



## Student Support

1. An induction is provided to all new starters whereby the rules and regulations, policies, the services available and the support which is provided are briefed on the day. An orientation session is also carried out to familiarize themselves with Course Coordinator, Lecturers, premises and the VLE (Moodle), amongst others. A guidance on the use of facilities such as the library, computer lab and IT provision is provided.
2. The students are provided with a Personal Tutor who is an Academic staff and s/he ensures any matter in relations to academic journey, financial or personal issues are addressed. A Part Time Counsellor is also available when needed.
3. A Student Welfare program is in place.
4. Each course is provided with a dedicated Course Coordinator who oversees the daily operations and planning of the course.
5. Rushmore staff are available to assist students to resolve issues of a general and/or technological nature. All enquiries from students are handled promptly and sympathetically by the Student Support Services, IT Support Services and Course Coordinators.
6. Each student is provided with a Rushmore email address and can be accessed from anywhere.