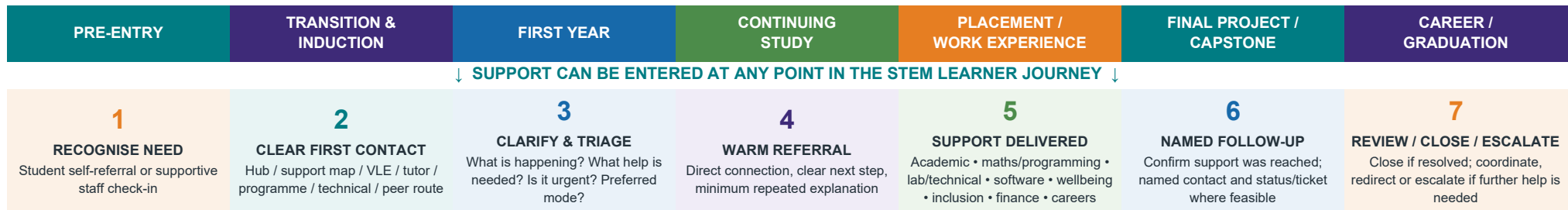


STEP STEM PERSONALISED SUPPORT MODEL

Final updated model following student review and validation



STUDENT-FACING SHORTCUT

START HERE	WHO CAN HELP ME?	WHAT HAPPENS NEXT?
Choose the problem that best describes what you need. You do not need to know the service name.	Central hub • tutor/programme • academic • technical/lab • peer • professional services	Your need is clarified → support or warm referral → named follow-up → review if unresolved

DESIGN PRINCIPLES AROUND THE PATHWAY

EARLY IDENTIFICATION	TAILORED, INCLUSIVE & FLEXIBLE	STEM-SPECIFIC & PEER SUPPORT	JOINED-UP & ACCOUNTABLE
Attendance • engagement • extensions • assessment • lab participation • project meetings • confidence • communication Use as supportive check-in prompts, not assumptions.	Discipline • stage • disability/neurodivergence • international transition • articulation • carers • work commitments Online • in-person • email • drop-in • accessible formats.	Maths • programming • labs • circuits • test benches • specialist software • rapid troubleshooting • group projects • peer support.	Academic ↔ technical ↔ professional services Named contacts • warm handover • referral status where feasible • staff training • consent-aware information sharing.

ENABLING INFRASTRUCTURE & CONTINUOUS IMPROVEMENT

VISIBLE WHERE STUDENTS ALREADY WORK	COMMON CORE, LOCAL ADAPTATION	STUDENT REVIEW → REFINEMENT → FORMAL PILOT
Student portal / VLE • programme pages • induction • repeated reminders at assessment, laboratory, placement and project pressure points	Shared seven-stage pathway and principles; each institution maps its own service names, contacts, campuses, systems and specialist STEM routes	Student review supports perceived clarity, relevance and usefulness. Future pilot should test confidence, engagement, referral completion, accessibility, follow-up and staff confidence.

Student-validated refinements: simpler student route • stronger technical/laboratory visibility • peer and group-project support • student choice • portal/VLE integration • accountable follow-up • continued testing