Academic Services
Date Last Approved:	N/A
To be Reviewed:	Every 24 months
Review consultation:	Programme Leaders, Learning & Teaching Manager
Date of Next Review period:	Nov 2027

Contents:

- A. Principles
- B. Key Student Support Services
- C. Actions for 2025-26

A. Principles

Student support is a central aspect of LST’s mission, flowing from our headline Vision for ‘forming disciples, resourcing churches and impacting society’. It is intrinsic to our Community Code, with its assurance that students will ‘have access to appropriate resources and support of the School’, and with its reciprocal expectation that each student will ‘engage actively in all aspects of academic life as a fully committed member determined to succeed through the creation and maintenance of a supportive educational community’. Student support also lies at the heart of our Learning and Teaching Framework, which pledges to ‘enhance learning assistance provision’ in keeping with the commitments of our Access and Participation Plan to build on significant progress already made in diversifying admissions, tackling attrition and optimising graduate outcomes.

Our holistic and collaborative support systems have been developed to integrate academic, personal, and spiritual care so that every student is enabled to flourish in learning, faith, and character as part of the LST community, their local churches and neighbourhoods, and society as a whole. Students are encouraged to become active participants and stakeholders in their learning, and in the School’s educational and communal life, through membership of the Student Committee, which appoints an Academic Representative to the Academic Board, and Student Programme Representatives to sit on the Programme Board of each degree course. In addition, there are dedicated Student Representatives for Online Learning, Postgraduate Taught programmes and Research programmes.

These core institutional values and commitments inform the following more specific principles guiding student support at LST:

Growing as disciples. We support students to respond to God’s call on their lives and to live a life of love and service to others. We value spiritual and character formation as well as academic success.

Caring for the whole person. Through collaboration across different departments, we promote the flourishing of students in every part of their lives – academic, personal and spiritual.

Celebrating community. Being part of Christian community means walking alongside one another in friendship and care, not just offering a service.

Working together. Support is integrated across departments to ensure a proactive and collaborative approach to promoting student wellbeing, resilience and growth.



Accessible and inclusive. We take an active approach to ensuring support is accessible for students of all backgrounds, abilities, and modes of delivery.

Seeking to improve. We regularly review student engagement, outcomes and comments, seeking ongoing and data-informed development of our support provision in response to student feedback.

B. Key Student Support Services

Faculty Student Support

Faculty support onsite and online students beyond the classroom, both academically and pastorally, including individual preparation for and reflection on assignments, discussions about the interplay between personal issues and their academic work, and vocational considerations. Following module and assessment boards, students who have not passed one of their modules receive an email offering appropriate help with the resubmission, with module leaders expected to provide assistance to any student who has not passed an element of that module.

Fitness to Study

The School's Attendance and Welfare, and Fitness to Study Processes provide a proactive and integrated approach to student support, helping ensure that issues are anticipated and mitigated before they develop. These processes support students to be able to engage fruitfully in learning as well as supporting their wellbeing. The Fitness to Study Panel includes members of the Pastoral Team, Faculty, Learning Support and Disability Support, alongside members of Registry Team. See the Fitness to Study Policy.

Pastoral Team

The Pastoral Team supports students spiritually and practically through listening, prayer and signposting to other services as necessary. The Chaplain and pastoral team can also refer students to an external counselling service. LST funds a short course of counselling which the student may then choose to extend on a self-funded basis.

Tutor Groups

Tutor Groups meet weekly through term-time, either in person or online. They aim to build community and connectedness, through peer fellowship and support, and to provide a Christ-centred space of encouragement and growth.

Disability Support

The School's full-time Disability, Inclusion and Learning Support (DILS) Manager onboards, supports and promotes the interests of students with disabilities, managing the Learning Support Team and securing DSA funding for eligible students. At the same time, the DILS leads, informs and trains colleagues on key areas of policy and process development in support of the equality, diversity and disability agenda of the School, and in fulfilment of its external regulatory obligations, including those articulated in its Access & Participation Plan.

Learning Support Team

Managed by the DILS, our Learning Support Team is available in person or online for 1:1 meetings for students needing additional support with assessment planning, structuring and formatting of their academic work, as well as with time management. It includes a qualified teacher of English as a Second Language. Foundations Course

New students are offered the opportunity to attend a 3-day pre-induction course called the Foundations Course, which focuses on study skills, preparation for study and holistic support shortly before Freshers' Week.

Study Skills

Our Study Skills programme supports students at every level, covering a wide range of topics including essay writing, using the library and other learning resources, creating and delivering presentations, avoiding academic misconduct, the use and abuse of AI, referencing, self-care in study, time-management, exam revision and technique, diversity in learning, and making the most of IT tools, educational programmes and apps.

Mental Health and Wellbeing Charter and Commitment of Support

The School is a signatory to the Association of Colleges' Mental Health and Wellbeing Charter and Commitment of Support and annually reviews an Action Plan formulated to ensure its effective implementation. The Charter includes pledges to maintain and apply a Wellbeing Policy, to provide appropriate mental health awareness training for employees and mental health support for students, to foster links with local health and voluntary sector mental health groups, and to promote the mental health benefits of physical activity and sport. The Action Plan enshrines these commitments in practical measures that had largely been implemented by autumn 2024, but which are subject to ongoing monitoring and enhancement – particularly around embedding mental health awareness more deeply within the School's curricula, and engaging further with community services, groups and networks focused on mental health.

Student Support Strategy Team

The Student Support Strategy Team consists of line managers from the various support departments and areas of activity noted above, plus the Academic Dean and Academic Secretary and Director of Academic Services (ASDAS). It meets at least annually to review strategic goals for student support, and to monitor actions and outcomes from goals set in the preceding year.

C. Actions for 2025-26

Development area	Action	Who is responsible?	Success indicator / timeline
Communication and visibility	Develop a website page as a single source of information on all the various student support mechanisms offered at LST	Learning & Teaching Manager Marking & Communications Manager	Website page created by 30/1/26.
Communication and visibility	Review website visibility of Pastoral Team	Chaplain Marketing and Communications Manager	Website includes information about the pastoral team.
Communication and visibility	Articulate Tutor Group vision statement	Vocations Manager	Vision Statement published by 30/1/25.



Communication and visibility	Freshers Week integrated session	ASDAS PA to ASDAS	Freshers Week session timetabled for September 2026.
Staff training	Review staff induction	HR Manager	Staff induction includes student support information.
Data	Maintain records of student engagement with support (keep list of names)	All Reporting and Compliance Officer	Able to provide data for Student Support Review in 2026.
Data	Template for data capture	Learning & Teaching Manager and ASDAS	Template created November 2025.
Student feedback	Liaise with Student Welfare Officer about strategy	Learning & Teaching Manager	Student Welfare Officer commented on and contributed to Strategy document, October 2025.
Strategy consultation	Ensure Student Reps and Student Committee are aware of the Student Support Strategy and where to Signpost students	Principal ASDAS Academic Dean	Principal meets with Student Committee Executive weekly. ASDAS provides ongoing training to Student Reps and meets with new Reps in Semester 2. Academic Dean liaises with Student Reps to Academic Board as Academic Board Chair. All such meetings highlight this Strategy document through the 2025-26 academic year.
Learning Support	New Learning Support Tutor Group [APP*]	Form new Tutor Groups tailored to those seeking communal as well as 1:1 learning support. To be facilitated by Learning Support Assistants.	Good attendance, Student feedback, Student outcomes