



# Student Experience

Supporting You Academically, Personally, and Practically



# Welcome from the Student Experience Team

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**Who we are:** Your support team throughout your time at MLA College

- Abi White (Student Experience Manager)
- Charlie Vosper (Student Experience Officer)
- Dave Miller (Student Experience Officer)

**Our mission:** Helping you succeed academically, personally, and socially

**How to contact us:**

- [student.experience@mla.ac.uk](mailto:student.experience@mla.ac.uk)
- 020 3997 7555



# What We Do

- Guide you through your online learning journey and help you settle into college life
- Support you in navigating college processes and understanding how things work
- Provide wellbeing and pastoral support whenever you need it
- Help you understand assessment processes, extensions, and where to get academic support
- Create opportunities for online connection and help build a sense of community
- Gather your feedback through surveys and use your voice to improve the student experience

# How We Support You Online

- 1:1 support via email, phone call, or online appointments (Microsoft Teams)
- Help understanding how to submit assessments
- Guidance on policies (extenuating circumstances, reasonable adjustments, harassment)
- Signposting to academic support, administrative and financial support, and wellbeing resources
- Support if you're struggling with workload, motivation, or personal issues
- Help to engage with your peers

# Wellbeing and Pastoral Support

- A safe, confidential space to talk about anything affecting your studies
- Support with stress, anxiety, confidence, or personal challenges
- Help balancing study with work, family, or health needs
- Support if you have a disability, long-term condition, mental health condition, or learning difference
- Guidance on accessing reasonable adjustments and specialist services
- Signposting to external services when needed

# Why Disability Disclosure Matters

- We want every student to have an equal chance to succeed
- If you have a disability, long-term condition, mental health condition, or learning difference, telling us early helps us put support in place
- Disclosure is confidential and only shared with relevant staff
- You won't be judged — we're here to help, not assess you

# What Support Can Look Like

- Reasonable adjustments tailored to your needs
- Alternative assessment arrangements
- Disabled Student Allowance (DSA) Support
- Extended deadlines (where appropriate)
- Study strategies
- Support with online learning environments

# How to Tell Us

- Email or Call the Student Experience team

## **Alternatively, you can:**

- Book an online appointment for Microsoft Teams

[Student.experience@mla.ac.uk](mailto:Student.experience@mla.ac.uk)

020 3997 7555

# Staying Connected – Meet Our Student Reps

- Share your feedback with the reps directly  
([student.rep@mla.ac.uk](mailto:student.rep@mla.ac.uk))
- Provide opportunities to meet other students
- Regular newsletters



# Starting your Journey: Key Tasks to Complete

- Download your Total Learning Package
- Respond to your tutor's email
- Book your first tutorial
- Activate your University of Plymouth Computing Account
- Register your Turnitin account from week 2 and before week 4

# Common system challenges

## Turnitin

- If you are asked to include a class code, you have tried to access Turnitin via your personal email address. You must register Turnitin through your University of Plymouth email address. **You will receive a link to complete this.**
- Using Turnitin.com instead of Turnitin.co.uk



## University of Plymouth

- Forgetting password. You are unable to reset this yourself. Please save your password.
- You must have a Microsoft Authenticator on your phone. You will not be able to access your IT account without this.
- Our Student Admin team have sent specific instructions to register your University of Plymouth account to your personal email address. Please ensure you follow each step.



UNIVERSITY  
PLYMOUTH

The Student Experience Team will send you guides on accessing these systems in week one.

Please ensure you read them thoroughly and carry out each step carefully. If you still face issues, please contact the team and book a video call.

# Where to Go for Help & Support

<b>General Enquiries</b> For all enquiries not listed below.	info@mla.ac.uk
<b>Admissions</b> For applications or enquiries about a programme.	admissions@mla.ac.uk
<b>Finance</b> For student fees, finance options, payments, scholarships and bursaries, and student loans.	student.finance@mla.ac.uk
<b>Enrolment &amp; Assessment</b> For enrolments, assessments, progression, awards, or any liaison between MLA College and the University of Plymouth.	student.admin@mla.ac.uk
<b>Student Experience</b> For wellbeing, pastoral support, Extenuating Circumstances, late or non-submission of coursework, as well as Student Voice and feedback.	student.experience@mla.ac.uk
<b>Technical Support</b> For technical issues relating to the TLP and MLA website log-in.  <i>Please do not use this contact if you are having issues logging into your University of Plymouth account – please contact student.admin@mla.ac.uk</i>	technical@mla.ac.uk
<b>Student Representatives</b> Available to all students to share concerns, make suggestions, and communicate with peers	student.rep@mla.ac.uk